A Parent’s Guide to Child Care Services
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

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WHO IS ELIGIBLE FOR SERVICES
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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.

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/ChildCareAssistance to see if you meet preliminary eligibility criteria.

WHO IS ELIGIBLE FOR SERVICES

TYPES OF CARE

QUALITY CHILD CARE SETTINGS AGES 0 - 2 YEARS

QUALITY CHILD CARE SETTINGS AGES 3 - 12 YEARS

TEXAS QUALITY RATING PROGRAMS

PARENT RIGHTS AND RESPONSIBILITIES

RESOURCES
Attendance standards for child care services consists of:

Parents must ensure that the eligible child attends child care on a regular basis. Failure to meet monthly attendance may result in losing eligibility for child care subsidies. A child is considered absent if they do not attend child care services for any reason. Subsidies for child care may only be paid to regulated child care providers or relative providers 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. Please contact CCS for more information and requirements for relative care. NOTE: Relative Care is not regulated by DFPS.
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.

Attendance standards for child care services consists of:
- For a listing of all TRS providers and additional TRS information.
- Check with your child care provider to see if they are participating in any of the quality programs listed.
- Standards may result in:

Texas Department of Family and Protective Services Child Care Licensing Division:

For more information, visit www.texasprojectfirst.org.

Texas Education Agency (TEA) – Provides services for children with disabilities ages 3-5 years. Eligible children may mine eligibility and the need for early intervention services, at no cost to families.

Early Childhood Intervention (ECI)

Other types of Quality Programs are:
- Receives continuous professional development.
- As long as your children have Medicaid, they have Texas Health Steps.
- Uses clear and consistent rules and explains the rules.
- Uses words of encouragement during play time;
- Is patient and gentle;
- Receives continuous professional development.

Council of Accreditation (www.coanet.org)

Association of Christian Schools International (www.acsi.org)

National Accreditation Commission for Early Care and Education Program (www.earlylearningleaders.org)

National Early Childhood Program Accreditation (www.necpa.net)

National Association for the Education of Young Children (www.naeyc.org)

1. Changes in family income or family size that could cause the family to exceed 85% of State Median Income (SMI);
2. Temporary changes in employment.

- 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.

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.
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.

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
- 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.

Texas Quality Rating Programs

for a listing of all TRS providers and additional TRS information. Visit www.dfwjobs.com/providers to see programs that meet program quality standards or www.texasrisingstar.org. Check with your child care provider to see if they are participating in any of the quality programs listed.

standards may result in:

Texas Department of Family and Protective Services Child Care Licensing Division:
- The Environment
- Attendance Standards:

For more information, visit www.texasprojectfirst.org.

receive special education and related services provided by the school district.

Texas Education Agency (TEA)
- Eligible children may

To find a Workforce Center near you, visit www.dfwjobs.com.

For more information, visit: https://hhs.texas.gov/services/disability/early-childhood-intervention-services.

ments that exceed the state's minimum licensing standards for health and safety, group size, child/staff ratios, caregiver

adults age 20 and younger. Texas Health Steps helps remind you to make sure your children get their medical and dental...
Attendance standards for child care services consists of:

- Visit www.dfwjobs.com/providers to see programs that meet program quality standards or www.texasrisingstar.org
- Check with your child care provider to see if they are participating in any of the quality programs listed.

Standards may result in:

- Parents must ensure that the eligible child attends child care on a regular basis. Failure to meet monthly attendance standards may result in:
  - Reduced service hours or less comprehensive care provided by the child care provider
  - Suspension of payment for child care services
  - Non-renewal of contract with the child care provider

For more information, visit www.texasprojectfirst.org.

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.

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Additionally, parents may report:

- 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.
- 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.
- Career Coaching
- Job Fairs
- Educational Workshops
- Skills Assessment Testing
- Interacts with your baby during feeding, diapering and play times by making eye contact and talking to your baby;
- Resource Rooms
- Uses words of encouragement during play time;
- 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.
- Establishes and monitors operations and agencies for compliance with minimum standards of care.
- 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).

Other types of Quality Programs are:

- ✓ National Association for the Education of Young Children (www.naeyc.org)
- ✓ National Early Childhood Program Accreditation (www.necpa.net)
- ✓ National Accreditation Commission for Early Care and Education Program (www.earlylearningleaders.org)
- ✓ Association of Christian Schools International (www.acsi.org)
- ✓ National Association of Family Child Care (www.nafcc.org)
- ✓ Council of Accreditation (www.coanet.org)

Check with your child care provider to see if they are participating in any of the quality programs listed.

Visit www.dfwjobs.com/providers to see programs that meet program quality standards or www.texasrisingstar.org for a listing of all TRS providers and additional TRS information.

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 (TRS) are child care providers who contract with CCS and agree to voluntarily meet requirements that exceed the state’s minimum licensing standards for health and safety, group size, child/staff ratios, caregiver training, as well as age appropriate curricula and activities for child care facilities.

Visit www.dfwjobs.com/providers to see programs that meet program quality standards or www.texasrisingstar.org for a listing of all TRS providers and additional TRS information.
-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.

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 a 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 the eligible child attends child care on a regular basis. Failure to meet monthly attendance standards may result in:

1. Suspension of care, at the concurrence of the parent; or
2. A determination that a change in the parent's participation in work, job training, or an educational program has occurred and care may be denied based on this information.

Attendance standards for child care services consists of:
1. Fewer than five consecutive absences during the month;
2. Fewer than ten total absences during the month;
3. If a child exceeds 40 unexplained absences (non-swipes of attendance count as unexplained) during the most recent eligibility period, a mandatory waiting period of 60 calendar days must be observed before the parent can reapply or be placed on the waiting list.
4. Parents must use the attendance card to report daily attendance and absences.
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.mychildrensmedicaid.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/services/disability/early-childhood-intervention-services.

**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.

**Texas Department of Family and Protective Services Child Care Licensing 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 the Texas Department of Family and Protective Services for an office closest to you at 512-438-4800.

You can also find a variety of information on the DFPS website at www.dfps.state.tx.us.

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**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.

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.

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**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

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- Hood
- Hunt
- Johnson
- Kaufman
- Navarro
- Parker
- Palo Pinto
- Rockwall
- Somervell
- Wise
- Dallas
- Fort Worth
- Plano

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

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

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

Plano
550 East 15th Street, Suite 120
Plano, TX 75074
(469) 229-6929

DFPS Child Care Licensing Offices

To find a Workforce Center near you, visit www.dfwjobs.com.

- Career Coaching
- Eligibility Assessments for Support Services
- Resource Rooms
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