

## Provider Town Meeting and Training

07/07/2012

Present: Sandra Barrera, Alda Rendon, Juan Valdez, Bertha Millan, Miguel Villarreal, Noemi Pedroza, CCS Staff

Ms. Barrera gave opening remarks and introduced Board Staff and Ms. Noemi Pedroza. Ms. Barrera asked if there were any questions to start discussion.

**Q1 – Are there any concerns on payment proofs?** A) Providers stated they liked new format but several suggestions were made: 1) Can we have the whole month on one payment proof? A) Board will research if a an accommodation for a payment proof that can be provided for a full month of payments.

**Q2 – Do the providers want whole month of payments besides the current detailed payment proof they are receiving bi-weekly?** A) Yes.

**Q3- Providers wanted to know if they could receive payment proof at least two days prior to payment.** A) Payment proofs will be processed two days before and will be mailed out on Tuesday or Wednesday and the Providers will have the option to pick them up at the office.

Ms. Barrera mentioned the importance of following all CCAA guidelines:

- 1) Only parents and people authorized to pick up children should be in possession of swipe cards. Daycare should not have swipe cards for any reason at their centers.
- 2) TWC visit observed at one center where parents were not swiping in or out their children. When reviewed on EPIC system swipes were shown as one minute apart. This will be monitored by the Board and CCS staffs to ensure proper CCAA procedures are being followed. If any red flags are raised visits by Board staff to monitor swiping will be enforced.
- 3) Centers need to ensure swipe machine is in a proper place, easily accessible by parents and in plain view. Board and CCS staff should be allowed to view and ask questions about swipe machines and monitor swiping by parents. **Mr. Juan Valdez will be doing random monitoring during drop off and pick up periods at the centers. These visits will be selected at random.**

Daycares are responsible for notifying parents of importance of swiping and CCS staff will also notify parents during recertifications and application process. It is responsibility of centers to monitor and enforce any issues raised if parents drop off or pick up their children without swiping.

If parents do not receive cards on time they need to let CCS staff knows immediately and it is their responsibility.

When there are any issues for any reason concerning payment, swiping or parent issues, center employees must write down name of CCS staff member being contacted and the reason why. If it is not resolved properly Ms. Pedroza must be notified immediately. If communication is still unsuccessful Mr. Eddie Cantu can also be reached at 956-794-6500 ext 6534 for any concerns or complaints. Providers can also use website [www.southtexasworkforce.org](http://www.southtexasworkforce.org) to communicate any issues, concerns or complaints which will be received by Mr. Juan Valdez and forwarded to the appropriate staff member.

Ms. Barrera also reminded Provider of appropriate use of supplemental forms, they will only be authorized for payment if: 1) parent has not received card, 2) parent lost card and CCS staff was notified immediately, 3) machine was not working and CCS staff was notified immediately and 4) variable work schedule discrepancies.

**Q4) – What if parents forget to swipe in the morning can they swipe in the afternoon when picking up child?** A) Yes, only if child was dropped off and taken care by the provider.

Parent can receive up to three cards and practices of swiping only on Fridays because parents have 5 days to swipe will be the responsibility of the centers if payment issues arise due to this practice being allowed by the centers. **Swiping must occur on a daily basis.**

In order for parents to request extra cards for other relatives or people who will pick up children at daycare, they must provide copy of SSN card and picture ID.

**Q5) – What if there have been discrepancies between co pay parent states they have and co pay provided by CCS?** A) Centers must go by the amount shown on F2450 and if there are any questions center needs to contact CCS staff. CCS staff will be responsible to notify centers when there has been a change of co pay amount for the parent the same day the change occurs.

**Q6) – Is it possible for providers to view F2450 on computer to verify amounts?** A) It person will be notified, but it might not be possible because the State is the one who manages that system.

**Q7) – Will someone be assigned to answer only provider calls?** A) Not at this due to limited staffing.

**Q8) – Is it possible for parents to keep same case worker, providers have called center and they are referred to different people concerning one parent?** A) Case workers will now stay with the assigned case if there are any changes it is up to CCS staff to assist providers to talk to appropriate person and not be transferring calls.

CCS staff was introduced to Providers by Ms. Noemi Pedroza, Sandra Garza is the liaison between CCS and providers and she can be reached at 956-794-1524.

Board will look into having Quarterly meetings with providers and provide certification hours at those meetings.

**Q9) – Can payment vouchers be in alpha order, one month payment information on one voucher?** A) Board will pass on information request to IT person and try to accommodate request.

**Q10) – Will there be a meeting to advice providers how to read payment proofs correctly?** A) Board will work with CCS staff to provide this meeting during a quarterly meeting.

If there is evidence or suspicions of CCS staff coaching parents on what daycares to use or suggest any daycare, it needs to be reported to Ms. Pedroza, Mr. Cantu or Board immediately.

**Q11) - Are rates going up?** A) No, due to budget constraints, however they will not be decreased.

There might be a waiting list coming in the near future due to limited funding. Budget deficit might slow down open enrollment. Or another suggestion would be to add one child when one is dropped. Right now there are 150 slots being occupied by summer only children that will be open in August.

**Q12) - Is there a way to see the distribution of TWC funding for the different programs including CCS?** A) You can visit the TWC website [www.twc.state.tx.us](http://www.twc.state.tx.us) to obtain this information.

**Q13) - Does Texas Rising Star still exist?** A) Yes.

\*\*\* Providers need to inform CCS address changes immediately.

\*\*\*Food Handlers 2 hour training was provided by Mr. Juan Carmona.