

Child Care Application Check List

Tip: Please complete and return ALL required forms and documentation to reduce processing time.

Note: 80% of applications received are incomplete and cannot be processed due to the lack of all required documentation being provided.

Please read every form and sign the forms requiring a signature:

- Child Care Assistance Application (pages 1-5) Signature required on Page 5
- Customer Awareness Form (page 6) Signature Required
- Attendance Card Agreement (page 7) Signature Required
- Child Care Provider Choice (page 8)
- Orientation to Complaint Procedures (page 9) Signature Required

Required Documentation, additional to required Forms

- State Issued ID (Photo Copy of ALL Adults Applying for Services)
Note: if you are a teen parent your school ID will be acceptable.
- Employment/Income Verification (See Acceptable Documentation) (page 10)
- Self- Employment Verification (if applicable)
(Provide proof of business, income and expenses) (page 10A)
Please go to www.dfwjobs.com-->Child Care →Parents →Parent Resources →Forms to print form, if applicable.
- Education/Training Verification (See Acceptable Documentation) (page 10)
- Birth Certificates for all children who need child care (See Verification of Child's Citizenship and Age) Note: Birth Facts Document is NOT acceptable.

Once you have completed your application you can email to: childcare@dfwjobs.com or fax it to the following: 940-323-4394 or 940-320-5017 or 940-320-5010

Verification of Child's Citizenship and Age

Federal rules require families to verify the citizenship or immigration status and age of each child. Please provide the following to meet this requirement:

- Birth Certificate (United States or its possessions) or
- Hospital or public health birth record signed by a physician or authorized hospital representative. This must show the city and state of child's birth.

If you cannot provide one of the documents listed above, you can give us one of the following documents:

- Current U.S. Passport
- Church or Baptismal record (United States or its possessions)
- TIERS Print Screen showing the Temporary Assistance for Needy Family (TANF) benefits or Supplemental Nutrition Assistance Program (SNAP) benefits and including the household members and their dates of birth
- Copy of the current Medicaid card showing the child's name and date of birth

If you do not have any of the records listed above, you can use a combination of the records listed below that prove your child's citizenship and age separately.

Documents that verify citizenship

U.S Citizen

- Baptismal Certificate (if place of birth is shown)
- Certificate of U.S. Citizenship (N-561)
- Native American Tribal Document/Card (Form I-872)

Immigrant/"Qualified Alien"

- Naturalization Certification
- Lawful Permanent Resident: Alien Registration Receipt Card – "Green Card"

AND Documents that verify age

- Adoption papers
- Divorce and/or court custody decrees (***If you are not the biological parent, refer to the enclosed In Loco Parentis Matrix***)
- Bureau of Indian Affairs or Tribal records
- Immigration and Naturalization Service records
- Child support paternity records
- School records/identification card

Note: If you do not have any of the documents listed above, please contact our office (800)234-9306 for other documents that may be used to verify citizenship and age of your child(ren).

In Loco Parentis Matrix

****If you are not the biological parent, please select a reason that applies to your situation****

Reason Parent is Unavailable	Documentation Verifying Reason Parent is Unavailable	Documentation Verifying Caretaker is Responsible for the Child
Medical Incapacitation or In Treatment or Rehabilitation	<ul style="list-style-type: none"> ▪ A document from a licensed medical professional, e.g., physician, psychiatrist, or psychologist, stating the medical condition that makes the parent unable to care for his or her children. <p>OR</p> <ul style="list-style-type: none"> ▪ A document from a licensed professional such as a counselor or therapist is an acceptable alternative as long as the recommendation or diagnosis does not exceed the licensed professional's authority ▪ If the parent is in a treatment or rehabilitation center, a letter from the facility verifying admission must be signed by an authorized representative of the facility and include both the admission and anticipated release date. A copy of the order mandating the placement will suffice. 	<ul style="list-style-type: none"> ▪ A caretaker must have a notarized power of attorney or a sworn affidavit of temporary custody/guardianship of the child.
Child Protective Services (CPS) Placement	<ul style="list-style-type: none"> • A recent (within six months) CPS safety plan or CPS placement agreement; • A court order naming the individual as the caretaker; or • A letter from CPS that confirms the children's placement with the caretaker is ongoing. 	<ul style="list-style-type: none"> ▪ No other documentation is necessary.
Military Deployment	<ul style="list-style-type: none"> • Military orders; or • A suitable alternative such as a confirmation by the base commander or other military official. 	<ul style="list-style-type: none"> ▪ A military power of attorney appointing the caretaker as the guardian of the child. <p>OR</p> <ul style="list-style-type: none"> ▪ In lieu of a military power of attorney, a military family plan that gives the caretaker the authority to execute decisions on child care matters.

In Loco Parentis Matrix

****If you are not the biological parent, please select a reason that applies to your situation****

<p>Incarcerated</p>	<ul style="list-style-type: none"> • A “commitment” order from the court; • Verification from the Texas Department of Criminal Justice (TDCJ) Offender Information Search database (http://www.tdcj.state.tx.us/offender_information) for offenders who are incarcerated in a TDCJ facility; or • A letter from the sheriff’s office confirming incarceration if the parent is in a local jail. <p>▪ The document must include the date of incarceration and anticipated release date.</p>	<p>▪ A caretaker must have a notarized power of attorney or a sworn affidavit of temporary custody/guardianship of the child.</p>
<p>Other Reasons Parent or Legal Guardian is Unavailable</p>	<p>A sworn affidavit of facts attesting to:</p> <ul style="list-style-type: none"> • the circumstances of how and why the caretaker assumed responsibility for the child; • the whereabouts of the natural parent(s); • the caretaker’s relationship to the child; and • the length of time the child has been with the caretaker. 	<p>A caretaker must have a notarized power of attorney or a sworn affidavit of temporary custody/guardianship of the child.</p> <p>In addition, the caretaker must have documentation from a verifiable source that establishes his or her parental responsibility for the child. The documentation may be one of the following:</p> <ol style="list-style-type: none"> 1) the caretaker's most recent IRS tax return listing child as a dependent; 2) a letter from a child care center or other independent, non-relative, verifiable source that can establish the individual’s parental and financial responsibility for the child; 3) a letter from an independent school district; or 4) documentation that the caretaker is receiving Temporary Assistance for Needy Families benefits on behalf of the child, or has received benefits within the past six months

Using your Automated Attendance Card to Record Attendance

Child Care Services uses an automated attendance system to pay for child care. If you do not record your child(ren)'s attendance **EVERY-DAY**, those days not recorded properly will be counted as absences. If your child has more than 40 unexplained absences, your child care services can be denied.

ATTENDANCE CARD: Once you have been approved for child care assistance, an attendance card will be mailed to the mailing address you provided. When it arrives, the card must be activated (same as a credit or debit card) before it can be used. **If you do not receive your card within 10 business days, you must contact your Child Care Advisor immediately. If you lose your card OR it stops working, you MUST report within three (3) days to your Child Care Advisor so a new card can be issued immediately. To request a replacement card online, please go to www.dfwjobs.com/child-care.**

RECORDING ATTENDANCE:

Licensed Centers

Swipe your attendance card through the machine at your center. Follow the prompts to record your child (ren)'s attendance.

Home-Based Providers and Relatives

Call (866) 960-6496 **using your provider or relative's phone** and enter the number on your card. Follow the prompts to record your child (ren)'s attendance. **You cannot call in attendance from your personal phone.**

You can record attendance up to six days in the past.
Attendance must be recorded every day.

REPORTING ABSENCES: You can report explained absences up to three days in advance and up to six days in the past. This may be done by swiping the attendance card at the center or you may call the 1-866-960-6496 number listed on the back of your card. You are required to report explained absences when your child does not attend as for the following reasons:

- **General Absence:** Child is not in attendance but is not ill or on court ordered visitation. This includes days the child is on vacation, visiting grandparents, home with you, etc. These will be counted towards your absence total.
- **Illness:** The child is out ill. This includes days the child is absent due to doctor appointments, injuries or medical procedures. These will be counted towards your absence total. If your child has a chronic medical condition please contact your Child Care Advisor.
- **Court ordered visits:** The child is not present because they are with their non-custodial parent on a 'court ordered' visit. **Note:** documents showing the court ordered visit dates must be on file with CCS BEFORE the child is absent or the absence may count as a general absence. The court ordered visit dates will not be counted as absences if the court ordered documents are on file.

ADDITIONAL ATTENDANCE CARDS: You can request up to three (3) additional people to pick up and drop off your children and record attendance for you. Additional cardholders may not give their pin or swipe card to anyone else. To request additional cardholders, contact CCS at (800) 234-9306 or request online to www.dfwjobs.com/child-care.

How to Avoid Denial of My Child Care Services

Income Eligibility for child care services:

On the chart below, find your family size and then your pay frequency. If your gross pay exceeds what is shown on the chart, you must immediately report the change to Child Care Services so a review of your case can be completed.

Maximum Gross Income Eligibility for Child Care Services October 1, 2018 – September 30, 2019				
Family Size	Weekly	Bi-Weekly	Bi-Monthly	Monthly
2	\$ 833	\$1,666	\$1,804	\$ 3,607
3	\$ 1,029	\$2,058	\$2,228	\$ 4,456
4	\$1,225	\$2,450	\$2,653	\$ 5,305
5	\$1,421	\$2,842	\$3,077	\$ 6,154
6	\$1,617	\$3,235	\$3,502	\$ 7,003

For example, if you are a family size of 4 and you are paid biweekly, and the total gross income on your check is more than \$2,450 your income could now be exceeding 85 percent SMI. You must now report this change.

Permanent change in work, job training or education:

Examples of Permanent changes in work, job training, or education that need to be reported:

- Voluntary or involuntary termination of employment
- Withdrawing from a job training or educational program

A failure to report one of the changes above within 14 calendar days of the occurrence may result in fact-finding for suspected fraud.

You may also report the following changes:

- A reduction in income or an increase in family size, which may lower your parent share of cost
- A change in work, job training, or education program participation that may result in an increase in the level of child care services needed

Automated Attendance Card:

Ensure you are recording your attendance daily. If you do not, any day that has not had attendance recorded will result in an unexplained absence. Once your child reaches 40 unexplained absences, this will result in denial of your childcare.

Failure to Pay Your Parent Share of Cost:

Your assigned monthly Parent Share of Cost (PSOC) is due to be paid to your child care provider at the beginning of each month. If you fail to pay the assigned PSOC, this may result in denial of your childcare. You must contact CCS to discuss your PSOC if you are unable to pay it.

Report Changes: www.dfwjobs.com/child-care/child-care-parents/report-a-change or contact your Child Care Advisor at 800-234-9306.

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

Please keep for your records

If you have a complaint about the customer service you are receiving, we would like to help!

Complaint Representative	Telephone
Katina Prescott	940-323-4303

What if I'm still unhappy?

If you do not receive satisfaction by talking to the persons listed above, you may file a written complaint. Ask the front desk, Center Manager or Child Care Director for a complaint form. If you need assistance putting your complaint in writing, please ask for assistance. The resolution of your complaint will be overseen by the North Central Texas Council of Governments, the administrative entity for the Workforce Solutions for North Central Texas Board. The resolution of your complaint *may* include an administrative hearing. Your right to file a formal complaint regarding workforce services is guaranteed through Texas State Rule.

What if I have a complaint about discrimination or unlawfully provided services at this Center?

Please ask for an *EO-13 Form* from any Center Manager. You or a Workforce employee may mail or fax the form to:

Debra Kosarek
Workforce Solutions for North Central Texas/ NCTCOG
P.O. Box 5888
Arlington, TX 76005
Fax Number: 817-640-6480

When your complaint regarding discrimination or unlawful service is received, you will receive a letter which will include information on the resolution and hearing process.

You took away or reduced my Child Care services, TANF/Choices, SNAP Employment and Training benefits. How do I appeal?

If you are eligible to file a formal appeal regarding a program decision, you will be notified in writing at the time your benefits are terminated or denied. You must file an appeal in writing using the exact process outlined on your notification **and** by the date specified or you will lose your right to appeal. When your appeal is received at the place specified in the notice prior to the deadline, you will be contacted.

How do I report fraud?

If you think someone is not entitled to benefits they are receiving from the Workforce system, please report your suspicions to any Center staff *or* call one of the numbers below. If you think someone working in one of the Workforce programs is engaged in questionable behavior please call one of these numbers:

Debra Kosarek
817-640-3300

TWC Fraud and Abuse Hotline
800-252-3642