



PROVIDER RIGHTS AND RESPONSIBILITIES

To receive payments for child care services the PROVIDER has the following rights and responsibilities:

- Provide high quality child care;
- Maintain a record of daily attendance for each child;
- Bill DSHS based on attendance of your children;
- Provide constant supervision for children in their care;
- Allow parents access to their children whenever the children are in care;
- Receive payment for child care services.

If you have any health and safety concerns about your child care provider, call 1-800-562-5624.



Washington State
Department of Social
& Health Services

Division of Child Care and Early Learning

DSHS 22-248(X) (Rev. 3/03)

Working Connections

CHILD CARE



Your Rights and Responsibilities

When Using Licensed or Certified Child Care

FAMILY RIGHTS AND RESPONSIBILITIES

Your rights for WCCC are to:

- Be treated politely and fairly without regard to race, color, creed, religion, sex, presence of any sensory, mental or physical disability, sexual orientation, political affiliation, national origin, religion, age, gender, disability, or birthplace;
- Have an application accepted and acted upon within thirty days;
- Be informed, in writing, of your legal rights and responsibilities related to WCCC benefits;
- Only have your information shared with other agencies when required by federal or state regulations;
- Get a written notice, at least ten days before the department makes changes to lower or stop benefits except in WAC 388-290-0120;
- Ask for a fair hearing if you do not agree with the department about a decision by writing to:

**Office of Hearings
Department of Social
and Health Services
P.O. Box 42489
Olympia, WA 98504-2465**

- Ask a supervisor or administrator to review a decision or action affecting your benefits without affecting the right to a fair hearing;

- Have interpreter or translator service within a reasonable amount of time and at no cost to you;
- Be allowed to choose your provider as long as the provider meets the requirements in WAC 388-290-0125; and
- Refuse to speak to a fraud early detection (FRED) investigator from the division of fraud investigations. You do not have to let an investigator into your home. You may ask the investigator to come back at another time. This request will not affect your eligibility for benefits.

When you apply for or receive WCCC benefits you have responsibility to:

- Supply the department with information so we can determine your eligibility and authorize child care payments correctly;
- Choose a provider who meets the needs of your family and the requirements of WAC 388-290-0125;
- Leave the child in care only for approved work or training activities. Working Connections Child Care will not pay for child care for other reasons.

- Report immediately to the DSHS authorizing worker any changes that may affect your eligibility for child care subsidies. Failure to report changes in eligibility within ten days may result in suspension or termination of payment. You may also be billed for what DSHS paid when you were not eligible.
- Notify WCCC staff, within five days, of any change in providers;
- Report within ten days other changes to the DSHS authorizing worker, such as changes in:
 - Household size;
 - Parent/Guardian address;
 - Household income;
 - Your legal obligation to pay child support;
 - Employment or training activities; or
 - Hours of care needed.
- Pay, or make arrangements to have someone pay, your WCCC copayment directly to your child care provider. Obtain a receipt for payment. Failure to pay your copayment will result in the loss of your benefits.

