

## Your Reporting Responsibilities

### HCJFS Child Care Services will:

- Treat information about you and your family confidentially
- Determine your eligibility within 30 days of receiving your completed application
- Pay part of your child care costs directly to an approved provider as long as you remain eligible
- Help you with any complaints or concerns about Publicly Funded Child Care
- Inform you of your rights before taking any negative action on your case.

### Your Responsibilities

#### To your child care provider you are responsible for:

- Communicating information about your child, including special needs information
- Paying child care fees on time
- Reporting changes
- Informing them when you no longer want their services

#### To HCJFS Child Care Services you are responsible for reporting:

- A change of address
- A change in:
  - ◆ the number of people living in your household:
  - ◆ your income or the income of any other member of your household
  - ◆ where you work or your employment status
  - ◆ the hours you work or go to school
  - ◆ where you go to school or if you stop attending school
- When a child receiving care turns 13
- When a child living in your home turns 18
- When you no longer need care for one or more of your children
- When your child or children do not go to the provider for 3 or more days in a row
- If you change providers
- Problems with a child care provider
- If your child has special needs
- Anything else that could affect your family size, income or your Publicly Funded Child Care.

#### ***Important note about a change of address:***

You **must** inform HCJFS Child Care Services by phone or in writing. Submitting a change of address to the Post Office does not change your address with HCJFS Child Care Services.

### Report all changes to HCJFS Child Care immediately.

This includes changes in work and/or work hours. If you do not speak directly to a HCJFS Consumer Specialist, phone staff will take a message. Remember to include:

- your name
- your social security number or case number
- phone number
- the best time to reach you
- a brief message

### If you don't follow through with your responsibilities, the following can happen:

- Payment to your provider may be late
- You may have to pay back money for services you have received
- Payment for your Publicly Funded Child Care may be stopped completely