



Provider Quarterly Meeting
09/24/2016 10:00am

Present: Sandra Barrera, Bertha Millan, Edith Hogan, Kelly Elizondo, Diana Sanchez, Enrique Rodriguez, Noemi Pedroza, Edgar Leon, Erika Garcia, and CCS Staff.

Ms. Pedroza welcomed providers to the meeting. She introduced Ms. Sandra Barrera and she introduced Board Staff. Ms. Pedroza also introduced Mr. Enrique Rodriguez from ResCare. All CCS staff present introduced themselves.

CCAA

Once again copies of the CCAA Provider Agreement along with copies of the policy regarding CCAA system responsibilities and reporting requirements were distributed to all present. Ms. Pedroza reminded all providers the importance of complying with the security requirements. Update forms with current signature could be turned in at the end of the meeting.

Supplemental Billing

A new Day care from Zapata, Tx. Asked: Can you explain how billing works? Response: CCS billing staff can explain billing in detail after the meeting or at another scheduled time. Additional questions asked: Is there a 3 month probationary period to become a CCS provider? CCS Response: No, you can enroll as soon as you have your DFPS License.

May daycares charge the difference to the parent? CCS Response: No, Balance billing is not allowed in our Board area. When a provider signs their agreement they are accepting CCS reimbursement rate? Providers were also advised that CCS will continue using the same supplemental forms and with the confirmation codes system that is currently in place. Pay date schedule has been mailed out, if a copy is needed, please contact CCS.

Texas Rising Star

Mrs. Rosie Garcia introduced herself as the Texas Rising Star Mentor. Gave a synopsis of the benefits to becoming a Texas Rising Star. Receiving mentoring to deliver higher quality of care, trainings along with materials, curriculums and enhanced reimbursement rates.

Child Care Provider Reimbursement Rates

Mrs. Bertha Millan provided a letter from WSST dated 9/24/2016 which went into detail about how the increase in reimbursement rates came about and that rates were increased to 80% mean market rate and rates are effective 10/01/2016. It was mentioned to providers that an increase in rates will result in providing care for less children. The following questions were asked by providers? Why is the mean market for Webb County the lowest out of all counties? Board response: State determines rates based on the provider's responses to the survey. Is funding for equipment and materials only for TRS participants? Board response: TRS has a certain budget that they can use to provide centers with materials and equipment that they deem beneficial toward higher quality care. So it behooves us to be TRS? Board response: Yes, being part of TRS benefits centers in many ways.

Child Care Rules – Child Care Re-Envisioned: Effective 10/01/2016

Ms. Pedroza, CCS Project Director advised provider that TWC had new rules for the program Child Care Services effective 10/01/2016 and proceeded with the power point presentation.

Goals: Emphasis on dual purpose of child care.

Key Goals: New Rules are child focused, family friendly, fair to providers, promoted stronger health and safety standards and enhanced consumer education. **State level changes:** 12 month eligibility for all parents, standardized income determination, attendance policy, provider payments, priority for children experiencing homelessness and Parent Responsibility Agreement will be removed. Question: Won't this make it easier for parents to commit fraud? Board response: That is one of the challenges that we (the board and staff) will be facing, but we will continue to do as much as



we can on our part to prevent fraud. **12 Month Eligibility:** Once a family is determined eligible, care will continue for 12 months. General eligibility Under 13 years of age (19 if a child with a disability). Child is a U.S. citizen or legal immigrant. Household income I under 85% SMI. Parent is working 25 hours per week (50 hours per week for a two parent household). **Parent Reporting:** Parents are require to report changes in income that may result in their income being over 85% SMI. Changes in family size, permanent loss of work, training, or education and changes in contact information. **When can we terminate:** Household income is over 85% SMI, Permanent loss of employment, training or education activity and care for a 3 month job search has been provided, eligibility was determined fraudulently, or parent voluntarily withdraws **When can we not terminate:** Excessive absences, failure to pay parent share of cost, failure or report change, reduction in hours of work/training/education, temporary breaks in work/training/education, change in age (13/19), change in residency within state. **Parent share of cost:** Is based on family income, family size and number of children in care. No discounts given that are tied to cost of care. Families may be eligible for temporary reductions for extenuating circumstances. Parent share of cost will be assessed at initial eligibility and will not increase during the 12 month eligibility, but may decrease. Families who owe parent share of cost to providers at the time of their redetermination will not be eligible for care. **Attendance:** New attendance standards: Report to child care advisor 5 consecutive absences and 10 absences in a month. Advisor will contact parent and determine if parent needs a referral or change of schedule. If a child exceeds 65 total during the 12 month eligibility, child will not be eligible at redetermination and shall not be eligible for 12 months. Z-days that are not corrected will count towards absence total. Absenteeism has no effect on continued care, parents may opt to suspend care. Excused absences that will not be counted are court ordered and documented chronic illness. Providers may end care for excessively absent child/family. Parent/child is still eligible for care after a provider ends care. **Suspensions:** Does not alter the 12 month eligibility, provider is not required to hold the spot, provider is not reimbursed during suspension. **Strategies to promote attendance:** www.attendanceworks.com, placing posters around the workforce area, distributing flyers and posters to providers. Providers asked the following questions: What is SMI? CCS response: State medium income. What if there are changes within the 12 months? Parents are required to report, but it won't affect their eligibility until the 12-month period is over. Changes in contact information? Suggestion from provider: Social media (Facebook, etc.) contact for when they cannot get a hold of the parent through phone or email. How will parent share of cost payment be reinforced? Provider answered: It is our (providers') responsibility to be charging before services are rendered in order to ensure that the parents don't end up with a month worth of unpaid care. How many children do we have in service? Board response: Around 1,450 with the new measure being 1,773 (State is aware that we are not meeting the measure, but will not be sanctioned because of statewide freeze on enrollments). Are you still assisting head start clients? Board response: Only if it was before freeze. Those [clients] on suspension were able to come back as well. Why can the head start leave flyers in lobby and providers can't? Board response: Webb County Early Head Start is a CCS partner, we are not promoting the center; we are promoting the program (100% free child care). Shouldn't we be allowed to place flyers in order to be fair to all providers? Provider list is provided to clients. Are teen moms not a priority anymore? Board answered: There are three priority groups. The first group is Choices, transitional and DFPS (mandatory enrollment regardless of whether funding is available or not). The second group includes teen parents, veterans, and PEP programs (if funding is available). The third group is chosen by the local boards (for example, college students).

Provider Payments:

Providers will be paid based on authorized enrollment, absences will be paid, suspensions, will not be paid. Types of enrollments: Fulltime care 6-12 hours of care, Part time care is less than 6 hours and Blended Care is Afterschool care Part time on school days and full time on holidays and breaks. Attendance must be recorded before payment is made. Questions asked by the providers are as follows: What if a student has a serious illness and needs more than the 5 consecutive absences? Board: It has to be a documented illness (excused absence). How does it work for the Thanksgiving holidays? The client must do attendance unless it is a provider holiday (center is closed). How will absences be paid? CCS response: No charge to the parent for absences on provider's swipes. Z days will count towards child's 65 absences. The billing department will correct Z days, so make sure you are not charging the client for the absences. Can you be more specific about reimbursement? CCS response: Providers will continue to submit a



supplemental billing form, timely, for attendance that is covered by a code. What happens if the client no longer needs services after the 12-month eligibility but they have a pending balance with provider? CCS response: It is up to the provider to collect the parent share of cost from the parents and ensure to implement the center's policies to groom the parents to pay before services are rendered. Thus, preventing a balance from accumulating. Some parents are given an hour travel time, but sometimes they take 20 minutes and other times they take the full hour to get to the center. What can we do about this? CCS response: Parent are given a ½ hour before and after their work schedule as travel time. As long as the parent is not going over the given time (6 hours for part-time and 12 hours for full-time) it is allowed. Some centers encourage full-time clients to drop off their children earlier in the morning so they do not miss out on instruction time. If a parent requires additional travel time, refer them to their CCS child care advisor.

Mandatory Groups:

TWC has some mandatory groups and they are as follows: Choices, SNAP E&T, TANF Applicant, Transitional and Former DFPS. This populations will continue care for 12 months after they care is ended with DFPS and/or Workforce program. Provider asked the following question: What is Choices? Board response: Choices is a program for parents that have applied with HHSC for the TANF benefits and have attended a WOA orientation.

Included in the Power Point presentation packet is a copy of the income guidelines effective 10/01/2016, the parent share of cost scale effective 10/01/2016 and directory for child care staff contact information.

Training Survey: Providers were asked to complete and submit on their way out of the meeting.

Closing Remarks

Thank you for coming, Board and CCS staff will still be available after the meeting if you have any questions. We will be posting the meeting notes on the website in 7-10 days.