



## CCS PROVIDER MANUAL

VERSION 1.2 December 1, 2018

### ABOUT YOUR CCS AGREEMENT:

Agreements are non-expiring. Providers who currently have an expiring agreement will be sent a non-expiring agreement shortly.

- The following changes must be reported to the CCS and will require that a new agreement be written: Change in owner, change to new location, any change that requires a new childcare license.
- The following changes must be reported to the CCS so that your current agreement can be amended: Change in rates, change in services such as transportation, change in ages of children accepted, or change in contact name.
- When an amendment or a new contract is required, call the Provider Services desk at 500-7666 or email [providers.ccs@borderplexjobs.com](mailto:providers.ccs@borderplexjobs.com).

### HOW CHILDCARE LICENSING ACTIONS AFFECT YOUR CCS AGREEMENT:

- Your CCS agreement can only cover periods of time when your child care license is active.
- If Child Care Licensing imposes Evaluation or Probation on your facility, all CCS-funded families at the site will be notified of the situation and must sign an acknowledgement of the situation in order to continue in care. During evaluation, new children may be referred, but only after signing an acknowledgement. During Probation, no new or returning children can be referred to your facility.
- Should Child Care Licensing revoke or deny your child care license, your CCS contract is cancelled immediately.

### HOW CHILD and ADULT CARE FOOD PROGRAM AFFECT YOUR CCS AGREEMENT:

**When a provider is disqualified from the Child and Adult Care Food Program (CACFP), a notice of termination and disqualification is given to the provider and CCS will end their agreement. Parents will be notified to select another daycare. If parent decides not to transfer to another facility, then CCS will not fund their services.**

### WHEN A FAMILY HAS SELECTED YOUR CHILD CARE FACILITY:

When a parent indicates that he/she has chosen your facility, a Program Specialist will call to confirm that you have space available for the child. If you accept the child, you will be given the start date of the referral and the amount of the parent fee which you are to collect, if the child requires transportation and whether their child care is part or full time. You should record your authorization code, as proof that you will be paid for services provided to the child. Within five days, you will receive a written referral (form 2450) through an encrypted email. You will also be able to view a childcare referral on the CCAA Web site within one business day of receiving the initial referral call.

## **PROVIDER RESPONSABILITIES and REPORTING REQUIREMENTS**

Providers may not deny a child care referral based on the parent's income status, receipt of public assistance, or the child's DFPS Child Protective Services (CPS) status.

Providers may choose to limit the number of subsidized children they are willing to accept. However, this limitation must not be based on the parent's income status, receipt of public assistance, or the child's CPS Status. Preventing the denial of care for children in these groups also helps to preserve parental choice.

**RECORDING A CHILD'S ATTENDANCE OR ABSENCE:** It is the responsibility of each parent to record attendance or absence in the Child Care Automated Attendance (CCAA) system. Each parent is mailed an attendance card which he/she activates and uses to record attendance or absences. At home sites, the parent uses the telephone at the child care site to call in. In a child care center, the parent uses a POS terminal to record attendance. Parents may call in absences from any phone to 1-866-960-6496. Parents may order attendance cards for up to three additional adults whom they authorize.

It is the role of the provider to observe the attendance/absence recording of each parent on the CCAA website: **WorkforceSolutionsChildCare.com**. Parents are only required to record an "IN" for attendance. If a parent fails to check IN, it is the role of the provider to assure that the parent performs previous check IN transactions to record attendance. Parents can only go back 6 days to record previous attendance. Providers should assist parents when they receive error messages.

When a parent fails to record attendance in the CCAA system, the day is counted as a general absence and the provider is reimbursed. However, in the following situations, providers are required to submit a "non-swipe report" at the end of the billing period: during a child's first ten days of enrollment if parent is awaiting arrival of card, or parent has lost card and has been reported and is awaiting to receive new card, when machine, phone or phone lines are down or during emergency closures. Please submit form through the email or FAX to (915) 225-0247.

Even though parents are using the CCAA system, providers are also required to keep manual sign-in sheets as record of the child's time in the center. This is required by Child Care Licensing and but does not serve as a child's attendance for CCS. However, sign-in sheets may be needed to clear a CCAA error and should be available at the facility for the past twelve months.

## **REGULATIONS ABOUT CCAA:**

- A provider or provider staff member must not collect a parent's card or record the attendance for them.
- A director, operator or home provider may not be listed as an alternate card holder for any child in the facility.
- The provider must check that the recording is correct and void a transaction if a parent has recorded attendance when a child was absent.

## **WEBSITE HINTS: WORKFORCESOLUTIONSCHILDCARE.ORG:**

- Your login (user name) is your Childcare License number.
- Your initial password is the zip code (five digits) of your facility.
- If you have access problems, click on "forgot password". This will re-set your account and a new password will be emailed to you.

- Use the “Attendance Button” to see which parents have failed to record attendance.
- Use the “Transaction Button” to view more detail for a particular parent, if he/she is receiving error messages and unable to check in.
- Under parent inquiry you will see the address on record for a parent. If the address is wrong, it should be reported to CCS for correction.

**PARENT FEE (PARENT SHARE OF COST):** Most parents are assessed a parent fee. The fee is stated as a monthly fee. Providers must collect the fee in advance, generally at the 1<sup>st</sup> of each month, and inform CCS when a fee has not been paid timely (within 10 working days). The parent share of cost is given to the provider at the point of authorization and on each referral form (2450). Since the provider is collecting this amount as part of their reimbursement, it is also deducted from their reimbursement for services. When a parent attends for a partial month, the automated system may deduct the full month’s parent share of cost. If the system deducted a full month parent fee the provider may owe the parent for the remaining time frame. The reimbursement is between the provider and parent.

If parent is receiving child care funds from Peace Corp, parent should advise CCS. Payment to provider will be reduced and to make-up the difference the provider collects from parent.

Providers may not charge fees to parents receiving child care subsidies that are not charged to parents who are not receiving subsidies.

**CONTACT CCS IF THE FOLLOWING OCCUR:**

- a child has been absent for five consecutive days and the parent has not notified you of the situation or intent to return.
- a parent has notified you that they are withdrawing from care. Report is due by second day of non-attendance, but appreciated if given immediately.
- you have received a new referral and the children have not attended for the first three scheduled days.
- a child will be absent because he/she is on court ordered visit with a non-custodial parent.
- a parent is behind in their assigned parent fee, within the past 10 days (non-payment is a program violation and CCS will end child care services).

**OTHER THINGS PROVIDERS SHOULD KNOW:**

- Providers will not be paid for days that a child attends when they are not authorized by the CCS.
- Care of six hours or more per day is considered full time. Part time is less than six hours per day.
- When children authorized for full time occasionally attend part time, they are still paid at the full time rate.
- When children authorized for part time occasionally attend full time, they are still paid at the part time rate.
- Most School-age children are paid at a blended rate during the school year, which is a rate between the provider’s part and full time rate. For 12 weeks during the summer they are paid at the full time rate. On the CCAA web site, the referral is coded S/P.
- **When a provider operates multiple licensed facilities and wishes to combine enrollments during low attendance periods, an alternate site notification must be completed in advance. The alternate site must be licensed and hold a CCS agreement. The POS device of the closed site must be relocated and used by parents at the alternate site to record attendance.**

## **PROVIDER CLOSURE DURING AN EMERGENCY**

**Procedure:** A regulated CCS provider may be paid when the provider site is closed for up to three days in a calendar year when extenuating circumstances cause the closing.

To be paid for children scheduled to attend, the following requirements must be met:

1. It must be an emergency which prohibits a provider from operating; the following are examples:
  - a. A building condition that makes the space unsafe for operations, such as no electricity.
  - b. Inclement weather that has caused the closest school district to cancel school for the entire day.
2. CCS must be notified of the emergency by the end of the first day of “non-operation.”
3. CCS Provider must notify parents of the closing and the re-opening dates.

If a provider has closed and will not be able to operate within three days, then CCS will notify parents of the closing requesting a selection of an alternate licensed child care provider or registered home. The referral to the closed provider will be ended on the third day closed.

CCS will correct attendance documentation to “present” for children scheduled to attend during an emergency closing, so that non-attendance will not adversely affect a child’s attendance record.

## **WHEN A PARENT’S ELIGIBILITY MUST BE RE-DETERMINED:**

- When a parent’s eligibility period ends, he/she must complete an eligibility packet in order to continue in care. CCS mails a packet 35- 40 days prior to the end date of the referral.
- If the packet is received at least five days before the contract end date the certification is processed. If parent is still eligible, the care will be continued and the provider will be notified.
- If the packet is received four days or less before the contract end date, it will be processed, but there may be a break in the referral dates during which care cannot be billed.
- Packets received after the contract end date cannot be processed.
- Providers know that a packet is turned in if they see the new end date on CCAA or receive the referral form (2450) from CCS.

**WHEN CHILD CARE SERVICES ARE TERMINATED:** If a parent is no longer eligible or fails to meet CCS requirements, the care will be terminated. In some cases a parent receives fifteen days notice and in some cases, notice is not allowed. The provider will be notified of the last day of care to be paid if it is different from the end date on the referral form (2450).

**SUSPENSION OF CHILD CARE:** When a parent is eligible to receive services but temporarily does not need the service, he/she may request a suspension. During a suspension, the children are not enrolled in care, the provider is not reimbursed for care and the parent does not pay a parent fee. Examples of a need for suspension include school breaks, temporary medical incapacitation and children staying with non-custodial parents. When the suspension ends, the parent may continue with the same provider only if a space is available.

In the case of a Court Ordered Visit with a non-custodial parent, the provider may continue to be paid provided the parent properly records the absence as a **CO** in the CCAA system. In this case, the parent's enrollment continues at the same provider location.

#### **ATTENDANCE STANDARDS:**

- All children are **allowed 40** days absence per year. On the 41<sup>th</sup> day there is a termination.
- If parent has more than 1 child, only the child with 41 days of absences or more will be terminated.
- An absence due to a court ordered visit is not included in the total allowed, when reported by the provider.
- The parent indicates whether an absence is due to illness, court ordered visits or general. CCS requires documentation from parent for court order visitations.

#### **TRANSPORTATION:**

- If a provider's service includes transportation, the provider may choose to offer transportation to CCS children.
- If a provider offers transportation for CCS children, then CCS will indicate on the referral form when a child is authorized for transportation.
- A provider may indicate an additional fee or include transportation in the general daily fee; however, the total paid, including transportation can't exceed the maximum rate allowed.
- Even when transportation is utilized, the parent or alternate card holder must record attendance from the child care facility at least every five days.

**CHILDREN WITH DISABILITIES:** When a child with a disability is referred by CCS, additional assistance may be available. When a parent requests consideration for an "inclusion rate" and meets the requirements, then the provider will be asked to complete the information about the inclusion assistance that will be given. A CCS staff member will visit the site, review the activity plan and, if all requirements are met, the CCS may pay a daily rate of up to 190% of the regular reimbursement rate. The rate is based on the need for special assistance and the cost of providing additional assistance, which is usually the cost of additional staff hours.

**WHEN A CHILD'S BEHAVIOR IS DIFFICULT:** Assistance is available should a child's behavior become a concern to a provider.

- Document incidents and share the incidents with the parent. (Parent's should sign incident reports, acknowledging that they were informed.)
- If the situation persists, have a conference with the parent. Gain the parent's written authorization to allow the Provider Services Specialist to observe the child in the child care setting.
- The Provider Services Specialist will observe the child in the child care setting and, with the provider, form a plan for managing the behavior.
- After implementing the plan with caregivers, if concern persists, provider arranges a parent conference to include the Provider Services Specialist. Options and resources are discussed. If it is determined that the child will not be able to continue with the current provider, the parent is given fifteen days to select an alternate provider. Care continues until the transfer arrangement is complete.

**A PROVIDER'S REIMBURSEMENT RATE:** Workforce Solutions Borderplex policy sets a maximum reimbursement rate for each age child, full or part time. The maximum rates are shown on the Provider Information Sheet which is shared with providers upon signing an agreement and when the maximum rates change. The provider's published rates are included in the contract and an amendment is needed if the published rates change. The reimbursement rate is the lower of the providers published rate or the current maximum rate. The Provider Services Specialist will confirm the facility's published rate by viewing printed materials available to parents.

Providers may participate in programs that offer an enhanced quality of care such as the Texas Rising Star Program and the Texas School Ready Program. These providers are able to receive a higher reimbursement rate.

**CHARGING ADDITIONAL FEES:** A provider may not charge a parent the difference between their published rate and their reimbursement rate. However, there are other fees which may be charged to a parent, such as late fees for picking up a child after the facility closes or after 12 hours of care for full time or after 6 hours of care for part time. Additional fees such as field trip fees may be charged only if they are optional. All fees which a parent may be charged must be included in the operational procedures of the facility which are given to each parent upon enrollment. The CCS does not assist in the collection of these fees.

**HOLIDAYS:** Workforce Solutions Borderplex specifies the following paid provider holidays: Memorial Day, Labor Day, Thanksgiving Day and Christmas Day. Additionally, providers may select up to five additional days from a list of generally recognized holidays. The CCAA web site indicates the exact holiday that will be paid. If the dates on the web site are not correct, a provider must report the change to the Provider Services Department in advance of the Holiday listed. Parents do not record attendance or absence on a paid holiday.

**PROVIDER VISITS:** A Provider Services Specialist will visit each site periodically for the purpose of confirming that reported services are properly documented. They may review the sign-in sheets for children that were billed during the past twelve months or offer technical assistance, including assistance navigating the CCAA web site. Providers participating in the Texas Rising Star (TRS) program receive visits more frequently for mentoring purposes to assist provider in maintaining their TRS standards.

**PROVIDER REIMBURSEMENT FOR SERVICES:** Providers are reimbursed for services authorized by CCS every two weeks. Since parents record attendance electronically, the provider is not required to submit any invoice for services. However, providers must remember that the failure to report a child who drops from care may cause an improper payment and possible investigation for fraud. If any child is no longer attending and the authorization on the CCAA web site has not ended, the provider should report the non-attendance to CCS. CCS will outreach to the parent to determine if child care should be suspended or care ended due to a voluntary request.

Provider Payments are itemized on the CCS Provider Portal at [CCSProviders.ywcaelpaso.org](http://CCSProviders.ywcaelpaso.org). When funds are received by the CCS, they are released immediately. Payments usually are received at the provider's bank every other week on Wednesday or Thursday. If the payment will be delayed for any reason, the expected payment date will be posted on the Payment Portal.

**SUSPECTED FRAUD:** Fraud is defined as receiving services or payment that one is not eligible to receive. If you believe that someone is committing fraud, please notify CCS Fraud Investigator, Vanessa Gomez, at [vanessa.gomez@borderplexjobs.com](mailto:vanessa.gomez@borderplexjobs.com) or at (915) 500-7638.

**CONTACTING CCS:** CCS maintains two email accounts and one telephone line to receive all provider communications, reports and inquiries.

[Ccaa.ccs@borderplexjobs.com](mailto:Ccaa.ccs@borderplexjobs.com): Send reports of attendance when a parent is unable to report on CCAA and for all CPS children anytime the parent does not record attendance. Also send any report relating to a payment that you feel should be corrected.

[Provider.ccs@borderplexjobs.com](mailto:Provider.ccs@borderplexjobs.com): Send all other reports, such as Parent fee non-payments, reports of drops, reports of five day no contact, facility changes, holiday changes, etc. Also send inquiries, or request for information about a parent's authorization, help with CCAA, or request to re-issue a CCAA card. This email is intended to help providers with everything except the reimbursement process.

Provider Services Desk: Provider Services general phone number is 915-500-7666. CCS attempts to answer this line in person, but with only one staff member available, you may need to leave a message. An email inquiry to [provider.ccs@borderplexjobs.com](mailto:provider.ccs@borderplexjobs.com) will be viewed and answered by the same individual and is the preferred method of communications.

**FOR HELP WITH A POS DEVICE: 866-320-8720** (Toll free.)