

At the Department of Early Learning, we work every day to help children in our state realize their full potential. We want children to grow up safe, healthy and filled with a love of learning so they're ready to succeed in school and life.



Washington State Department of

**Early Learning**

**Kids' Potential, Our Purpose!**

## Working Connections Child Care

*Getting started;  
Your rights and  
responsibilities*

## Working Connections Child Care

Working Connections Child Care (WCCC) helps families with low incomes pay for child care.

Eligible families:

- Have one or more children
- Meet income eligibility guidelines
- Work or meet WorkFirst requirements
- Live in Washington

Eligible families can choose:

- » Licensed child care providers; or
- » Family, friends and neighbors that meet WCCC requirements.

To find out if your family is eligible for WCCC, contact the **Department of Social and Health Services (DSHS) customer service call center** toll-free at 1.877.501.2233 or visit [www.dshs.wa.gov](http://www.dshs.wa.gov)

After you complete the application process, DSHS will tell you within 30 days if you qualify for benefits.

### Looking for a child care provider?

To find a licensed child care provider:

- Read DEL's publication *You Have A Choice! A Guide to Finding Quality Child Care*
- Call the Child Care Resource & Referral Network at 1.800.446.1114 or visit [www.childcarenet.org](http://www.childcarenet.org) for help finding licensed providers near you.
- Visit [www.del.wa.gov/check](http://www.del.wa.gov/check) or call the Child Care Check line at 1.866.482.4325 to learn about a provider's licensing history.

You also can choose a relative, friend, neighbor or nanny to provide child care. He or she must be at least 18 years old, a U.S. citizen or legal to work in the U.S., and pass a DSHS background check to be paid by the state. This care is exempt from licensing standards. You have the responsibility to monitor the quality of care.





## Parent Rights

When you apply for or receive WCCC you should be given a copy of your legal rights and responsibilities. Read these carefully. For more information call the DSHS Answer Phone at 1.877.980.9220 or visit [www.del.wa.gov/care/help/](http://www.del.wa.gov/care/help/)

You have the right to:

- Get free interpretation or translation services to help you apply.
- Be treated politely and fairly.
- Ask a supervisor to review a decision about your benefits.
- Ask for an administrative hearing if you disagree with a decision about your benefits.
- Terminate child care at any time.
- Access your child at all times while he or she is in child care.

- Not be charged the difference between:
  - » Your exempt provider's private pay hourly rate and the maximum state subsidy rate for child care services.
  - » Your licensed provider's private pay daily rate and the maximum state subsidy rate for child care services, registration fees, or field trip fees.
- Not be charged by a licensed provider for:
  - » Days when your child is absent.
  - » Days when your provider is closed.
  - » Handling fees to process payments or paperwork.
  - » Fees for materials, supplies or equipment needed to meet licensing requirements.
  - » Costs to cover billing disputes between your provider and the state.

### Helpful Hints

- ☑ Keep receipts of all payments you make to your provider.
- ☑ Complete the attendance record as required.
- ☑ Report any changes in your family size, income, or activities to DSHS right away!
- ☑ Carefully review your licensed child care provider's parent handbook and policies. Talk about any concerns before choosing your provider.



## Parent Responsibilities

For questions about your child care benefits, copayment, or your rights and responsibilities, call the DSHS Answer Phone at 1.877.980.9220.

Have your client ID and Social Security number handy!

You are responsible to:

- Tell DSHS your address, phone number, family size, income, and where you work, go to school, or get job training. You must tell DSHS within 10 days about any changes when you receive WCCC.
- Tell DSHS which child care provider(s) you want to use. You must tell DSHS within five days if you change child care providers when you receive WCCC.
- Only use your child care benefits for activities approved by DSHS, such as work, or meeting WorkFirst participation requirements.
- Pay your provider for child care you use for personal reasons or activities that were not approved by DSHS.

- Pay your monthly copayment directly to your provider. A third party can pay this for you.
- Complete your provider's attendance records for each day your child receives care.
- Pay your licensed provider for these services when you request them:
  - » Optional meal programs
  - » Transportation
  - » Optional programs such as music lessons, gymnastics or swimming
  - » Field trip costs more than \$20
- Pay your licensed child care provider if the child care has a written policy charging all families these fees:
  - » Non-sufficient funds fees
  - » Picking up your child after operating hours
  - » Paying your child care payment late
- If you choose an exempt provider, you must:
  - » Tell DSHS in 24 hours about any pending charges or criminal convictions against your provider.
  - » Make sure your child care provider meets your child's needs. For a chart about these responsibilities, visit [www.del.wa.gov/care/help/](http://www.del.wa.gov/care/help/)

