Child Care

Provider Guide

IMPORTANT:

Please read this guide carefully. This document must be signed annually as part of the licensing renewal process and for new providers to receive subsidy payments through the Department of Workforce Services.

WORKFORCE SERVICES
CHILD CARE

REMINDER

Remember to log in to the DWS Provider Portal at jobs.utah.gov/childcare to report when care is no longer being provided. This should be reported within 10 days of the date a provider learns of a change or by the 25th of the month, whichever is sooner, to prevent payments from being issued in error. If a provider receives a payment that he or she is not eligible for, it must be reported and repaid to Workforce Services.

Throughout this guide, the "Provider Portal" referenced is the Department of Workforce Services Provider Portal.

CONTENTS

Introduction 3
General Child Care Program Requirements 3
Application and Review Process 4
Reporting a Change in Providers 5
Provider Rates 6
Who Can Be Paid as a Provider? 6
How Much Will I Get Paid? 7
New Providers 7
Child Care Provider Portal 7
Monthly Provider Portal Attendance Certification 8
Attendance Record Retention 8
Methods of Payment and Security Access 8
Taxable Income 9
Monthly and Daily Payment Issuance 9
Changes Providers Must Report 10
Subsidy Credits 12
Overpayments 13
Appeals Process 13
Resources for Providers 14
Payment to Provider Terms and Conditions 15

Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

INTRODUCTION

Utah's Office of Child Care is committed to connecting families with accessible, affordable, quality child care for their children. Child care providers are vital partners who help fulfill that commitment.

This guide is intended to help keep providers up to date on child care policies and changes. An overview of how the child care program works and the responsibilities of child care providers serving Department of Workforce Services customers is included. For a copy of the latest version, visit the Frequently Asked Questions (FAQ) section of the Provider Portal.

The guide is not all-inclusive. Providers should refer to the FAQs and Administrative Rules and email occ@utah.gov if further guidance is needed.

Providers that choose to accept subsidy payments through Workforce Services are required to read, sign and date the terms and conditions page at the end of this document. Child Care Licensing will ensure this is completed during the initial approval process for new providers and during the annual licensing renewal.

STAY UP TO DATE ON POLICIES AND CHANGES AT THE WORKFORCE SERVICES PROVIDER PORTAL: JOBS.UTAH.GOV/CHILDCARE

GENERAL CHILD CARE PROGRAM REQUIREMENTS

This section explains the different types of child care assistance available to customers through Workforce Services. Child Care Assistance is intended to support eligible activities for approved time periods. Using subsidy payments for unapproved activities or to pay for unauthorized months of care is prohibited. This includes using excess subsidy funds to pay for a customer's copayment or other fees.

EMPLOYMENT SUPPORT CHILD CARE

The household must include an eligible child under the age of 13 or a special needs child under the age of 18. A child care subsidy payment can be approved for employment or employment and training.

Parent(s) must meet the following requirements:

- Earn at least minimum wage for the number of hours working and be within income limits for their household size.
- Single parents: Work an average of at least 15 hours per week over a 30-day period.
- Two-parent households: One parent must work an average of 15 hours per week and the second parent must work an average of 30 hours per week over a 30-day period.
- Self-employed parents: Be self-employed for at least three months. Expenses can be deducted from the gross income. The net income must equal minimum wage for the number of hours working each month.
- Other factors of eligibility, such as household income and residency requirements.

IF A CUSTOMER HAS A JOB LOSS, THEY MAY CONTINUE TO RECEIVE CHILD CARE FOR UP TO THREE MONTHS WHILE JOB SEARCHING.

Parents must meet the following **training** requirements:

- Must be employed and meet the minimum work requirements for single or two-parent households.
- The training must be in a course of study that can be completed within 24 months.
  - Associate degrees that are part of a four-year degree are not supported.
  - Post graduate work, or obtaining a second degree, is not supported.

Employment Support customers who have income over 100 percent of the Federal Poverty Limit are required to pay a copayment to their provider.

After at least 30 days of child care eligibility, if a customer has a loss of employment, they may continue to receive child care for up to three months while they look for a new job. The job loss must be reported within 10 days of the termination date to receive the first month of Job Search Child Care. The termination must be verified by the end of the first job search month to receive the following two months of Job Search Child Care. This program is time-limited to once in a 12-month period.

Customers who are experiencing temporary employment or household changes such as maternity or medical leave or seasonal breaks in employment, may be eligible for temporary change child care. The child care must be requested and verification of the temporary change must be submitted. Eligibility will determine if the temporary change criteria is met.

FAMILY EMPLOYMENT PROGRAM (FEP) CHILD CARE

FEP offers financial help and individualized case management to parents who are supporting children living in their home.

The goal of FEP is to help families earn enough money to support themselves on their own by working, receiving child-support payments or receiving disability payments.

Every parent works with an employment counselor to write an employment plan with activities that will help the parent reach the goal of supporting the family on his or her own. Child care is available to support employment and employment-related activities.

There is no copayment for FEP Child Care. However, Workforce Services has a maximum subsidy limit. Depending on how much the provider charges, the parent may have out-of-pocket expenses to cover.

HOMELESS CHILD CARE

A parent referred by a recognized homeless agency may qualify for Homeless Child Care assistance. Other Child Care programs are considered first.

Homeless child care assistance:

- May be issued up to three months per year
- Can be used for job search, training and shelter search, working through a crisis or employment.

APPLICATION AND REVIEW PROCESS

An application for child care assistance may be completed online at jobs.utah.gov/myCase. The application process may take up to 30 days to complete. If the application is denied for incomplete verifications, the parent has an additional 30 days to submit the verifications to make an eligibility determination. If eligible, benefits are prorated from the date

A PROVIDER MUST BE SELECTED BEFORE THE PARENT APPLIES IN ORDER TO BE CONSIDERED FOR AN UPFRONT CHILD CARE PAYMENT.

the last verification is received. If the verification is received after 60 days, the parent must reapply.

Eligibility for child care benefits is determined based on information reported. The parent must meet income and work requirements. The parent must select an eligible child care provider. Need for child care is determined based on a comparison of how many hours the parent reports needing care and how many hours the parent is working. The lesser hours are used in the eligibility calculation. Additional documentation may be requested.

When a parent submits a complete application and appears otherwise eligible, an upfront (or initial) child care payment may be issued to the authorized provider. The parent has the remainder of the application period to provide any required verifications to establish ongoing eligibility. This helps to ensure that the parent will maintain his or her employment and retain their child care provider while completing the application process.

With direct deposit payments, having the parent confirm his or her provider selection is essential. A provider must be selected BEFORE the parent applies in order to be considered for an upfront payment. Parents are encouraged to research provider settings, make sure a provider has openings, and establish an agreement before reporting their provider to Workforce Services.

NOTE: When a customer has selected a provider, the customer's name and case number will be displayed on their chosen provider's portal while the application is pending if the application was submitted electronically through myCase.

Reviews or recertifications are completed every 12 months. The parent must recertify that the household is still eligible for child care assistance and verify that the provider information is current. Reviews are generally available in myCase or mailed to the parent approximately 15 days before the review month. If the review process is not completed by the end of the review month, the child care case will close. If it is resolved within 30 days following the review month, benefits will be prorated from the date the last verification was received.

REPORTING A CHANGE IN PROVIDERS

A subsidy payment can only be approved when a customer chooses a provider and reports his or her selection to Workforce Services. Customers are required to report a change in providers within 10 days. Changes may be reported through myCase. The parent may also contact the Eligibility Service Center or their Employment Counselor.

This change must be reported by the parent. If a provider reports that a family has enrolled in their program, no action will be taken until this is confirmed by the parent.

If the former provider has already provided at least eight hours of care for each child, the change will be made effective the following month. The former provider may keep the full payment. This does not apply if the provider terminated service, in which case Workforce Services will only pay for the actual days in care. The difference must be returned.

If the former provider did not provide at least eight hours of care by the 25th of the current month, the payment will need to be returned. A payment may be reissued to the new provider. If the customer reports the change after 10 days, the benefits will be prorated from the date of report.

PROVIDER RATES

Providers set their own rate structures and payment practices. In order to receive payments, all providers, except Family, Friend and Neighbor (FFN), are required to report their monthly, full-time rates to their local Care About Childcare agency.

Standard monthly, full-time rates are updated by reporting changes to Care About Childcare. No additional report is required for children when the full-time monthly rate is being charged.

If a provider has a part-time rate, in-school rate or other lower negotiated rate per individual child, the provider is required to report the lower charge per child in the Workforce Services Provider Portal.

If a lower rate has been reported and the rate is changing (i.e. in-school to out-of-school), the provider must report the new rate in the portal no later than the 25th of the month in advance of the rate change. Care About Childcare rate changes must also be reported no later than the 25th of the month. Rate changes always take effect the following month when reported in a timely manner.

It is discriminatory to charge a parent receiving public assistance a higher rate than a private-pay parent.

WHO CAN BE PAID AS A PROVIDER?

Parents may choose from a variety of providers. Providers include:

- Licensed centers
- Licensed family homes
- Residential certificates
- Legally license-exempt programs that comply with Workforce Services requirements
- Family, Friend and Neighbor (FFN) providers who comply with Workforce Services requirements. Child Care Licensing determines the approval. FFN providers are only approved to care for specific Workforce Services customers.

STANDARD, FULL-TIME RATES ARE REPORTED THROUGH CAREABOUTCHILDCARE. INDIVIDUAL, PART-TIME RATES ARE REPORTED THROUGH THE WORKFORCE SERVICES PROVIDER PORTAL.

Providers who are disqualified or have outstanding overpayments that are not being repaid in a timely manner are not eligible for payments until the debt has been paid in full and the disqualification period, if any, has ended. Providers who fail to cooperate with a Workforce Services investigation or audit are not eligible until the date the requested information is received by Workforce Services.

HOW MUCH WILL I GET PAID?

The subsidy payment calculation is based on many factors, including the type of provider(s) selected, age of child and how many hours child care is needed while the customer is working or in approved activities. The payment may vary for each family. Subsidy payments are not intended to cover the full cost of child care.

Once the payment is calculated, a copayment is determined based on the customer's household income and household size. Since providers may charge above the maximum state rate, the parent may owe additional fees. The provider is responsible for collecting the copayment and any additional costs incurred directly from the parent.

The customer must meet all eligibility requirements. There is never a guarantee of payment by Workforce Services. If child care assistance is denied, providers will need to collect the full amount owed from the customer.

Also, if a customer has reported a need for two providers, there is no guarantee that the payment for the second provider will be subsidized. A copy of the maximum monthly subsidy payment rates, income guidelines and copayment tables can be found at https://jobs.utah.gov/occ/occ2/forproviders/index.html

NEW PROVIDERS

If a provider has recently been approved by Child Care Licensing or is choosing to accept subsidy payments for the first time, the provider must create an account with Workforce Services.

The provider must use the same email account provided to Child Care Licensing and send an email to occ@utah.gov to create a Workforce Services Provider Portal account. A temporary password will be issued and should be changed once the provider is logged in to jobs.utah.gov/childcare**.**

Providers will need to log in to the Workforce Services Provider Portal to enter financial account information and agree to the Financial Terms and Conditions in order to receive payment by direct deposit.

DWS PROVIDER PORTAL

The Department of Workforce Services (DWS) Provider Portal is a tool for sharing case and payment information with providers and for providers to communicate changes to Workforce Services. It is important that providers use the portal regularly to verify that case information is correct.

In the Provider Portal, providers can:

- Enter and update direct deposit account information
- View and verify children in care each month
- Report when a child is no longer in care or was never in care
- Report a child care subsidy credit with Workforce Services
- Report individual monthly rates per child
- View reports

ONLY DESIGNATE "FINANCIAL ADMINISTRATOR" ACCESS TO THOSE WHO NEED ACCESS TO ADD OR CHANGE FINANCIAL ACCOUNT INFORMATION.

A Transaction History report is available to display an itemized breakdown of monthly lump-sum deposits received. Other reports are available that track changes reported through the provider portal. The reports have various search functions in an effort to best meet the provider's needs. The Provider Portal reports may be downloaded to Microsoft Excel to assist providers with accounting and monthly attendance certification.

MONTHLY PROVIDER PORTAL ATTENDANCE CERTIFICATION

Licensed providers must certify (or self-declare) each month that they have reviewed attendance for all children included on each case record and reported required changes. The certification window will be available between the 25th of the month and the last calendar day of the month. The certification must be completed within this time frame to be counted. Effective February 1, 2018, a provider will be subject to disqualification rules for not certifying for any three months in any six-month period. If a provider is unable to certify due to technical issues or other reasons, the provider must contact the Office of Child Care and complete and return a certification form prior to the close of the certification period to be able to count as a certification month.

ATTENDANCE RECORD RETENTION

Time and attendance records are required to be kept for a minimum of three years. DWS may request the records to complete an audit or investigation. Although not required, it is strongly encouraged to require the parent or authorized person to sign in and sign out each child daily. Should a dispute arise between the parent and provider, the signed records will establish stronger evidence for the provider to present during an appeal with DWS.

METHODS OF PAYMENT AND SECURITY ACCESS

Workforce Services pays providers by direct deposit. A provider must provide Workforce Services with a financial institution routing number and an account number through the "Banking" tab on the Provider Portal. A checking account or savings account may be used. A provider may also use other forms of direct deposit as long as routing and account numbers can be provided.

Accounts are stored in a secure system. Only the provider and those authorized by the provider can see the account information. Security access

roles can be changed at any time to control who has access to view or change provider information. Go to the “My Facilities” tab or the “My Employees” tab to add, remove or change security access for employees.

Only designate “Financial Administrator” access to those who need access to add or change financial account information.

A provider may change the direct deposit account. When making changes, be aware of the timing of when child care benefits are released to prevent errors or delays. Questions or concerns about direct deposit should be directed to occ@utah.gov.

TAXABLE INCOME

Subsidy income is taxable and is required to be reported to the IRS. Workforce Services requires that a provider’s Federal Employer Identification Number (FEIN) or Social Security Number (SSN) be entered in the "Banking" section of the Provider Portal. The information will be used to issue Form 1099s and report income to the IRS. If an FEIN or SSN is not provided within 30 days of receiving a subsidy, the provider may not be eligible to receive further subsidy payments until it is provided.

MONTHLY AND DAILY PAYMENT ISSUANCE

Payments made at the beginning of each month, “monthly issuance,” are to cover services that will be provided in that month. Payments will generally be issued two business days before the end of the month to be available on the first day of the month for open, ongoing cases. There may be an additional one- or two-day delay depending on the financial institution chosen and if a hold is required. Check with financial institutions for deposit timeframes.

New applications, late reviews and changes in benefits are processed throughout the month. When workers process these cases, it is called a “daily issuance.” Allow at least two business days from the date the payment was authorized for the payment to be deposited. There may be an additional one- or two-day delay depending on the financial institution chosen and if a hold is required. Check with financial institutions for deposit timeframes.

Note: Monthly payments are issued a few days before the first of the month. To search for monthly payments on the Transaction History Report, enter the start date a few days earlier. (i.e. September 27 for October 1 payments)

WITHIN 10 DAYS OF LEARNING OF A CHANGE, OR BY THE 25TH OF EACH MONTH, WHICHEVER IS SOONER, THE PROVIDER WILL NEED TO REPORT CERTAIN CHANGES.

CHANGES PROVIDERS MUST REPORT

Within 10 days of the date the provider learns of a change, or by the 25th of each month, whichever is sooner, the provider will need to log into the Provider Portal and report the following changes:

- A child for whom payment is being received from Workforce Services has stopped attending.
- Payment has been received for services for a child that was never in care or was in care for less than eight hours by the 25th of the month. After the change is reported, if the child returns to care for at least eight hours by the end of the month, email occ@utah.gov or contact the Overpayment Unit.
- A parent was charged less than the subsidy received for one month and the child is still attending (Workforce Services credit).
- A lower rate than the monthly full-time rate such as a part-time or in-school rate for an individual child in care. When a lower rate is established, rate changes for that child must be updated through the provider portal.

Note: A change of mailing or care address, email account or phone number must be reported directly to Child Care Licensing.

EXAMPLES OF WHEN AND WHAT TO REPORT:

1. The provider has been providing care for a family for seven months. In good faith, care is expected to continue next month (October). There has been no indication otherwise from the parent. The direct deposit is received for October. The child's last day in care was September 28. The parent cannot be contacted. It is now October 25.

   ACTION: Log in to the Provider Portal and report that the child has stopped attending and money was received for a child not in your care. This will generate an overpayment notification to the Overpayment Unit. The payment will need to be returned.

Note: Workforce Services funds may not be used to cover two-week notices when no services were provided during the month. The parent is responsible for paying the provider for any break in contract.

2. A parent notifies her provider that she will no longer need child care the following month. The parent has an outstanding balance that she owes her provider. The provider and parent agree to bring the children eight hours the following month to keep the subsidy payment.

   ACTION: This is considered misuse of funds and is not the intent of the policy. Both provider and parent may be subject to a fraud disqualification.

3. A customer has substantial out-of-pocket expenses and has not been paying their provider. The child attended for eight hours on the first

THIS INFORMATION CAN ALSO BE FOUND ON THE PROVIDER PORTAL AT JOBS.UTAH.GOV/CHILDCARE.

A CREDIT IS AN OVERPAYMENT THAT WORKFORCE SERVICES CAN DEDUCT FROM THE FOLLOWING MONTH'S SUBSIDY PAYMENT.

two days of the month. The direct deposit payment has been received, and subsequently the family is notified that services are being terminated. Can the provider use the subsidy payment to offset the balance owed?

ACTION: No. Log in to the Provider Portal and report that a child stopped attending and that a payment was received that should not have been received. When a provider terminates services, we will only pay for actual days the services were provided. So, in this scenario, the provider would keep payment for two days of care. The remaining balance must be returned to Workforce Services.

4. On the 23rd of the month, a customer reports that they will be moving and will no longer need child care.

   ACTION: To ensure payment is not made in error the following month, the provider must report this change through the Provider Portal by the 25th of the month. If the provider does not report by the 25th, and benefits are deposited, this will result in an overpayment that will need to be repaid to Workforce Services. If the change is not reported within 10 days or by the 25th of the following month and benefits continue to be issued, it may result in a one-year fraud disqualification for the first offense.

5. The provider has a family who has been attending regularly. A payment has been received for the new month but three weeks have gone by and the family has not been in contact. The provider logs in to the Provider Portal on the 25th to report that the children have stopped attending. The funds are then returned to Workforce Services. Then the family returns on the 27th of the month and eight hours of care was provided by the end of the month.

   ACTION: Because this change was reported by the 25th, the provider may keep the payment for the full month. The provider must notify the Overpayment Unit or email occ@utah.gov to report that this has happened in order to cancel the overpayment calculation. Sign in/out sheets may be requested to verify attendance. Remember that only customers can report when they are using a provider. If the case closed after the provider reported to us that they were no longer in care, the family will need to contact DWS to reopen the case for future months.

6. On July 6, the customer reported to Workforce Services that they are changing providers for July. The direct deposit was already made to the former provider. Workforce Services requests July attendance records to verify that care was provided by the former provider. The provider's record indicates that the children were in attendance on July 1 from 7 a.m. to 4 p.m. and that the children have not returned.

   ACTION: The first provider may keep the full payment to cover their expenses of reserving the children's slots for the month. We will make the change in providers effective August 1.

7. A customer has two children, ages two and seven. The seven-year-old is in school and the two-year-old only needs part-time care due to other arrangements.

   ACTION: In the Provider Portal, go to the "Children in Care" screen, then select "Actions" on this case. Report the ac-

tual (reduced) monthly charge with the start date for each child. The following month's payment will be determined using the reduced provider charge for each child.

When the need for child care for either child changes to an out-of-school rate or a full-time rate, enter the new rates in the portal with a new start date. If the new rate is the full-time, monthly Care About Childcare rate, select this default rate. Beginning the following month, the Care About Childcare rate will be used in the subsidy calculation until a lower rate is reported again.

Regardless of the start date, Workforce Services will not be able to make the change effective any earlier than the first day of the following month.

8. Throughout the month a provider has reviewed the children in care attendance and reported required changes. On June 25th, the provider certifies in the portal that all changes have been reported. On June 30th, a customer tells the provider it will be the children's last day in care. How does this affect the certification?

   ACTION: Providers are required to report changes within 10 days or by the 25th, whichever is sooner. Since the July payment has already been issued, it is too late to stop the payment from going out for July. Log in to the DWS Provider Portal to report the children are no longer in care as of June 30th. This will create an overpayment for July. When the provider certifies in July, it will include certifying that this change was reported timely.

SUBSIDY CREDIT

A credit is an overpayment that Workforce Services can deduct from the following month's subsidy payment. A credit typically occurs when a provider does not charge the parent for the full month and the child continues to attend the child care facility. When a credit occurs, the funds must be returned to Workforce Services or deducted from the subsidy amount. It is considered a misuse of funds to use the Workforce Services credit to pay for the parents outstanding fees or apply to a future month of care.

Credits should be reported through the Provider Portal. The subsidy payment will be reduced the following month to offset the amount of the overpayment.

If the amount of the credit is greater than the following month's subsidy payment, the remaining funds will need to be returned to Workforce Services. A credit may only be applied for one month of service.

OVERPAYMENTS

Changes that are reported after the 25th of the month may result in an overpayment if the following month's benefits cannot be stopped. We understand that the provider may not always know by the 25th of the month if a child will not return. Report the change within 10 days. If an overpayment occurs, the provider will need to return the money to Workforce Services.

When an overpayment is reported, the provider will receive a notice from the Overpayment Unit to discuss repayment options.

Providers who prefer to return the payment immediately should make a check payable to ORS-Overpayment and mail to:

Workforce Services PA Overpayment Unit
140 East 300 South
PO Box 2695
Salt Lake City, UT 84110-2695

The check should include the customer's name, case number and month of the overpayment. Specify the payment is for child care.

Failure to report changes may result in a fraud investigation and lead to a child care disqualification. Providers who are disqualified will be ineligible to receive any funding through the Office of Child Care for a period of one year for the first offense, two years for the second offense and a lifetime disqualification for the third offense. The overpayment(s) must be paid in full before the disqualification will be lifted.

APPEALS PROCESS

Providers have the right to appeal a disqualification pursuant to Workforce Services Administrative Rules R986-700-718.

> *A CC provider may appeal an overpayment or disqualification as provided for public assistance appeals in rule R986-100. Any appeal must be filed in writing within 30 days of the date of the notice of agency action establishing the overpayment or disqualification. A provider who has been disqualified may continue to receive CC subsidy funds pending appeal until a decision is issued by the Administrative Law Judge (ALJ). The disqualification period will take effect even if the provider files an appeal of the decision issued by the ALJ. If the provider fails to file an appeal within 30 days of the date of the notice of agency action and the Department issues a default decision, and the provider files a request to set aside the default, CC subsidy funds will not continue unless or until the default is set aside by the ALJ. If the request to set aside the default is denied, the provider will be disqualified pending appeal of the denial to set aside the default.*

RESOURCES FOR PROVIDERS

- Workforce Services Child Care Administrative Rules-R986-700 et seq
  rules.utah.gov

- Workforce Services Child Care Provider Portal
  jobs.utah.gov/childcare

- Department of Workforce Services, Office of Child Care
  Email: occ@utah.gov
  Phone: (866) 435-7414 select option 5, then option 1
  jobs.utah.gov/occ

- Care About Child Care Agencies
  cac.utah.gov
  Email: urpd@usu.edu
  Phone: (885) 531-2468

- Child Care Licensing
  childcarelicensing.utah.gov

- Workforce Services Overpayment Unit
  (Regarding repayments only)
  Phone: (801) 526-9810 or (800) 821-2239

- Additional subsidy-related information including the maximum monthly subsidy payment table, income guidelines and copayment table, subsidy fliers and recorded webinars.
  https://jobs.utah.gov/occ/occ2/forproviders/index.html

PAYMENT TO PROVIDER TERMS AND CONDITIONS

IN ORDER TO RECEIVE CHILD CARE SUBSIDY PAYMENTS FROM THE DEPARTMENT OF WORKFORCE SERVICES (DEPARTMENT), I UNDERSTAND AND AGREE TO THE FOLLOWING:

1. I will keep accurate records of subsidized child care payments, and time and attendance records for each child for a minimum of three years. Time and attendance means the date and time the child arrived and left my care.

2. I agree to provide full and accurate information as requested by the Department and to cooperate with any investigation or audit to determine eligibility or ongoing eligibility. Cooperation includes providing information and verification as requested by the Department and returning telephone calls or responding to emails from the Department in a timely manner. If I fail to cooperate with an investigation or audit, provide any and all information or verification requested, or fail to keep records for three years, I will no longer be an approved provider and may be subject to criminal prosecution as provided in Department rule R986-700-706(4).

3. I will access the Workforce Services Provider Portal by the 25th of each month and review the child care subsidy payment information. I will notify the Department of the following changes within 10 days of the date I learn of the change or by the 25th day of the month, whichever is sooner

    a. that a child is not in my care or will no longer be in my care for the upcoming month;

    b. that I received a child care subsidy payment I should not have received.

    For example, a child I expected to care for did not come at all or attended for less than eight hours by the 25th day of the month.

    c. that I charged a parent less than the subsidy amount.

    d. the rate for each child who has a lower rate than the monthly full-time rate reported in Care About Childcare. Once a lower rate is reported in the portal, it is my responsibility to increase the rate through the portal prior to the month the rate changes.

4. I will access the Workforce Services Provider Portal at jobs.utah.gov/childcare and provide my Federal Employer Identification Number (FEIN) or Social Security Number (SSN) for tax purposes. I will also provide information about the financial account I want used for direct deposit. I will keep that information current. I understand the Department is not responsible for any payments made to the wrong financial account.

5. If I am a licensed provider, I will certify in the Workforce Services Provider Portal between the 25th to the last calendar day of each month attesting that I reviewed each case and reported required changes for each child.

6. I will report any permanent change in the monthly standard rates I charge for child care to Care About Childcare.

7. I understand that if I terminate services with a client or child during the month, I must reimburse the Department for the days when care was not provided. However, if it was necessary to remove the child from care because the child or others were endangered, and the incident was reported to CCL or local authorities, the Department may waive repayment.

8. If I accept payment from funds provided by the Department for services I did not provide and payment was received, I am responsible for repayment of any resulting overpayment and agree to cooperate with the Department to repay the overpayment in full. This also includes the following situations; (i) I reported a change to the Department in a timely manner but I incorrectly received payment from Workforce Services or (ii) I was not notified by the parent that the child would not attend child care in that month. An overpayment exists in these situations even if the funds were previously approved by the Department and may result in a disqualification period and criminal charges as provided in Department rule sections R986-700-715 and 718.

9. I understand that the income I receive as child care subsidy payments is taxable and the Department will report all subsidy payments as income to the Internal Revenue Service.

10. I understand that by accepting subsidy payments, I am not an employee of the Department or of the State of Utah even if I care for only one child or one family and regardless of where the care is provided.

11. I agree to comply with any additional requirements imposed by or through Child Care Licensing in order to be an eligible provider to receive child care subsidy payments. For example, this may include reading and agreeing to the Provider Guide as part of the initial and annual licensing process.

12. I will comply with all applicable Department rules as provided in R986-700 et seq.

13. I am responsible for any and all information provided through the Provider Portal. If I allow Financial or Facility Administrative security access to the Provider Portal to anyone else, I will be responsible for any incorrect information provided by that other individual even if the error was unintentional.

As the business owner or authorized person to manage portal account information, I read or had read to me the Payment to Provider Terms and Conditions. I understand those statements and agree to adhere to them. I understand I can be penalized by law if I commit perjury by purposely giving false information or failing to accurately report changes.

PROVIDER NAME(S)

Print: _____

AUTHORIZED PROVIDER SIGNATURE(S)

Signature:_____

Date:_____

Child Care

Provider Guide