

March 23, 2020

Dear Child Care Providers,

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 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 and subject to change:

- **PARENT ABSENCES/ USE OF POS MACHINE**
 - Effective March 1, 2020 absences and non-swipes will not count until further notice.
 - Parents are not required to swipe their attendance card if the POS is not accessible.
- **PAYMENTS**
 - Providers will continue to receive CCS payments, including Z days and absences.
 - Providers will be required to supplemental bill or provide copies of the sign-in sheets to document attendance of CCS referred children to: childcarebilling@spworkforce.org.
- **PARENT SHARE OF COST**
 - If a parent's *income* has been affected by this public health situation or another extenuating circumstance and are unable to pay April PSOC please have them contact CCS.
 - Providers must report PSOC non-payments to CCS on a monthly basis.
- **REDETERMINATIONS**
 - Parents who have already submitted their recert documents will be processed as is.
 - Upcoming redeterminations through the end of May will be extended for 3 months.
- **REQUIRED REPORTING**
 - Providers must continue to report drops and absences to CCS as you normally would.
 - If your Center closes or reduces operations you must inform CCS Provider Services immediately at: childcareservices@spworkforce.org

ADDITIONAL GUIDANCE REQUIRED FROM TWC ON THE FOLLOWING:

- Activity Interruptions
- Parent Share of Cost
- Texas Rising Star processes

RESOURCES

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

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

- Look for the helpers 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>

Child Care Services
2002 W. Loop 289 Suite 117
Lubbock TX 79407
Phone: 806-744-3572 Fax: 806-744-3576

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!