



PARENT RIGHTS

You have the right to:

- Be informed of all child care options available to you and choose the type of child care provider (licensed center, licensed home, registered home, relative care) that best suits your needs
- Visit available child care providers before making a choice
- Receive assistance in choosing child care, including information about the Local Workforce Development Board's (Board) policies regarding transferring children from one provider to another
- Be informed of rules related to providers charging parents the difference between the Board's reimbursement and the provider's published rate
- Be represented when applying for child care services
- Be notified of your eligibility to receive child care services within 20 calendar days from the day the Board's child care contractor receives all necessary documentation required to initially determine or redetermine eligibility for child care
- Have the Board and the Board's child care contractor treat information used to determine eligibility for child care services as confidential
- Receive written notification at least 15 calendar days before termination of child care services
- Reject an offer of child care services or voluntarily withdraw your child from child care, unless the child is in protective services, and be informed of the possible consequences of rejecting or ending the child care that is offered
- Be informed of eligibility documentation and reporting requirements
- Be informed of your right to appeal, including the right to continue care during the appeal and the potential for repayment if the appeal is rendered against you
- Receive child care services regardless of race, color, national origin, age, sex, disability, political beliefs, or religion
- Be informed of the process to file a written complaint of alleged discriminatory acts within 180 calendar days from the date of the alleged discriminatory act

By selecting a child care provider and entering into child care services, I acknowledge that I have read and understand the above information regarding Parent Rights.

Equal opportunity employer/program
Auxiliary aids and services available upon request to individuals with disabilities
Relay Texas: 1-800-735-2989 (TDD) or 7-1-1 (Voice)

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The Texas Workforce Commission prosecutes fraud to ensure that child care funds are maximized for qualified families. To report suspected fraud, call the fraud hotline at 800-252-3642.