



COVID-19 FREQUENTLY ASKED QUESTIONS

For Child Care Providers

Q- Will I be paid if children are staying home with their parents?

A – Yes, Providers will continue to be paid, if children are absent, or if the provider is temporarily closed due to COVID-19. The Texas Workforce Commission has approved payment for all authorized children.

Q – Will I be paid full time for the school age children who are attending my program all day, now that the ISD has closed?

A – Yes, we are working to change the referrals from a blended rate to full-time rate.

Q – Parents cannot record attendance due to being out or having to drop off outside as required by Child Care Licensing. Will not reporting attendance count against the parent and put them at risk of losing services?

A – No, effective March 1st, children may accrue absences without impacting ongoing eligibility or provider reimbursements. Parents are not required to use their attendance card.

Q – Parents can't work; will they be at risk of losing services?

A – No, this is considered a temporary change and services will continue during the emergency.

Q – If they cannot work, or they are not using child care, how will I collect the parent fee?

A – The Texas Workforce Commission has approved supplemental payments to cover lost parent fees. We have not received guidance on how that will occur and will send out notification once we have more information.

Q – I was working on my Texas Rising Star certification, what happens now?

A – All face to face mentoring visits have been suspended for the safety of the staff and children, however we can still mentor remotely. We will contact you soon with details.