



**WORKFORCE**Solutions  
S O U T H P L A I N S

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March 23, 2020

Child Care Services  
2002 W. Loop 289 Suite 117  
Lubbock TX 79407

Phone: 806-744-3572 Fax: 806-744-3576

Dear Child Care Parents,

Workforce Solutions South Plains Child Care Services is committed to providing you the best service possible during this public health situation. As of Monday, March 23, 2020, we will be available to serve you via phone, fax, mail, website, or email. We know you may have questions regarding your child care services and other Workforce Services or resources available and we will do our best to keep you informed.

Below are changes made to the Child Care Services program effective immediately:

- **ABSENCES/NON-SWIPES**
  - effective March 1, 2020 absences and non-swipes will **not** count until further notice.
- **PARENT SHARE OF COST**
  - if your *income* has been affected by this public health situation please submit a request for a Parent Fee Reduction by **visiting our website child care forms section “Parents Report of Change” form** (<https://workforcesouthplains.org/child-care-services/forms/>) and stating the reason of the hardship, how much you could pay and provide any supporting documentation available.
- **REDETERMINATION**
  - If you’ve already submitted your recert documents your recert will be completed as is.
  - Upcoming redeterminations through the end of May will be extended for 3 months. You will be notified of the new date for recert.
- **ESSENTIAL WORKERS**
  - If you are an essential worker and need child care services to continue working, please contact CCS if you need help locating a provider that is open.
- **VOLUNTARY WITHDRAWAL / SUSPENSION**
  - If you have made the decision you will not return your children to services even after this public health situation or just want to suspend care for the time being, please notify CCS.

## RESOURCES

- Our website at <https://workforcesouthplains.org/child-care-services/>
- **The School Meal Finder Map** [https://schoolmealfinder.hoonuit.com/?filter\\_state=tx](https://schoolmealfinder.hoonuit.com/?filter_state=tx)

The following links provide information on helping your child through this difficult time:

- Look for the helpers [https://www.youtube.com/watch?v=-LGHtc\\_D328](https://www.youtube.com/watch?v=-LGHtc_D328)
- COVID 19 activity book—a great way to talk to children about the virus and encourage them to talk about their feelings. <https://www.mindheart.co/descargables>

Please know we are here to provide support to you during this time. You can reach out to us at 806-744-3572 however we ask that if leaving a voicemail, to leave a phone number **and** email address we can respond to. We will respond as quickly as possible.

Thank you!