

## Provider Quarterly Meeting

05/18/2013

Present: Sandra Barrera, Kelly Elizondo, Bertha Millan, Alda Rendon, Noemi Pedroza, Anna Rocha, Eduardo Cantu and CCS Staff

Ms. Barrera welcomed all providers to the quarterly meeting. Ms. Barrera introduced Ms. Kelly Elizondo as the new contract manager that will be working with CCS program. Other board staff and CCS staff present introduced themselves to the group.

Policy Updates – all changes and policies regarding the amendment of TWC Child Care Rules took place as discussed during the meeting held on January 26, 2013. Please refer to meeting notes posted on the Workforce Solutions website, [www.southtexasworkforce.org](http://www.southtexasworkforce.org) , for details.

CCAA Updates – currently CCS is playing a video for parents regarding the use of the POS machine and the CCAA card. The video is playing at the lobby to remind parents about the CCAA requirements. The following forms were reviewed during the meeting:

- Parent Agreement for Use of the Child Care Attendance Card
- Customer Awareness Form
- Parent Agreement for Child Care Services (form 2400)

Parents sign the forms mentioned above during enrollment and re-certification of their cases. By signing, parents agree to abide by program requirements including CCAA compliance and understand the consequences for non compliance.

Billing Updates – Ms. Elizabeth Huber was introduced as the new CDS and point of contact for providers. Ms. Huber has been assigned to issue confirmation codes. Her direct phone number is (956)794-1502. No issues with payment or payment proofs were presented by providers for discussion.

### Provider Comments/Concerns

- Some providers expressed a concern with the information provided in the CCAA video regarding the 6-day window to enter attendance/absences because it conflicts with the practice of using entering attendance/absences on a daily basis. Which is the correct way? Ms. Barrera stated that it is highly recommended to enter attendance daily as parents receive services. However, the 6-day window is available. Some providers shared their policies/practices to ensure parents are using the CCAA system. Some centers require daily check in/out but occasionally on a case by case situation, they will allow parents to enter attendance within the 6-day window. Ms. Barrera clarified that parents must abide by the center's policies (signed form 2400) and report to CCS those parents who are not meeting CCAA requirements (Parent Agreement for Use of the Child Care Attendance Card). Services for parents may be terminated for non compliance with

CCAA and parents will be responsible for paying services rendered when the card was not used.

Some providers suggested to add wording that is more specific regarding daily use of card in the forms that were reviewed or in regards to parents obligation to comply with daycare policies regarding CCAA. Board staff will research with TWC for possible revisions to forms.

Providers inquired about the impact of sequestration to the CCS program. Ms. Barrera explained that the program will be impacted by losing approximately \$250,000 for direct services. However, CCS will continue using attrition in order to maintain enrollment.

Bertha Millan reminded providers who serve infants to let CCS know if they have any cribs that belong to CCS and do not meet the new licensing standards. CCS will remove the cribs from the centers. The person to call for this matter is Ms. Pedroza or Ms. Huber.

The meeting ended by thanking providers present for their continuous support to improve services provided to the children and the families in our community.

Next meeting will be held during the month of September 2013. Save the date postcards will be mailed.