

## Chapter 11

### Technical Assistance to Providers on Agreement (POA)

#### How Child Care Services (CCS) Assists the POA

CCS serves as a resource and will provide help that fits the provider's situation and needs. CCS staff will help the POA understand and comply with requirements of the Provider Agreement and this *Provider Manual*. A POA who chooses to become certified as a Texas Rising Star Provider (TRSP) will receive help from CCS/ Child Development Specialist (CDS) staff in that process.

The POA may ask for help with program problems. CDS staff may offer technical assistance to Providers when problems are observed, and CDS staff may also develop Service Improvement Agreements (SIA) to encourage and help the POA to correct problems.

#### Annual Review

CCS/CDS is required to review child care services provided by the POA and will be visited annually.

CCS/CDS will review on:

- Compliance with the terms of the Provider Agreement
- Compliance with procedures outlined in this *Provider Manual*
- Compliance with inclusion plans and use of inclusion assistance, where applicable
- Compliance with TRSP criteria, if applicable

#### Visits to the POA

CCS staff, usually a CDS, will contact the POA within a month after the first child is referred. Otherwise visits will be made:

- At least one time during the year
- As needed to give technical assistance
- To follow up on SIA
- To attend TRSP Parent Advisory Group meetings

If a POA has a child with disabilities enrolled, a CDS will also visit:

- Every six months to monitor implementation of the child's Inclusion Plan and use of adaptive equipment
- Quarterly if the POA receives inclusion assistance

If TDFPS should change the monitoring plan for the CCS Provider, the Provider is required to notify CCS within **one work day**. CCS staff or CVWDB staff who observe licensing or registration non-compliances are required to report the non-compliances to TDFPS licensing staff.

## **RULES THAT APPLY**

The following rules apply to information in Chapter 11:

§809.16 —Quality Improvement Activities

## **Remember**

**You must notify CCS within one work day if:**

- TDFPS changes the monitoring plan level.