



COVID-19 Frontline Essential Workers Child Care FAQ

Q What is the definition of a COVID-19 Frontline Essential Worker?

A Effective March 25, 2020, the state’s definition of “protective services” includes a new category: Children of COVID-19 Frontline Essential Workers. “Protective services” include the following categories and, due to limited funding, Boards must prioritize Child Care Services for COVID-19 Frontline Essential Workers in the following order:

1. Workers in child care services that support workers in other essential functions
2. Pharmacy and health care workers
3. First responders
4. Critical infrastructure workers in grocery, utilities, and trucking
5. Other identified infrastructure workers, which include:
 - a. critical state and local government staff;
 - b. mail/delivery services;
 - c. nursing homes, home health care, and other direct care providers;
 - d. banks;
 - e. gas stations;
 - f. military; and
 - g. restaurants and other food delivery
6. Other critical occupations identified by the Board.

Q What are the eligibility requirements for COVID-19 Frontline Essential Worker Child Care?

A A child is eligible for COVID-19 Frontline Essential Worker Child Care if the parent is currently employed as an essential worker and:

- the parent requires child care services in order to work;
- the family income is at or below 150 percent of the SMI; and
- the child:
 - is under age 13 (or under age 21 if disabled);
 - has legal citizenship or immigration status; and
 - resides with a family in the Heart of Texas workforce area.

Q Do Essential Workers have to work 25/50 minimum work activity?

A No. There is not a minimum work requirement for parents who are otherwise eligible for COVID-19 Frontline Essential Worker Child Care.

Q Can I provide child care for the children of essential workers?

A Yes, if you are a regulated child care provider. If you care for children through the CCS subsidy program or would like to, please email Tamera.Carter@hotworkforce.com .

- Q How will parents in essential jobs know that my program is open and enrolling?**
- A Child Care Owners and Directors should visit the new state-wide Frontline Child Care Availability Portal. Complete the notification and enter the number of child care spaces you have available for each age group You must update the portal at least once a week.
- Q What is the process for a two-parent household where one parent is an essential worker and one is not?**
- A In a two-parent household in which one parent is an essential worker and one is **not** an essential worker and is available and capable of caring for the child in the home, the parent must not be determined eligible for COVID-19 Frontline Essential Worker Child Care.
- Q In a two-parent household in which one parent works in health care and the other is a teacher working from home. Is the family eligible for priority for COVID-19 Frontline Essential Worker Child Care?**
- A No, in a two-parent household in which the other parent is not a COVID-19 Frontline Essential Worker and is capable of caring for the child in the home does not meet the eligibility criteria of needing child care in order to work, and the parent must not be determined eligible for Child Care Services as a COVID-19 Frontline Essential Worker. Crystal.Jackson@hotmail.com every Monday.
- Q Can COVID-19 Frontline Essential Workers Child Care be authorized for two-parent households where one parent is an COVID-19 Frontline Essential Worker and meets eligibility requirements, however the other parent is not working due to a disability and unable to care for the child? If so, is medical documentation needed?**
- A Yes, COVID-19 Frontline Essential Workers Child Care can be authorized if the second parent has a disability as is unable to care for the child at home. A parent's self-attestation is acceptable.
- Q What financial assistance is available to providers to manage through this emergency?**
- A There are several provisions available in the federal package that that may be helpful to childcare providers. Please visit <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>. You may also contact our Business Services Unit at (254) 296-5260. In addition, WSHOT CCS will make supplemental payments to providers based on the number of children in CCS that are served. An additional supplemental payment will be made to providers who remain open.
- Q Will parents who are laid off or are not essential workers lose their CCS eligibility?**
- A No, COVID-19 is considered a temporary change and eligibility will continue through the emergency. Check back for updates.
- Q If parents cannot work or they are not essential workers, how will I collect the parent fee?**
- A WSHOT CCS will make a supplemental payment to providers to help cover the loss of parent fees. In March, April, and May WSHOT CCS will make a supplemental PSOC payment to providers for each CCS child enrolled in your program. Providers serving children through CCS should NOT collect a parent fee beginning April 1.

Q Do I have to provide a refund / credit to parents who paid their parent fee for March or April?

A Yes

Q My CPR and First Aid certification is about to expire. Can I get an extension on completing this training?

A Contact HHSC Child Care Licensing to request a variance.

Q Will I be paid for children who cannot attend because their parents are not essential workers?

A Yes. Providers will be paid for children enrolled in CCS who are absent. Providers will also be paid if the program is temporarily closed due to COVID-19. Check back for changes.

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

A Yes, you will be paid the full-time rate, if you are providing full-time care for school-aged children of essential worker. Please contact CCS if you have questions.

Q Parents cannot record attendance because they have to drop off their children outside. Will not reporting attendance count against the parent and put them at risk of losing services?

A No, effective March 1st, parents are not required to use the attendance card system. This will not affect children's eligibility or provider reimbursements. However, providers are required to record and email weekly attendance sheets to crystal.jackson@hotworkforce.com.

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

A All face to face mentoring visits are suspended for the safety of the staff and children, however we can still mentor remotely. Staff are working remotely and can receive phone calls and emails.