

## Rights and Responsibilities: You have the right to be treated fairly and with respect

Your rights and responsibilities will be reviewed and discussed with you in detail by a person from the ELRC.

### I understand that:

- The information in this form will be kept confidential.
- I may pick any **eligible** child care provider for my children. An eligible provider meets the requirements of the Subsidized Child Care Program and agrees to follow the Department of Human Services **rules**.
- I may need to pick another provider if my provider is not eligible to participate in the Subsidized Child Care Program.
- I will be told in writing when a change causes my family to lose help in paying for child care and that I may ask for hearing if I disagree with a decision that the ELRC has made.
- I must give the ELRC true and complete information and proof of information as requested.
- I must contact the ELRC **within ten days** following the date:
  - My family's gross monthly income exceeds income limits based on the flyer the ELRC provided me for reference;
  - The child no longer has a need for care or is no longer residing in the household.
  - A parent or caretaker in my family becomes an owner or director of a child care facility;
  - My family's assets are over \$1 million; or
  - I adopt my foster child
- It is important that I contact the ELRC **immediately** if there is a change to:
  - My address;
  - My telephone number;
  - Who is providing child care for my child(ren); or
  - The number of days and hours my child needs care.

After the ELRC has determined you eligible for child care and funds are available to enroll your child(ren) in care, you need to know the following:

1. **You must pay a co-payment to your provider every week.** The copayment is due to the provider on the first day of the week that your child(ren) attend(s). It is important that you pay your co-payment on time. If you do not pay your copayment on time, you may lose the ELRC's help in paying for your child care.
2. Unless your child is ill, your child must attend the child care program on all the days that you told the ELRC he/she needed child care. If you need to make a change due to your work, education or training schedule, you must call the ELRC. You must report to the ELRC if your child will be absent for more than five days in a row. You could lose the ELRC's help in paying for your child care costs if your child has excessive, unexplained absences.
3. If your child is absent for more than 40 enrollment days between July 1 and June 30, you will be responsible to pay the provider the daily rate for each day of absence beginning with the 41st absence. **You must pay the provider's daily rate in addition to your weekly co-payment.** For example, if your copayment is \$20/week and the daily rate is \$20, you must pay \$40 for the week that includes your child's 41st day of absence.
4. The ELRC will pay a child care center, family child care home or a group child care home **for up to 15 days when the facility is not open to care for your child.** The ELRC is unable to pay an alternate child care provider during these 15 days when your provider is not open to care for your child.
5. If the ELRC sends you a Notice of Adverse Action, it means there may be a change in your eligibility for subsidized child care. **If you do not understand what is written in the notice, you should contact the ELRC immediately.** If you disagree with a decision that the ELRC has made, you may ask for a hearing to review the decision. You must inform the ELRC that you do not agree with the decision by doing one of the following: (1) Fill out the bottom part of your notice or write a letter and then mail, fax or take the information to the ELRC; and (2) Call the ELRC to discuss the reason you do not agree with the decision and follow-up by putting your concerns in writing within seven days following the date of your telephone call with the ELRC. If you want the ELRC to continue to help pay for your child care during this process, you must mail, fax or take the bottom part of your notice or the letter that you wrote to the ELRC or call the ELRC on or before the date on the Notice of Adverse Action.
6. You may choose a new provider at any time. However, you must tell the ELRC and the ELRC must issue a new authorization before your child can begin child care with the new provider. The ELRC will authorize the transfer and continue to help pay for your child care after the transfer if: your family copayments are up-to-date **AND** you continue to be eligible for the ELRC's help in paying for your child care **AND** the new provider that you choose meets the requirements of the Subsidized Child Care Program. The new provider must also agree to follow the Department of Human Services rules. **If the ELRC does not authorize the transfer, you will be responsible for paying the total cost of child care at the new provider.**

Date discussed with parent/caretaker: \_\_\_\_\_

Initials of worker: \_\_\_\_\_

My signature below confirms that my Rights and Responsibilities were explained to me and that I have received a copy for my records:

Parent/Caretaker Signature: \_\_\_\_\_

Date: \_\_\_\_\_