

# A Parent's Guide to Child Care Services





## About Us



Workforce Solutions for North Central Texas Child Care Services (CCS) is a federally funded program that provides subsidized child care for low-income families, promoting long-term self-sufficiency by enabling parents to work or attend workforce training or educational activities.

Workforce Solutions for North Central Texas serves the following counties:

**Collin**  
**Denton**  
**Ellis**  
**Erath**  
**Hood**  
**Hunt**  
**Johnson**

**Kaufman**  
**Navarro**  
**Parker**  
**Palo Pinto**  
**Rockwall**  
**Somervell**  
**Wise**



## Who is eligible for services

Workforce Solutions for North Central Texas Child Care Services serve customers who live within the 14-county service area and are currently working, or attending workforce training, or educational activities for a minimum average of 25 hours per week for a single-parent family, or 50 hours per week for a two-parent family. Three months of Child Care can also be provided to customers at initial eligibility to search for work.

Eligibility is based on:

- The age of the child at initial eligibility;
- The child's status as a U.S. citizen or legal immigrant;
- Gross monthly family income below 85% of the state median income (SMI);
- Family assets do not exceed \$1,000,000;
- The child resides with a family within the 14-county service area.

Visit [www.dfwjobs.com](http://www.dfwjobs.com) to see if you meet preliminary eligibility criteria.

## Types of Care

Subsidies for child care may only be paid to regulated child care providers or relatives that meet certain requirements.

### Types of Care:

**Licensed Child Care Centers** may care for 13 or more children under the age of 14 for less than 24 hours per day.

**Licensed Child Care Homes** may care for 7-12 children under the age of 14 for less than 24 hours per day. Licensed Child Care Centers and Child Care Homes are routinely monitored and inspected by the Texas Department of Family and Protective Services (DFPS) every 5-12 months, or more frequently if child abuse or neglect, or violations of DFPS minimum standards is reported.

**Registered Child Care Homes** may care for up to six children under the age of 14 in the caregiver's home; they may also care for up to six more school-age children. No more than 12 children can be in care at one time, including children of the caregiver. Registered Child Care Homes are inspected every year by DFPS if they have an agreement with CCS to provide subsidized child care.

**Relative Care** is defined as care provided by a relative who is at least 18 years of age and is the child's grandparent; the child's great-grandparent; the child's aunt or uncle; or the child's sibling. Relative child care providers cannot reside in the same household as the child receiving care. Some exceptions apply. Relative providers must have a background and criminal history check through Child Care Regulation prior to being approved to provide subsidy care. Please contact CCS for more information and requirements for relative care. NOTE: Relative Care is not regulated by DFPS.





## Quality Child Care Settings Ages 0-2 Years

### Infant and Toddler Classrooms

#### The Caregiver

- Provides lots of physical contact such as holding your baby while feeding, rocking and soothing when crying;
- Interacts with your baby during feeding, diapering and play times by making eye contact and talking to your baby;
- Uses words of encouragement during play time;
- Is patient and gentle;
- Receives continuous professional development.

#### The Environment

- A safe and comfortable space with room to lay and/or move around freely;
- Toys and materials reflect cultures and genders;
- Furniture is safe for a child to use to pull up and stand;
- A variety of toys are available.

#### The Program

- Provides a daily routine and is safe and clean;
- Responds to each child's individual needs;
- Parents are informed about their child's day through conversation or notes;
- Supports professional development;
- Low staff to child ratio;
- Nationally accredited or state recognition.



## Quality Child Care Settings Ages 3-12 Years

### Preschool Classrooms

#### The Caregiver

- Is friendly and smiles easily with children in their care;
- Is knowledgeable of a preschool child's behavior;
- Uses clear and consistent rules and explains the rules to the child;
- Participates in age appropriate activities with the children.

#### The Environment

- Child sized furniture;
- Children can see materials at their eye level;
- Offers age appropriate materials to include interest areas (art, science, dress up, blocks) which are available all day long;
- Toys and materials reflect cultures and genders.

#### The Program

- Planned activities that focus on all areas of development (social, emotional, physical and intellectual);
- Daily schedule is posted and is flexible to meet the needs of the children;
- Policies are shared with parents;
- Parent's input is valued;
- Low staff to child ratio;
- Nationally accredited or state recognition.



# Quality Child Care Settings Ages 3-12 Years (cont.)

# Texas Quality Rating Programs

## School Aged Classrooms

### The Caregiver

- Includes the child in establishing rules;
- Provides guidance and attention;
- Understands that the child is developing their independence;
- Uses positive, respectful techniques to help guide behavior.

### The Environment

- Ample indoor and outdoor space available for activities;
- Materials are reflective of children's interest and abilities;
- Toys and materials reflect cultures and genders.

### The Program

- Staff work together to meet the needs of all children;
- Provides opportunities for family involvement;
- Written policies support open communication;
- Hire staff qualified to work with school age children;
- Provide professional development opportunities to staff;
- Low staff to child ratio;
- Nationally accredited or state recognition.

**Texas School Ready!** is a high quality early childhood model serving at-risk preschool-aged children through shared resources between public and private early childhood education programs. Components of this program include:

- High quality, developmentally appropriate, and rigorous curriculum;
- Continuous student progress monitoring;
- Professional development for teachers;
- Creating and implementing a School Readiness Integration Partnership to coordinate services among school districts, child care providers, and Head Start programs participating in the School Readiness Certification System (SRCS).

**Texas Rising Star Providers:** All regulated CCS Early Learning Programs (ELP) are required to participate in Texas Rising Star. Texas Rising Star providers are ELP's that contract with CCS and meet requirements that exceed the state's minimum licensing standards. Some areas that are reviewed to determine Star status are: policies and procedures; caregiver/child interactions; curricula and lesson plans; indoor and outdoor learning environments.

The following national accreditations are also recognized by the Texas Workforce Commission as quality programs, and we recommend you check with your Early Learning Program to see if they are participating in any of the accreditation programs below:

- National Association for the Education of Young Children (NAEYC)
- National Association for Family Child Care (NAFCC)
- National Early Childhood Program Accreditation (NECPA)
- National Accreditation Commission for Early Child Care and Education (NAC)
- Council of Accreditation (COA)
- Cognia Quality Early Learning Standards (QELS)
- Association of Christian Schools International (ACSI)
- Early Head Start and/or Head Start Programs regulated by CCR

Visit [www.dfwjobs.com/providers](http://www.dfwjobs.com/providers) to learn more about quality childcare and providers who are meeting quality standards or [www.texasrisingstar.org](http://www.texasrisingstar.org) for a listing of all Texas Rising Star providers.

If you choose a Texas Rising Star certified program to care for your child, you will receive a 25% reduction in your Parent Share of Cost.



# Parent Rights and Responsibilities

## RIGHTS

Parents who qualify for child care subsidies have the right to:

- Be informed of all child care options available and choose the type of child care provider that best suits their needs;
- Visit available child care providers prior to making their choice of a child care option;
- Receive assistance in choosing initial or additional child care providers;
- Be informed of rules related to providers charging parents the difference between the CCS reimbursement rate and the provider's published rate;
- Be represented when applying for services;
- Be notified of their eligibility to receive child care services within 20 calendar days from the day CCS receives all required documentation;
- Receive child care services regardless of race, color, national origin, age, sex, disability, political beliefs, or religion;
- Have CCS treat their information as confidential;
- Receive written notification at least 15 days before denial of child care services;
- Reject an offer of child care services or voluntarily withdraw a child from child care, unless the child is in protective services, and be informed of the possible consequences of rejecting or ending child care;
- Be informed of required eligibility documentation and reporting requirements;
- Be informed of the parent appeal rights.
- Shall not be charged above the assessed Parent Share of Cost for tuition fees, unless those fees are for late pick up; extra curricular activities; etc.

## TRANSFERS

If a customer requests to transfer a child to a new ELP, the customer must provide a minimum of two (2) weeks notice prior to the effective date of the transfer.

## RESPONSIBILITIES

### Reporting Requirements:

Parents are responsible for reporting changes that may impact a family's eligibility within 14 days. These changes include, but are not limited to:

1. Changes in family income or family size that could cause the family to exceed 85% of State Median Income (SMI);
  2. Permanent changes in work or attendance at a job training or educational program;
  3. Changes in family residence, primary phone number or email.
- Failure to report changes may result in a finding of fraud. Fraud is defined as "making false statement or representation, knowing it to be false or knowingly failing to disclose information that could affect eligibility."

Additionally, parents may report:

1. Reduction in income/hours or family size that could decrease parent share of cost;
2. Temporary changes in employment.

### Attendance Standards:

Parents must ensure that eligible child attends child care on a regular basis and that you follow your child care providers' sign-in or attendance reporting process.

Failure to meet attendance standards may result in termination of services for excessive unexplained absences.

No more than 40 unexplained absences can occur within a 12 month eligibility period.

- Unexplained absences are absences not due to a child's documented chronic illness or disability, or for a court ordered custody or visitation agreement.
- Parents shall follow required procedures for reporting attendance and absences.



# Resources

**2-1-1 Texas** is a free, confidential information and referral line answered by nationally certified specialists 24 hours a day, seven days a week.

When callers call 2-1-1, they are connected to area information centers in their region that can assist with the following: food, shelter, rent assistance, utility bill assistance, counseling, child care, after-school programs, senior citizen services, disaster relief, and other programs in your area. For more information, visit [www.211texas.org](http://www.211texas.org).

The **Texas Child Care Solutions** website was developed by the Texas Workforce Commission to provide parents access to accurate and consistent information and assist them in making informed choices to meet their child care needs. Texas Child Care Solutions connects Texas parents with up-to-date parenting information, ideas, and on-the-ground resources. Informed parents who have positive connections within their communities are better able to handle the challenges associated with caring for and nurturing young children. For more information, visit [www.TexasChildCareSolutions.org](http://www.TexasChildCareSolutions.org).

## Developmental Screenings

**Texas Health Steps Medical Checkups – My Children's Medicaid** – A wellness program for children, teens, and young adults age 20 and younger. Texas Health Steps helps remind you to make sure your children get their medical and dental checkups. As long as your children have Medicaid, they have Texas Health Steps. For more information, visit [www.texashealthsteps.org](http://www.texashealthsteps.org).

**Early Childhood Intervention (ECI)** – Provides services for children ages birth-3 years, including evaluations to determine eligibility and the need for early intervention services, at no cost to families. For more information, visit: <https://hhs.texas.gov>.

**Texas Education Agency (TEA)** – Provides services for children with disabilities ages 3-5 years. Eligible children may receive special education and related services provided by the school district. For more information, visit [www.texasprojectfirst.org](http://www.texasprojectfirst.org).

## **Texas Health and Human Services Child Care Regulation Division:**

- Regulates child-care operations and child-placing agencies to protect the health, safety, and well-being of children in care, largely by reducing the risk of injury, abuse, and communicable disease.
- Establishes and monitors operations and agencies for compliance with minimum standards of care.
- Informs parents and the public about child care and about the histories of specific homes, child-care operations, and child-placing operations in complying with minimum standards of care.
- Provides technical assistance to providers on meeting minimum standards of care.

To obtain health and safety requirements or the compliance history of a regulated child care facility, contact Texas Health and Human Services (HHS) for an office closest to you at 512-438-4800. You can also find a variety of information on the HHS website at [www.hhs.texas.gov](http://www.hhs.texas.gov).





## Texas Health & Human Services Child Care Regulation Offices

### Dallas

8700 North Stemmons Freeway  
Suite 104  
Dallas, TX 75247  
(214) 583-4253  
(800) 582-6036

### Fort Worth

1501 Circle Drive  
Suite 310  
Fort Worth, TX 76119  
(817) 321-8604  
(800) 582-8286

### Denton

535 South Loop 288  
Suite 2001  
Denton, TX 76205  
(940) 381-3400

### Plano

550 East 15th Street  
Suite 120  
Plano, TX 75074  
(469) 229-6900 Ext. 6901

Workforce Solutions for North Central Texas is in the business of creating and finding job opportunities for all job seekers. Workforce centers are conveniently located, and have the resources you need at no cost to you:

- Career Coaching
- Eligibility Assessments for Support Services
- Resource Rooms
- Educational Workshops
- Job Fairs
- Skills Assessment Testing

To find a Workforce Center near you, visit [www.dfwjobs.com](http://www.dfwjobs.com).





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**CURANTIS**

GROUP, LLC

The Child Care Services Partner of Workforce Solutions for North Central Texas

## Child Care Services

**Mailing Address**  
P.O. Box 130  
Denton, TX 76202

**Physical Address**  
5800 N. I-35, #100  
Denton, TX 76207

**1-800-234-9306**  
**www.dfwjobs.com**

Workforce Solutions for North Central Texas is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. For the hearing impaired, call TDD 1-800-735-2989 or VOICE 1-800-735-2988. For more information, visit [www.dfwjobs.com](http://www.dfwjobs.com).