



COVID-19 FREQUENTLY ASKED QUESTIONS

For Child Care Parents

Q - My employer closed due to COVID-19, can I keep my child home with me? I don't want to lose my eligibility for Child Care Services program.

A – Yes, you can and should keep your child home when possible. In fact, we encourage social distancing and families staying home if you can do that. Effective March 1st, children may accrue absences without impacting eligibility.

Q – The child care center is having us drop the children off in the front, but I cannot record attendance. What should I do?

A - Absolutely nothing. Child Care Licensing has issued guidance to child care programs to reduce traffic in and out of the child care program to help reduce the risk to children. They are requiring out front drop off and pick up until further notice. Effective March 1st, the Texas Workforce Commission is NOT requiring parents to use their attendance card until further notice.

Q – Do I need to report that my hours have been reduced or my job has shut down due to COVID – 19?

A – This is considered a temporary change therefore you do **not** need to report it, however if your income has been reduced, you should go to our website at www.hotworkforce.com/ChildCare , click on Parent Information and then click on Report a Change and request a Reduction in Parent Share of Cost.

Q- I cannot pay my parent fee to the child care provider, what should I do?

A – Workforce Boards are authorized to make supplemental payments to child care programs to cover lost parent share of cost payments. The Texas Workforce Commission will issue further guidance on calculating supplemental payments.