

Reporting Children No Longer Receiving Care—Frequently Asked Questions

Question	Answer
How should Local Workforce Development Boards (Boards) document provider notifications and staff actions for audit or monitoring purposes?	Boards should use a shared tracking system, such as a centralized spreadsheet. Boards should also ensure staff enters notes into TX3C: KinderTrack for any adjustments.
What actions should the Board take if a provider reports that a child stopped attending care, but the parent has not reported the change? Or the Board is unable to get in contact with the parent?	Enter a Family Note indicating that the provider reported that the child stopped attending. If unable to contact the parent, the Board must end the child’s schedule based on the provider’s report of five consecutive absences.
What steps should Boards take if providers report changes on weekends or outside of business hours?	Boards should implement changes reported after business hours on the next business day.
What is the last date paid for a child in care if the family provides advance notice (at least two weeks’ notice)?	The last date paid would be the last day of care for the child since appropriate notice was given.
What is the last date paid for a child in care if the provider is informed that the family wishes to transfer to another provider without advance notice (less than two weeks’ notice)?	If the family is transferring a child from one provider to another, they are required to give two weeks’ notice before the effective date of the transfer. The last date paid will be the last day of the two-week period. Boards must not pay two providers for the same child on the same dates/times, so the schedule at the new provider must not be effective until after the two-week period. Boards are encouraged to communicate this policy to parents when they enroll and at each recertification.
What is the last date paid for a child in care if the child stops attending abruptly with no communication from the family?	The Board should attempt to reach the family to confirm care is no longer needed. If the Board is unable to reach the family, the last date paid would be five scheduled days after the last day in care.