



2022 Child Care Relief Fund APPLICATION GUIDE

The COVID-19 pandemic has taken a great toll on Texas businesses, especially those within the child care industry. In 2021, The Texas Workforce Commission (TWC) introduced the Child Care Relief Fund (CCRF) to help child care businesses like yours recover from the pandemic.

TWC is now launching a second round of funding in early 2022 to help build back your child care program stronger than before so that your business can thrive in the post-pandemic economy. As with the first round of funding, the 2022 Child Care Relief Fund reimburses eligible child care providers for allowable expenses incurred between September 1, 2021 and May 31, 2023.

About the 2022 Child Care Relief Fund

To help you be successful with your application, this guide will walk you through how to gather necessary information and submit your application online. Each step has accompanying worksheets, tips, and other resources. You will find additional resources including [CCRF 2022 Frequently Asked Questions](#), a [How to Prepare for CCRF 2022 guide](#), information on [FREE business coaching](#), and other tools to support your child care business at childcare.texas.gov.

Who is Eligible for the 2022 Child Care Relief Fund?

To be eligible for the Child Care Relief Fund, your business must be:

- Open to provide child care services at the time of application or be temporarily closed due to public health, financial hardship, **or** other COVID-19–related reasons at the time of application (with plans to reopen within 30 days);
- Actively licensed or registered in the State of Texas with Child Care Regulation (CCR) by February 28, 2022;
- In good standing with Child Care Regulation; and
- Committed to remaining open through at least May 2023.

Providers should receive their email invitations by April 1, 2022. If you believe you are eligible and have not received your invitation to apply by April 1, 2022, please email the technical assistance team at CCReliefFunds@Trelliscompany.org.

How is Funding Determined?

Child care programs who receive the CCRF 2022 will get a base level of funding determined by the business’s licensed capacity and the 75th percentile of the average local market rate for child care in that area (based on the [2021 Market Rate survey](#)). TWC will calculate a provider’s total award amount based on licensing data collected as of the following dates:

DATE PERMITTED	DATA USED AS OF
As of December 31, 2021	December 31, 2021
Between January 1 – January 31, 2022	January 31, 2022
Between February 1 – February 28, 2022	February 28, 2022

Providers may be eligible for enhanced funding on top of their base funding if the child care program is Texas Rising Star certified, nationally accredited, resides in a pre-determined zip code with low supply of child care (child care desert), and/or based on their area’s Social Vulnerability Index Score:

QUALIFICATION	ENHANCED PERCENTAGE
Nationally accredited (not Texas Rising Star)	13%
Texas Rising Star 2-star	13%
Texas Rising Star 3-star	25%
Texas Rising Star 4-star	38%
Child Care Deserts	10%
Social Vulnerability Index score of .750 or greater	10%
Social Vulnerability Index score of .600 – .749	5%

Funding amounts are pre-determined using data collected from the Child Care Regulation licensing system and cannot be changed. You can use the [2022 Child Care Relief Fund Calculator](#) to estimate your funding. Please note that these amounts may differ from your actual funding amount calculated by TWC. If you have questions about your funding amount, please [contact the technical assistance team](#).

Applying for the 2022 Child Care Relief Fund

TWC will begin accepting applications for the Child Care Relief Fund on a rolling basis in March 2022 and will continue to accept applications until May 31, 2022. Eligible providers will first receive an application link through the email address on file with [Child Care Regulation](#). Next, child care programs will complete and submit an online application for each individual child care program location. A detailed process for applying to the program is explained below.

Because the funds can cover expenses dating back to September 1, 2021 (and through May 31, 2023), we recommend gathering any previous receipts for business expenses that may be eligible for coverage through the relief fund and planning how you will spend your award. More information about ensuring proper documentation is below.

An expanded technical assistance team is available if you need any help during the process. If you believe you are eligible but have not received an email by April 1, 2022, email the technical assistance team at CCReliefFunds@trelliscompany.org and stay up to date by visiting [Child Care Relief Fund 2022 Update](#).

Part 1: Organize Your Paperwork

Before You Start

Before finding your receipts, create a file or get a large manila envelope ready for your receipts. All recipients will be required to report quarterly on their uses of the CCRF 2022 award. Saving your receipts in one place will make this process a lot easier when the time comes.

Additionally, it is very important that you have proper documentation of all your expenses in case you are selected for monitoring by TWC. TWC will monitor approximately 25% of providers who receive the 2022 CCRF. Providers who are unable to comply with monitoring requests for documentation of expenses may be required to return funds to TWC, so you will want to make sure that you keep all receipts in a safe place. Create a digital backup of your receipts and proofs of payment by taking pictures, screenshots, or scanning the documentation. You need to keep your receipts for three years, so this will provide a backup in case something happens to the original hard copies of your receipts.

Understand Allowable Expenses

Relief funds can be used to cover allowable expenses incurred between September 1, 2021 and May 31, 2023. Generally, allowable expenses include those that are deemed necessary to reopen or maintain business operations and are meant to supplement or increase your revenue, not replace your revenue. Some examples can include:

- Rent or mortgage (including insurance)
- Utilities
- Payroll (salaries, wages, benefits, and payroll taxes)
- Increases in compensation, one-time bonuses, or wage supplements and premium or hazard pay
- Personal protective equipment
- Cleaning supplies

To help you organize your records and costs, refer to the guide for *Documenting Expenses and Preparing for Monitoring* at childcare.texas.gov.

It is important to know you cannot claim expenses already paid for by:

- The Paycheck Protection Program (PPP)
- Employee Retention Tax Credit (ERTC)
- Emergency or family leave provided under the Families First Coronavirus Response Act (FFCRA), or
- Any other stimulus and relief funding program.

Figure Out Additional Past Expenses

To calculate your past expenses, go month by month in your records starting in September 1, 2021 to review:

- Receipts you have already collected
- Your credit card bills
- App-based system payments (such as Venmo, Zelle, PayPal, and Square Cash)
- Bank statements and canceled checks
- Third-party payroll systems (like ADP, Gusto, or Paychex)

You will need a proof of payment like a receipt, or an invoice marked “paid” for every cost that you are using to receive payment from the Child Care Relief Fund. Unless the purpose is clear (Such as a payment to the local electric company), you will need to show exactly what you purchased. For example:

Rosa has a credit card statement or canceled check written out to ABC Gas Company who provides the gas utility services for her center. Since she has a proof of payment that shows the amount, who it was for, and that it is clearly a utility, she can use this as proof of payment.

However, Rosa also wants to include cleaning supplies she purchased at a large hardware store. For this purchase, she needs to have an itemized receipt listing the cleaning supplies she purchased since many other non-applicable items could be purchased at the hardware store.

For more information on expenses, please see the *Documenting Expenses and Preparing for Monitoring Guide* at childcare.texas.gov.

Part 2: Apply Online

Eligible providers will receive an email invitation to the email address on file with Child Care Regulation inviting them to apply beginning in March, 2022. If you think you are eligible and didn't receive an email by April 1, 2022, [contact the technical assistance team](#) with your operation ID (license number).

Returning Applicants: Providers who created a user ID for the Child Care Relief Fund 2021 can log into the 2022 relief fund system using the same user ID. Returning relief fund applicants can visit the [portal login screen](#) with their previously created user ID. Your user ID should be included in the email invitation you receive.

PRO TIP! *If you are unable to utilize the "forgot password" or "forgot user ID" options, there could be an issue with your email address in the system. This might be because you are entering a different email address than the one used to create your user ID or that the email address was entered with a typo. Try using a different email address associated with your child care business and [contact the technical assistance team](#) if you need more help.*

New Applicants: Providers who did not create a user ID for the Child Care Relief Fund 2021 will need to create a new user ID for the 2022 round of funding. New relief fund applicants will use the unique user identification link emailed by an @twc.texas.gov email address to create a new user ID and password and log into the system. This link will remain active for 7 days to allow you to create a new user ID. If your link has expired, you can [contact the technical assistance team](#). When creating a new user ID, we recommend that you use the secure email address on file with Child Care Regulation (where your invitation link was sent) or the email address of the controlling person for your business who is filling out the application to help you remember which email address is associated with your new user ID.

PRO TIP! *Many providers experienced login difficulties in 2021 due to forgotten login information. Write down your user ID, password, and the email address used to create your account and keep it in a safe place, such as with your expenses documentation. The user ID and email address used to submit your Child Care Relief Fund application will also be sent to you once your application is submitted. Store this email in a secure folder or print it out to keep with your records so you can return to the portal to check your application status and fulfill reporting requirements.*

Fill Out the Application

Funding Application Information

Once you are logged in, the system will take you to the **FUNDING APPLICATION INFORMATION** page. You must read the information on the page, certify you will use funds on allowable expenses, and agree to the terms and conditions to access the application. If you agree to the terms, check the box at the bottom of the page and hit **Submit**.

Program Validation

The first section on the **APPLY FOR FUNDING** page is **Program Validation** where you must confirm your program identity and eligibility. This information must match your licensing information in the Child Care Regulation portal, or you will not be able to move past this step.

- 1 Enter your operation number (licensing number)
- 2 Your program's funding amount will automatically appear
- 3 The operation name will automatically come up as your business name
- 4 Select your role (this is your job in the child care business)
- 5 Enter your first and last name
- 6 Enter the zip code for the location of your child care business

When everything is entered, hit the **Validate** button.

If any information is listed incorrectly, STOP the application process, update your information with Child Care Regulation, and contact the technical assistance team at CCReliefFunds@trelliscompany.org to verify the change.

PRO TIP! *If any of the information entered does not match what is on file with Child Care Regulation, your child care program will not be able to move past the Program Validation screen. Often, there is a difference in the spelling of a controlling person name, or the role selected. Double check the controlling person page in the Child Care Regulation system to ensure you are entering this information correctly or contact your local licensing representative for more assistance. If you notice any errors in your Child Care Regulation information, please correct the errors and [notify the technical assistance team](#). For more information on common application system troubleshooting see [Attachment A](#).*

Apply for Funding

Upon successful program validation, you will be brought to the application which will be completed in eight steps:

Step 1 – General Information

Verify your child care program information including:

- Child Care Program Name
- Operation ID/Permit number
- Location Address
- Contact Information

Data for new providers will be collected from Child Care Regulation. For child care programs that applied in 2021, this information will be prepopulated with data collected in the first round of funding. If everything appears correctly, click **Next**.

If any information is listed incorrectly, STOP the application process, update your information with Child Care Regulation, and [contact the technical assistance team](#) to verify these changes.

Step 2 – Payee Information

Enter and confirm your Payee Information beginning with your Legal Entity Information including your:

- Identification Number, including **one** of the following:
 - **EIN**: Employer Identification Number issued by the Internal Revenue Service (if you do not know your EIN, call the IRS at 1-800-829-4933 to request your 147C EIN Verification Letter). This will be entered in most cases other than when the business is an Individual Recipient.
 - **SSN**: Social Security Number issued by the Social Security Administration. This will be used for Individual Recipients or Sole Owners without an EIN.
 - **ITIN**: Individual Taxpayer Identification Number (this is rare) issued by the Internal Revenue Service.
- Legal Entity Name (this is your legal business name, which may be your name for sole proprietors)
- DBA (or doing business as) Name
- Phone Number

Next, review your pre-populated Payment Mailing Address. This is how your check will be addressed and where your payment will be mailed. You can view how your check will appear in the sample check image. If the address is listed correctly, select the checkbox stating that you agree that your mailing address is accurate.

If your mailing address is not listed correctly, STOP the application process, update your information with Child Care Regulation, and [contact the technical assistance team](#) to verify the change has been made.

Next, using the Ownership Code drop-down menu, select the option that describes your business. The ownership type selected will affect the subsequent information that you are required to enter about your child care program. If you are unsure of which ownership type to select, you can review the list below. If your business is registered with the Secretary of State you can also call (512) 463-5555 with questions.

- **Sole Ownership** — person with exclusive title or rights to a business; this is a common choice for businesses with an owner and no employees. A sole owner files a Schedule C with their IRS 1040 Individual Income Tax Return.
- **Partnership** — legal relationship that exists between two or more persons or other legal entities contractually associated as joint principals in a business. Partners are not employees and are not issued a W-2. Instead, the partnership files a Schedule K-1 (Form 1065) to the partner.
- **Texas Limited Partnership** — partnership formed by two or more persons and having one or more general partners and one or more limited partners registered with the Texas Secretary of State.
- **Texas Corporation** — corporation registered with the Texas Secretary of State, either profit or non-profit. Corporations will file an IRS 1120 or 1120S Corporation Income Tax Return. This category includes Limited Liability Corporation—Texas, Texas Domestic Non-Profit Corporation, or Texas Domestic Profit Corporation.
- **Professional Association** — entity is registered with the Texas Secretary of State as a Professional Association.
- **Professional Corporation** — corporation is registered with the Texas Secretary of State as a Professional Corporation.
- **Out-of-State Corporation** — corporation legally chartered by a governmental entity outside the state of Texas.
- **Governmental Entity** — any legal government agency not created by the Texas Legislature, such as a city, county, or federal agency.
- **Individual Recipient (this is rare)** — an individual who provides goods or services to a Texas state agency or institution of higher education who is not a sole proprietor (sole ownership).
- **Other** — organization not defined within one of the other ownership types, such as an estate or informal organization not chartered by the Texas Secretary of State.

If you are not sure of your ownership type, STOP the application process and [contact the technical assistance team](#) for more help as incorrect information can lead to significant delays in application processing funding.

You will be prompted to enter additional information about your business depending on which ownership code you select:

- **SSN:** Enter your Social Security Number issued by the IRS.
- **Filing Number:** Located on your Certificate of Filing issued by the Texas Secretary of State. Also known as the Texas File Number or Charter Number. If you do not know your Filing Number, you can call the Texas Secretary of State at (512) 463-5555.
- **Partner Information:** Enter the identification numbers of the individual partners of your business. These numbers should NOT match each other, nor should they match the EIN for the partnership. If you have more than 2 partners, enter information for any two partners.

Select **Next** to proceed. To complete your application at a later time, select **Save for Later**.

Step 3 – Provider Characteristics

Begin by entering the personal information for the program’s director or owner. Demographic information is required for federal reporting purposes, but will not be attributed to you individually and will not affect your application.

- Select your Gender from the drop-down menu.
- Select your Ethnicity from the drop-down menu.
- Select your Race(s) from the list. Check all that apply.

Next, under Operational Status, select whether your program is currently open or closed. If your program is temporarily closed:

- Provide the date your program closed using a MM/DD/YYYY date format.
- Select whether you have a planned reopening date.
- If you do have a planned reopening date, provide the date you plan to reopen using a MM/DD/YYYY date format.

If your planned reopening date is more than 30 days from the date of application, you will not be able to move forward at this time. If your program is permanently closed with no immediate plans to reopen, you are ineligible for this funding opportunity.

In the General Questions section, select up to three of the biggest needs or challenges you are currently facing with your business. Non-Subsidy and Non-Texas Rising Star providers will also be asked whether they are familiar with the programs as well as reasons why they do not participate in them. Finally, all providers will be asked for optional information on the previous month's expenses. This is collected for informational purposes only and will not affect your application.

PRO TIP! *If you select that one of your top needs or challenges is Other than one of the options listed, you must type what that challenge is into a text box that will appear. You will not be able to go to the next step in the application process if you select Other and do not provide a response in the text box which will appear beside it.*

Select **Next** to proceed. To complete your application later, select **Save for Later**.

Step 4 – Child Count

In this section, you will be asked for two pieces of information about the child count for your program:

- **Availability:** The number of available spots in your program with current staffing levels. This information will be shared publicly on the Texas Child Care Availability Portal with parents and caregivers of young children to promote availability in your child care program. You can update this information in the future by visiting find.childcare.texas.gov.
- **Enrollment:** Enter the number of children you currently serve in your program. This information will not be shared publicly and will not impact your funding amount.

Enter the total number of available spots in your program and number of children currently served within the following age groups:

- Infant (0–17 months)
- Toddler (18–36 months)
- Preschool (3 years – 4 years)
- School Age (5 years – 13 years)

Note that if your available spots could be filled by children of variety of ages, please choose your desired age and do not double count availability. TWC also understands that at times your enrollment could exceed your licensed capacity, but please enter the current total number of children you currently serve.

Select **Next** to proceed. To complete your application later, select **Save for Later**.

Step 5 – Use of Funds

If you applied for the 2021 Child Care Relief Fund, you will report on how you used your award on the Use of Funds page. **If you did not apply for the 2021 Child Care Relief Fund, you will not see Step 5.** Your application will bring you directly to Step 6.

Information included in this section is for informational purposes only and will not impact your application or funding.

- Select from the list all the categories where you have used 2021 funds. You may select however many options are true for you.
 - Personnel costs, including wages and benefits
 - Rent, mortgage, or utilities
 - Personal Protective Equipment (PPE), cleaning and other health and safety practices
 - Equipment/supplies to respond to the pandemic
 - Goods/services necessary to maintain or resume child care services
 - Mental health supports for children and employees
 - Other
- From the drop-down menu, select the category on which most of your 2021 CCRF funds were used.

PRO TIP! *If you are not seeing the category on which you spent most of your 2021 CCRF funds in the drop-down menu, make sure you checked off that option in the first question.*

- Select from the list how these funds assisted your program. You may select however many options are true for you.
 - Cover costs from lower enrollment
 - Pay down debt
 - Pay for needed repairs/deferred maintenance
 - Expand operations/services
 - Increase business efficiency (ex. purchasing child care management software or hiring for tax preparation assistance)
 - Take steps to join Texas Rising Star or maintain participation in Texas Rising Star
 - Staff pay and/or benefits
 - Other

PRO TIP! *If you select Other as one of your responses, you must type your response into the text box that will appear. You will not be able to go to the next step in the application process if you select Other and do not provide a response in the text box which will appear beside it.*

Step 6 – Summary

In this section, review all of the information that you have entered into your application.

If any information is incorrect, STOP the application process and edit the fields containing inaccurate information. If any incorrect information is pre-populated, make sure your information is up to date with Child Care Regulation and [contact the technical assistance team](#) for more help as incorrect information can lead to significant delays in application processing funding.

After you confirm that all the information on the Summary page is accurate, press **Next**. If you would like to complete your application at another time, click **Save for Later**.

Step 7 – Terms & Conditions and Certifications

On the last page of the application, you will find the Terms and Conditions of the award. Read through this page carefully. You may print the page to review before submitting. Providers must agree to the various terms and conditions listed on this page, understand the reporting requirements and records retention policies, and know how they can and can not spend their award. There are also four required certifications at the bottom of the page that you must agree to. To agree to each certification, click on the checkbox.

By selecting each checkbox, you are agreeing to have policies in place that align with the following:

- 1 Health Practices Certification:** When open and providing services, implement policies in line with the [guidance and orders](#) from corresponding state and local authorities and, to the greatest extent possible, implement policies in line with the guidance from the Centers for Disease Control and Prevention (CDC).

Providers who are in good standing with Child Care Regulation regarding their health practices will meet this requirement. Relief funding can also be used toward meeting health and safety practices.

- 2 Wages and Benefits Certification:** For each staff member, pay at least the same amount in weekly wages and maintain the same benefits for the duration of the award. Providers may not involuntarily furlough employees from the date of application submission throughout the duration of the award.

Providers accepting relief funding agree to keep the same level of wages and benefits for their employees (relief funding can be used to supplement employee pay). This is easy to show by comparing your payroll records for any W-2 employees at the time of application with your payroll records from a later date any time during the funding period.

3 Tuition Relief Certification: To the extent possible, provide relief from co-payments and tuition payments for the families enrolled in the provider’s program, prioritizing relief for families struggling to make these payments and those making under 85 percent of the State Median Income (SMI) for a family of the same size (find more information on the [SMI income level, by family size](#), in the column titled “85 percent SMI”).

Providers accepting relief funding are encouraged to use funds to for tuition assistance for families where needed. Some questions to consider as you apply for funding include:

- Do you have a policy?
- Why or why not?
- Who does the policy help?
- How do you determine that it helped them?

To learn more about developing a tuition assistance policy for your business, see [How do I create a tuition assistance policy?](#)

Finally, select the dropdown menu to indicate if you received help with your application. Once finished, press the **Submit** button. If you do not hit the **Submit** button, your application will not be received.

PRO TIP! *You are not able to change any information in your Child Care Relief Fund application after you submit it. If you are uncertain about any information in your application, use the Save for Later and return to complete your application when you are certain your information is correct. Submitting your application with incorrect information can result in significant delays in application processing and funding.*

After submitting the application, you will receive a confirmation message pop-up asking you to certify one last time that the information you are submitting is true and that you could be held liable for any false information you provide. If you agree to the terms, check the box and Accept.

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Congrats! You have submitted your application!
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Step 8 – Print Application

After you click Accept, you should see a **Print Application** page which gives you a confirmation message that your application has been successfully submitted. On this page, you can print the submitted application for your records. We recommend that you print your application for your records and keep it somewhere safe, such as with your receipts and documentation of expenses. If needed, you can return to your Active Application List and select **View** to print copies of your application at a later date.

PRO TIP! *Once your application is submitted, you will receive an email containing the user ID and email address associated with your application. Print or save this email in case you forget your login information as you will be required to return to the portal to report on your use of funds before you can receive additional payments.*

Once your application is successfully submitted, you can view it on the **ACTIVE APPLICATION LIST** page which can be found on the left side of your screen. This page shows the application status for each child care program for which you applied. Unique applications can be identified by their application ID; child care program name; operation ID/permit number; and business mailing address. An application's status can be:

- **Pending** indicates your application is under review. The only action you can take while your application status is Pending is to View your submitted application.
- **Denied** indicates you will not receive funding based on the information submitted in your application. If you have questions about why you were denied, please [contact the technical assistance team](#) with your operation ID.
- **Approved** indicates you have been approved to receive funding. If approved, you can also see the total amount awarded under the **Approved Funding Amount** as well as how much money you still have under **Remaining Balance**.
- **Incomplete** indicates that your application has not yet been completed and submitted. Click on **Edit** to complete and submit your application.

PRO TIP! *Your mailing address and business name must be accurate in the CCR system to successfully receive and cash your check. The check will be made out to the business name listed in the CCR system. Confirm that your business name is reflected in your bank account. If it is not, update your bank account information to include your business's Doing Business As (DBA) name. This will reduce the likelihood of problems with cashing or depositing your check.*

To start a new funding application, click on the **APPLY FOR FUNDING** page. You must complete a separate application for each operation ID requesting funding. Multi-site centers will submit one application for each site. If you are a child care business with one site, you will only need to complete one application.

PRO TIP! *Only one application can be in progress for each individual operation ID. If you are returning to complete or view an application once you have already started, be sure to click on **ACTIVE APPLICATION LIST. APPLY FOR FUNDING** will generate a new application and result in an error message if you have already begun or submitted an application under that operation ID.*

Part 3: Funding and Reporting

How will I receive my funds?

Funds will be sent as paper checks via USPS in four equal quarterly payments. Direct deposit is not available. Once approved, providers will automatically be sent their first payment, which will typically be issued within 7 days of their application being approved. Providers do not need to 'request' funding after their application is complete—the application serves as the request for funding, however, providers will need to return to report on use of their funds to receive their second, third, and fourth payments.

Quarterly Payment Timeline

FIRST PAYMENT	SECOND PAYMENT	THIRD PAYMENT	FOURTH PAYMENT
Issued within 7 days of application approval	Issued 3 months after application approval date	Issued 6 months after application approval date	Issued 9 months after application approval date

Once issued, you should expect to receive your check in the mail delivered by USPS within 21 days. If you do not receive your check within 21 days from the date that your check was issued, please contact the technical assistance team at CCRReliefFunds@trelliscompany.org with your operation ID.

How can I check my payment status?

To view your payment status, you will need to go to your **ACTIVE APPLICATION LIST** and then click on **Funding Application** summary where you will see a list of your four payments. Once your application has been approved, your first quarterly payment will typically be issued within the next 7 days. During this time, your payment will show a **Pending** status. Once your check has been issued, a date will appear next to your payment information. You must log into the system and complete your quarterly reporting before this date in order to receive your next payment on time. As long as you do this, you can expect to receive this check in the mail within 21 days of this date. Remember, to receive your second, third, and fourth payments, you will need to report on your use of received relief funds.

How do I report how I used the funds?

Prior to receiving your second, third, and fourth payments, you will receive an email approximately seven days before your next payment is scheduled prompting you to return to the relief funding portal and complete your use of funds reporting form. To do so, click on your **ACTIVE APPLICATION LIST** and then **Funding Application Summary** on the far right of the row to access the form.

A new page will pop up with a list of all of your quarterly payments and the schedule. On the far right, you will see a link **Use of Funds**. Once you click on this link, you will be asked how much you spent in each of the allowable categories in the past quarter.

Providers will also be required to submit final expenditure amounts in the following categories:

- Personnel Costs
- One-time wage supplements for staff
- Rent/Mortgage/Utilities
- Personal Protective Equipment, Cleaning and Other Health and Safety Practices
- Equipment/Supplies to respond to the pandemic
- Goods/Services necessary to maintain or resume child care services
- Mental Health Supports for children and employees
- Other (providers will describe any other uses of the funds)

TWC will also confirm that providers remain open and operational prior to sending each quarterly payment. Failure to submit this information could prevent you from receiving your next quarterly payment.

PRO TIP! On the **Funding Application Summary** page, you also can view how much funding has been paid out to you for each of the four periods.

Is Child Care Relief Funding taxable?

It is important to be aware that the Child Care Relief Fund money is taxable. The Child Care Relief Fund is structured to “reimburse” you to cover costs you have already had or will have soon. So, even though these expenses have been paid for by the state relief program, they are still deductible on your taxes. Though the Child Care Relief Fund can increase your tax liability, it is still providing new income, even if you have to pay taxes on it. We recommend that you set aside the money now to ensure you are prepared. You can learn more about the [tax implications of relief funding](#) at [childcare.texas.gov](#).

Records & Monitoring

To ensure the proper use of funds, a sample of child care programs will be selected for monitoring by TWC. As a condition of your receipt of Child Care Relief Funds, **you must comply with monitoring requests if selected** or risk recoupment of funds. Providers who are selected will have **15 days** to submit documentation of expenses covered with relief funding, so we recommend that you gather documentation of your expenses whether selected for monitoring or not. For more information on how to gather expenses and prepare for monitoring, please see the Documenting Expenses and Preparing for Monitoring Guide at [childcare.texas.gov](#).

If you are selected for monitoring and have questions, [register for a free call](#) with one of our business coaches.

Need Help?

Several common user experience issues were identified in the 2021 round of funding. For troubleshooting information on these issues, please see [Attachment A](#). For more help, contact the technical assistance team at CCReliefFunds@trelliscompany.org.

Strengthening Your Child Care Business

TWC has launched an effort to help center and family child care providers through and beyond the pandemic using business resiliency strategies developed by our team of child care coaching experts. If you are interested in learning more and speaking to a coach, [sign up for FREE technical assistance](#). View additional resources to strengthen your business at childcare.texas.gov.

Attachment A: Child Care Relief Fund System Troubleshooting

In round one, many providers such as yourself experienced common system errors. We have provided you with information to help you to quickly identify and address potential errors which you might encounter. If need additional assistance, please [contact the technical assistance team](#).

What happens if my licensing information is not updated?

The Child Care Relief Fund information is populated using the information listed with Child Care Regulation associated with your child care program license. **Child care providers can experience difficulty with submitting their application and significant delays in funding** when there is incorrect licensing information listed with Child Care Regulation. Incorrect information can leave providers unable to:

- 1 Complete program validation
- 2 Locate their invitation to apply
- 3 Receive important communications about their application
- 4 Receive funding in a timely manner

Providers should confirm **as soon as possible** that following information is listed correctly with Child Care Regulation:

Controlling persons

Only a designated controlling person can complete a Child Care Relief Fund application. To ensure that the person within your organization who is managing your relief fund application is able to submit your application, please ensure that this information is up to date. In order to submit your application, you will need to validate your submission using controlling person information listed with Child Care Regulation so ensure that all name spelling, roles, and contact information is accurate as well.

Email address

TWC will send all Child Care Relief Fund communications, including your email invitation to apply, using the secure email address on file with Child Care Regulation. To ensure that you receive important communications about your application, make sure that your email address remains up to date throughout the application process.

Phone

In some situations, TWC or a contracted technical assistance organization will need to contact you with specific questions or actions regarding your Child Care Relief Fund application. Inaccurate phone numbers can prevent important next steps and information from reaching you which can in turn impact your receipt of funding, so make sure that you keep your phone number updated throughout the relief fund process.

Mailing address

The mailing address on file with Child Care Regulation is what will be used to mail your funds to you. Inaccurate information can cause significant delays and result in funds getting lost in the mail. Make sure that your mailing address appears correctly in the licensing system and that mail can be received at this location. Funds are sent via USPS so if you have concerns about receiving your funds, consider updating your mailing address to a secure location or PO box prior to applying.

Most errors can be manually corrected by [logging into the user portal](#) with Child Care Regulation. For additional assistance, please contact your local licensing representative. If your information changes during the application process, first make all updates with Child Care Regulation. Next, please [contact the technical assistance team](#) and inform them of the completed update. Be prepared to verify this change with a screenshot. To learn more, check out the [How to Prepare](#) guide, which walks you through how to check your information in the Child Care Regulation system to prevent any delays in applying and receiving funding.

What do I do if I cannot find my invitation email?

Invitations to apply for the Child Care Relief Fund will be sent to the email address on file with Child Care Regulation. If you have not received an email by April 1, 2022, take the following steps:

- 1 Make sure you are checking the secure email address on file with Child Care Regulation. For fraud prevention purposes, the invitation link will only be sent to this email address. Confirm your email address is up to date in the licensing system and be sure to check this location for your invitation.
- 2 If you are checking the correct email address, be sure to check your spam or junk folder for the link. If your email address is no longer up-to-date, correct the information with Child Care Regulation and then [contact the technical assistance team](#).
- 3 If you do not find your invitation there, [contact the technical assistance team](#) to confirm your eligibility and explore additional troubleshooting options.

What do I do if I can't log into the relief fund portal?

If you experience any difficulty logging into the system, try the steps below:

- 1** Ensure that you have created a user ID for the relief fund system. You will need to use an ID that is created specifically for the Child Care Relief Fund system. If you created a user ID in the 2021 round of funding, you will be able to reuse this ID.
- 2** Make sure that you are using the correct user ID. User IDs created for other TWC systems will not be automatically set up for use in the relief fund system.
- 3** To access the forgot user ID or the forgot password functions successfully, you will need to know the email address that was used to create your user ID. If these functions do not work, try your personal email address or an email address of a coworker who may have set up the user ID initially.
- 4** In some cases, too many attempts to log in with incorrect information can result in your password being revoked. To have your password reset, you will need to [contact the technical assistance team](#) for help.
- 5** Make sure that you are using the correct link to login. After you have created your user ID, your email invitation link will no longer be valid. Please login on the [main application portal page](#).

Remember, once you have submitted your application, you will be sent an email containing the user ID and email address you used to apply. Keep this information in a safe place to prevent future difficulties with logging in. If you still need assistance with your user ID, password, or login link, please [contact the technical assistance team](#).

I can't validate my program information. What do I do?

All child care programs must be validated in order to access the application. This means that the information that you enter in the validation screen must match what is on file with Child Care Regulation as a fraud prevention measure. Confirm the following pieces of information are correct as you submit your program validation:

- 1** Confirm that the person completing the form is listed as a designated controlling person for your organization. Anyone who is not listed will not be able to complete and submit an application on behalf of your business.
- 2** Ensure that the spelling of all controlling person names is accurate in the licensing system. This information must match exactly. If you have difficulty here, log into the [licensing system](#) to be sure you are entering names accurately.
- 3** Controlling person name must match the listed role in the Child Care Regulation system. If you are stuck here, try a few other roles that you may have selected when entering your licensing information with Child Care Regulation or confirm with your local licensing representative.
- 4** Finally, be sure that you have entered your child care program zip code accurately as this is required to match as well.
- 5** If you have entered your operation ID to apply and no information populates in the fields below, call the technical assistance team to confirm your eligibility to apply.

If you continue to need assistance, [contact the technical assistance team](#).

Why am I getting an error when I try to complete the program validation?

Make sure that you are clicking on "Active Application List" to view any applications after starting or submitting an application. The "Apply for Funding" page will generate a new application – operation IDs that have already been entered will not be able to be entered a second time. For more help, [contact the technical assistance team](#).

Why don't I see my application in my Active Application List?

In some cases, providers forgot they had already created a user ID, or another member of the child care program created one as well. If you have already started or submitted an application and cannot find it in your Application List, you may be using the wrong user ID. To view your application, you will need to use the same user ID that you used to submit your application. Try using the "recover user ID" function. For more help, [contact the technical assistance team](#).

It has been more than 21 days since my payment was issued but I have not received it. What should I do?

After 21 days from the date your check has been issued, if you have not received your check you can [contact the technical assistance team](#) for more information. The best way to ensure that your payment is not lost in the mail is to ensure that all program name and mailing address information is up to date with Child Care Regulation prior to applying.

I received my check, but the information on the check is wrong. What should I do?

If you receive a check that you are unable to deposit due to an error, [contact the technical assistance team](#). The best way to avoid errors on your payment is to ensure that all program name and mailing address information is up to date with Child Care Regulation prior to applying.