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OVERVIEW

The Child Care Licensing account portal works in conjunction with systems used by HHSC staff. The portal allows users with an online account to update information related to their operation and to submit background checks.

This manual provides instructions regarding the Child Care Licensing account portal functions.

REGISTRATION

Prior to logging into the Child Care Licensing account portal for the first time, you must register for an account. Click here to Complete Online Registration.

- If you have registered for your account but have not received the confirmation email, check your spam or junk mail folder.
- You can add CLASSPROJECT@dfps.state.tx.us to your contact list to ensure that these emails are not sent to your junk mail or spam folder.

Login

INSTRUCTIONS TO LOGIN

1. Access the Child-Care Licensing Account Login page.
2. Once the Child-Care Licensing Account Login page opens, enter your User ID and Password in the provided fields, then click Login. **Note:** Please use Google Chrome or Internet Explorer to access your account.

3. Once you successfully login, you will be directed to the Child-Care Licensing Account Main Page.
Note: The “Select an Action” section and the “Message Board” will vary based on Operation Type and type of user. Please see the Security Roles and Access: Operation Types and Child Care Licensing Account Roles section of this document for more information.

ISSUES WITH LOGGING INTO THE PORTAL

You may encounter an error message when you try to logon to the portal. The main types of errors you may encounter are password related or due to incomplete registration. Below are instructions on how to resolve these types of errors.

- Request your User ID or a new password
- Complete Registration

Request Username or New Password

You will receive an error message if you enter an incorrect User ID or Password. If you enter an incorrect User ID or Password too many times your password will be locked and you will receive a message letting you know your password has been locked. If you are an account manager and receive either of the error messages below you will need to request either your User ID or a temporary Password to be emailed to you. Account
users that are not designated as an account manager will be able to request their User IDs but will need to contact their account manager to have their password changed.

Note: If you are an account user and try to request a temporary password you will receive the message below. If you receive this message you will need to contact the account manager for your operation and request him/her to change your User ID or password.

- This User ID does not have permission to complete this action. Please contact your operations Account Manager to request your password or make changes to your User ID.
Instructions to Request your User ID or Temporary Password

1. Click on Forgot your User ID or Password. You will be taken to the Child Care Provider Login Information page.

2. To request your User ID, enter your Operation Number and click the Email User ID button. A message will display letting you know your login information has been sent to the email on your account.

3. To request a temporary password, enter your Operation Number and the correct User ID, then click the Email Password button. Note: The temporary password will expire after 24 hours. Once you have successfully logged in using a temporary password, you will need to reset the password following the instructions outlined in How to Update the Operation's Email Accounts, Website, and Acct Manager Information.

4. Once you receive the email with your login information you will use this information to log into your account. Note: The User ID and Password are case sensitive. You may copy your User ID and temporary Password from the email and paste the information into the User ID and Password fields.
Complete Registration

You will receive an error if your account registration was not completed as required before trying to login to the portal or if you try to log in too soon after completing your registration. If you receive this error and have not completed your registration you will need to complete your registration. If you’ve completed your registration you will need to wait at least 24 hours after completing your registration to log into your account.

Instructions to Complete Registration

1. **Check** the email account that you provided when you registered for an account.

2. Find an email from **CLASSPROJECT@dfps.state.tx.us**, The title of the email will be: **Complete Registration**. **Note**: If you are unable to locate the email described, you may contact your CCL or CBCU representative for further assistance.

3. **Click** the link provided in the email to complete your account registration. This link takes you to the Child Care Licensing account portal login page. A message displays to let you know you have successfully completed your registration.
This is a system generated mail. Please do not reply to this email address.

Thank you for creating an online account with the Texas Department of Family and Protective Services, Child Care Licensing Division. To complete your registration and begin an application there a few more steps that must be completed.

Please click on the link below

https://qawww.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilityLogin.asp?nbrRegstrtn=3f4f7448f7b1000032090352cfd3d8ae

If you are not taken to the Login page upon clicking the link, please copy the URL and paste it into your web browser and try again.

After completing your registration, you can log into your account by clicking 'Login' on the Information for Child Care Providers page on the DFPS website.

If you created a Child Care Licensing account for the purposes of submitting an application online, we ask that you review the information about the application process found on the 'How to Become a Child-Care Provider' link:

http://qawww.dfps.state.tx.us/Child_Care/About_Child_Care_Licensing/start.asp

When you submit an application to Child Care Licensing, you will receive a confirmation number. Please keep this confirmation number. Your account will be updated as the application is processed. We recommend that you check your Child Care Licensing account every few days to determine if an update has occurred. The updates could include a notification about when to submit a background check, send in other documents, and register for an Orientation Class. If you have a question about your application, please wait at least 48 hours before contacting a Child Care Licensing office. To find a local Child Care Licensing office, click the following link:

http://qawww.dfps.state.tx.us/Child_Care/Local_Child_Care_Licensing_Offices/default.asp

If you received this e-mail message but did not submit a registration request through the online registration page, please contact a local Child Care Licensing office.

Thank you!

Texas Department of Family and Protective Services
Congratulations! You have been successfully registered. Proceed by entering your User ID and Password.

This page allows you to login to your online provider account. Within your account, you can perform a variety of tasks:

- Create an Account Before Logging In!
  - Create a Day Care Provider account
  - Create a 24-Hour Residential Care Provider account

Once you have completed Pre-Application activities:
## SECURITY ROLES AND ACCESS: OPERATION TYPES AND CHILD CARE LICENSING ACCOUNT ROLES

Functionality in the Child Care Licensing account portal is based on operation type and account roles of the individual logged into the account. Functionality available to an account user is limited compared to the functionality available to the account manager. This chart shows the functionality available by operation type and account role.

<table>
<thead>
<tr>
<th>Child-Care Provider Main Page Menu - 'Select an Action' Options for each Operation Type &amp; Account Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Actions</strong></td>
</tr>
<tr>
<td>Access Your Compliance History &amp; Inspection History</td>
</tr>
<tr>
<td>Access CPA Main Page</td>
</tr>
<tr>
<td>Submit Background Check</td>
</tr>
<tr>
<td>Online Background Check History</td>
</tr>
<tr>
<td>Submit Waiver / Variance</td>
</tr>
<tr>
<td>Update Provider Vacancies</td>
</tr>
<tr>
<td>Emergency Behavior Intervention</td>
</tr>
<tr>
<td>Manage Operation Email Account &amp; Manager Information</td>
</tr>
<tr>
<td>Add / Update / View Controlling Persons</td>
</tr>
<tr>
<td>Add / Update Additional Users</td>
</tr>
<tr>
<td>Update Governing Body / Administrator Designation</td>
</tr>
<tr>
<td>Submit Permit Renewal **</td>
</tr>
</tbody>
</table>

### Legend

<table>
<thead>
<tr>
<th>Roles</th>
<th>CPA</th>
<th>GRO</th>
<th>LCCC</th>
<th>LCCH</th>
<th>RCCH</th>
<th>LH</th>
<th>SEBCC</th>
<th>IFGH</th>
<th>IFFH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Manager</td>
<td>A</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
<td>B</td>
</tr>
<tr>
<td>Both - Account Manager and User</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>A</td>
<td>A</td>
</tr>
</tbody>
</table>

### Operation Types

- Child Placing Agency - CPA
- General Residential Operation - GRO
- License Child Care Center* - LCCC
- License Child Care Home - LCCH
- Registered Child Care Home - RCCH
- Listed Home - LH
- Small Employer Based Child Care - SEBCC
- Independent Foster Group Home - IFGH
- Independent Foster Family Home - IFFH

*License Child Care Centers include Before & After School Programs
**Excludes Temporary Shelter Programs

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Here is a list of the hyperlinks listed on the Child-Care Provider Main page. These hyperlinks navigate to other pages in the portal that contain other information and functionality. To go directly to a specific page hold down the Ctrl button and click on the hyperlink name.

- **Access Your Compliance History & Inspection History**
- **Access CPA Main Page**
- **Submit Background Check**
- **Online Background Check History**
- **Submit Waiver / Variance**
- **Update Provider Vacancies**
- **Emergency Behavior Intervention**
- **Manage Operation Email Account & Manager Information**
- **Add / Update / View Controlling Persons**
- **Add Update Additional Users**
- **Update Governing Body / Administrator Designation**
- **Submit Permit Renewal**
- **Message Board**
ACCESS YOUR COMPLIANCE HISTORY & INSPECTION HISTORY

Certain operation types with an online account can access information about the number of reports and/or inspections conducted at the operation, and access the operation’s history of compliance with the minimum standards.

INSTRUCTIONS TO ACCESS YOUR COMPLIANCE HISTORY & INSPECTION HISTORY

1. On the Child-Care Licensing Account Main Page, click on the “Access Your Compliance & Inspection History” link in the Select an Action section. This takes you to your operation’s Operation Details page.

2. On the Operation Details page you are able to view more information pertaining to your operation’s compliance and inspection history.
   a. To view information specific to Inspections, Assessments, Self Reported Incidents, and Reports for your operation, click on the number link next to each type in the Two Year Inspection Summary section.
   b. To view the deficiencies found against your operation click on the number link in the second bullet in the Compliance Summary section.
   c. To view information concerning deficiencies for a specific weight of a standard click on the weight in the fourth bullet in in the Compliance Summary section.
3. To navigate back to your operation’s Child-Care Licensing Account Main Page, either use the browser back button or click on your user name at the top right of the page.

Note: The timeframes are based on the operation type. The timeframe is two years for Child Placing Agencies, Licensed Centers (which includes Child Care programs, Before/After School programs, and School Age programs), Licensed Child-Care Homes, General Residential Operations, Listed Family Homes, and Small Employer Based Child Care operations. The timeframe is three years for Registered Child-Care Homes. The Compliance History & Inspection History is not applicable for Independent Foster Family Homes, Independent Foster Group Homes, or Main Chain operations.
Operation Details

You may click on the question mark image (?) to view the Frequently Asked Questions (FAQ) page.

Operation Number: Child Placing Agency

**Operation Type:**
- Operation/Case Number: Name:
- Location Address:
- Mailing Address:
- Phone Number:
- County:
- Website Address:
- Email Address:
- Administrator/Director Name:
- Programmatic Services:
- Treatment Services:

**Type of Issuance:**
- Conditions on Permit: Yes
- Hours of Operation:
- Days of Operation:
- Other Schedule Information:
- Open Foster Homes:
- Open Branch Offices:
- Licensed to Serve Ages:
- Number of Administrative Penalties imposed on the Main and all associated Branches:

**Corrective Action:**
- Adverse Action:
- Temporarily Closed:

**Two Year Inspection Summary**
- Inspectors routinely monitor compliance with Licensing standards, rules and law. At a minimum, licensed and certified operations are inspected at least once a year. Registered Child Care Homes are inspected at least once every two years. Licensed Family Homes are inspected only if there is a report of abuse/neglect or if we receive a report that the home is caring for too many children.

- When operations have serious deficiencies or a significant number of deficiencies, repeat deficiencies, or fail to make corrections timely, they are inspected more frequently by licensing staff, to ensure the health and safety of children in care.

- In the last two years, Licensing conducted the following:
  - 42 Inspections
  - 2 Assessments
  - 4 Self Reported Incidents
  - 17 Reports

Click on the inspection type to see additional details related to each inspection.

- There are many standards that an operation must comply with; the total number varies for each type of operation. An operation or home is generally given an opportunity to correct deficiencies and has the right to request a review of a deficiency. Deficiencies pending review are not included in the two year history.

**Two Year Compliance Summary**
- During the last two years, 5018 standards were evaluated for compliance at this operation.

- Of the standards evaluated 21 deficiencies were cited. Click on the number of deficiencies to see additional details.

- Each standard is assigned a weight. The weight ensures all inspectors consider standard violations in the same way, and represents the potential impact a deficiency might have on children. Review the inspection reports to learn more about each citation. It's important to remember; weights are not assigned to an individual operation, inspection, or circumstance and are not intended to result in a ranking of operations or score.

- The weights of the standard deficiencies cited in the past two years are as follows:
  - 10 were weighted as High
  - 6 were weighted as Medium - High
  - 4 were weighted as Medium
  - 0 were weighted as Medium - Low
  - 1 was weighted as Low

Click on the weight to see additional details about each deficiency.
ACCESS CPA MAIN PAGE

The **Child-Placing Agency Main Page** can be accessed by any Child-Placing Agency (CPA) user with an online account. The **Child-Placing Agency Main Page** provides the ability to:

- **Submit an Initial Report (Form 2953)**
- **Submit Subsequent Actions/Changes**
- **Search Closed Foster Home Database**, and
- View a history of their operation’s agency home add and change requests

INSTRUCTIONS TO ACCESS CPA MAIN PAGE

1. On the **Child-Care Licensing Account Main Page**, click on the “Access CPA Main Page” link in the **Select an Action** section. This takes you to your operation’s **Child-Placing Agency Main Page**.
SUBMIT INITIAL REPORT (FORM 2953)

The Submit Initial Report (Form 2953) page allows any Child-Placing Agency user with an account to submit agency home reports online. Prior to submitting an initial agency home report online the caregiver(s) of an agency home must have a current background check completed. Status of initial reports can be viewed on the Child-Placing Agency Main Page.
INSTRUCTIONS TO SUBMIT INITIAL REPORT (FORM 2953)

1. On the Child-Placing Agency Main Page click on the “Submit Initial Report (From 2953)” link in the Select an Action section of the page. This takes you to the Submit Initial Report page.

2. On the Submit Initial Report page, select the appropriate option from the Marital Status drop-down menu for the foster parent(s).
   Note: Social Security Number (SSN) and Caregiver info for both individuals are required if you select Married Couple or Unmarried Couple.

3. If Caregiver #1 has a SSN, enter his/her SSN in the Caregiver #1 section.
4. Click the Search button.
5. Verify the caregiver’s information in the Caregiver Details section matches the individual from your search results and click the Confirm button. The caregiver’s information will populate based on the information provided in the caregiver’s background check submission.
6. If Caregiver #1 does not have a SSN, check the No SSN Exists check box.
7. Click the Search button.

8. On the Search Results page, select the radio button next to the Caregiver’s name. The information in the Caregiver Details section will update to the selected person’s information.
9. Click the Confirm button.
   Note: If you click on the “Back to Submit Initial Report” hyperlink you will be taken back to the Submit
10. If the race is not prepopulated, select the appropriate race using the Race drop-down menu.
11. If there is a second caregiver, either enter his/her SSN in the Caregiver #2 Details section, or check the No SSN Exists check box.
12. Click the Search button.

13. If you checked the No SSN Exists check box, select the radio button next to the Caregiver’s name.
14. If you entered a SSN for Caregiver #2, verify that the caregiver’s information in the Caregiver Details section match the individual from your search results.
15. Click the Confirm button.
16. If the race is not prepopulated, select the appropriate race using the Race drop-down menu.
17. Click the Continue button. The Agency Home section displays the new name, address, and phone number for the Agency Home (AH). The address and phone number are based on the information for Caregiver #1; the AH name is the combination of Caregiver #1 and Caregiver #2 names.
18. Enter directions to the operation in the Directions to Operation text box if applicable.
19. Enter other CPA name(s) and date(s) in the If this home has ever been an agency home for another Child-Placing Agency, list CPA name(s) and the dates of affiliation: text box if applicable.
20. Enter the name and phone number of the CPA Staff Person responsible for the AH in the Name and Phone Number of the CPA Staff Person responsible for this Agency Home: field.

Note: This is a required field.
21. In the Mailing Address section, if the county is not already selected, select the appropriate county from the County drop-down menu.

22. Click the Validate Mailing Address button. The Address Validation page pops up.

23. Select the appropriate option in the Address Validation page.

**Address Validation**

We are verifying your address with the US Postal Service (USPS).

Click one of the options below and click the Continue button to proceed.

- **Option 1:** Use the validated address provided by the US Postal Service (USPS), shown here:
  
<table>
<thead>
<tr>
<th>Address Line 1:</th>
<th>Address Line 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL PASO</td>
<td>TX</td>
</tr>
</tbody>
</table>

- **Option 2:** Go back to the previous page to correct the address and revalidate.

- **Option 3:** Use the address that you originally provided, shown here:
  
<table>
<thead>
<tr>
<th>Address Line 1:</th>
<th>Address Line 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL PASO</td>
<td>TX</td>
</tr>
</tbody>
</table>
  
24. If you select the option “Use the address that you originally provided, shown here.” scroll down and enter a reason for using a non-validated address in the **Reason for using non-validated address:** text box.

25. Click the Continue button. If you selected the option "Use the validated address provided by the US Postal Service (USPS), shown here:" the Address Validation Status will show as Validated. If you selected the option "Go back to the previous page to correct the address and revalidate", you will need to correct the address, click the Validate Mailing Address button, and complete the address validation process again. If you selected the option “Use the address that you originally provided, shown here;” the Address
Validation Status will show as Not Validated and the Reason Address Not Validated will display the reason entered in the Address Validation page.

26. If the AH is going to contract with Child Protective Services, select the appropriate relation to children being placed (Relative, Fictive Kin, and/or Unrelated) in the For CPS Contractors Only section. Note: The options in the remaining portion of the page will change based on the relation option chosen.

27. If Relative or Fictive Kin (by itself or with another relationship type) is selected, enter an appropriate date in the Date Verification Process Started text box. Note: The system automatically selects the Home in FH Application Status check box and disables all the fields in the Operation Services section.
28. If *Unrelated* is selected by itself or no selection is made, enter appropriate information in the following mandatory fields: *Initial Verification Date, Total Capacity, Foster Care Capacity, Type of Agency Home, Gender, and Age Range.*

![Operation Services](image)

29. Enter information in the following fields, if applicable: *Child Care Services, Treatment Services Provided, Special Services, and For CPS Contractors Only.*

   Note: To clear any entries you've made on this page without exiting, click Reset. To return to the previous page click the Back button. To abort the Submit Initial Report process entirely, click the Back to Provider Main Page link; you will be returned to the Child-Placing Agency Main Page and any information you have entered will NOT be saved.

30. Click the Continue button.
31. Review the AH information on the **Confirm Initial Report** page.
32. If any information needs to be changed click the Back button and correct the information, then click the Continue button again.

![Important: Please print this confirmation page for your records by clicking here](image)

33. If the information is accurate check the check box at the bottom of the page to indicate you agree with the affirmation statements.
34. Click the “here” link to print the confirmation page.
35. Click the Submit Initial Report button. This takes you to the Child-Placing Agency Main Page.

   Note: If you click the Cancel Initial Report button or the Back to Provider Main Page hyperlink you are returned to the Child-Placing Agency Main Page and any information you have entered will NOT be
36. On the Child-Placing Agency Main Page, a confirmation message is displayed in red text at the top of the page and the AH will display in the Online Agency Home Add/Change History section with the Request Type as Initial and the Status as Submitted. If Relative and/or Fictive Kin was selected for the relationship type a box with a check mark will display under the App Hm column for the AH.

Your request has been submitted

SUBMIT SUBSEQUENT ACTIONS/CHANGES

The Submit Subsequent Actions/Changes page allows any Child-Placing Agency (CPA) user with an account to submit an Agency Home Change Request online. A change request may be submitted to indicate that an Applicant Foster Home has been changed to a Verified Foster Home or record a reason why the verification process was not completed, and it can be used to indicate that a home is now inactive or has relinquished its verification. It also allows the user to submit changes to the home’s address, phone number, and/or name. Status of change requests can be viewed on the Child-Placing Agency Main Page.
INSTRUCTIONS TO SUBMIT SUBSEQUENT ACTIONS/CHANGES

1. On the Child-Placing Agency Main Page click on the “Submit Subsequent Actions/Changes” link in the Select an Action section of the page. This takes you to the Select an Agency Home page which displays a list of your operation’s active agency homes.

2. If you need to search for an agency home, either enter the agency home’s operation number in the Operation Number field or enter the agency home’s name in the Operation Name field and then click the Search button.

3. Select an Agency Home, by clicking the radio button to the left of the agency home operation number.
4. Click the Update button. This takes you to the Agency Home Change Request page.

5. Make appropriate changes to the following fields:
   a. **New Branch Number** – enter a different branch number in this field to move the agency home to a different branch or enter the number zero move the agency home to the main CPA
   b. **Marital Status** – select a new marital status using the Marital Status drop-down menu
   c. **Race** – select a new race for either Caregiver # 1 or Caregiver # 2 using the Race drop-down menu in the Caregiver # 1 Details and/or Caregiver # 2 Details sections
   d. **Ethnicity** – select a new ethnicity for either Caregiver # 1 or Caregiver # 2 using the Ethnicity drop-down menu in the Caregiver # 1 Details and/or Caregiver # 2 Details sections

Note: If the information in the First Name, Middle Name, Last Name, Suffix, Gender, and/or Date of Birth is incorrect in the Caregiver # 1 Details, you will need to click the Clear Caregiver # 1 button. This will clear the information for the caregiver and allow you to search for the caregiver by entering the caregiver’s SSN or checking the No SSN Exists check box then clicking the Search button. If the information in the First Name, Middle Name, Last Name, Suffix, Gender, and/or Date of Birth is incorrect in the Caregiver # 2 Details, you will follow the same process. If you
need to add a caregiver in Caregiver # 2 Details section you will search for a caregiver by entering the caregiver’s SSN or checking the No SSN Exists check box, clicking the Search button, selecting the appropriate caregiver on the Search Results page, and clicking the Confirm button; you may need to select the appropriate race from the Race drop-down menu.

6. Once the appropriate changes have been made, or if no changes are needed, click the Continue button. This takes you to the second screen of the Agency Home Change Request page.

7. If the Agency Home is in App Hm status and the Relative and/or Fictive Kin relationship is marked in the For CPS Contractors Only section of the page you will need to:
   a. Uncheck the Unrelated relationship type if it is checked
   b. Scroll down to the bottom of the page and click the Continue button. This will enable the fields in the Operation Services section.
   c. Then continue at step 8
   Note: The page will display a list of required fields that need to be updated.

8. Make appropriate changes to the following sections/fields:
   a. Location Address – make changes as needed; once changes are entered you will need to click the Validate Location Address and validate the address
   b. Mailing Address – make changes as needed; once changes are entered you will need to click the Validate Mailing Address and validate the address
   c. Telephone # - make changes as needed
   d. Name and Phone Number of CPA Staff Person responsible for this Agency Home – this field must be completed
   e. For CPA Contractors Only – make changes as needed
   f. Operation Services – this section must be completed
      i. Enter the appropriate Total Capacity
      ii. Enter the appropriate Foster Care Capacity
      iii. If the home goes on inactive status, enter that date in Inactive Date; if the home is going off of inactive status, remove the Inactive Date
      iv. Select the appropriate Agency Home Capacity
      v. Select the appropriate Type of Agency Home
      vi. Select the appropriate Treatment Services Provided, as needed
      vii. Select the appropriate Special Services, as needed
      viii. Select the appropriate Gender (you may select Male or Female, or both)
      ix. Enter the appropriate Age Range
      x. If the home has relinquished its verification, select the appropriate Reasons for Relinquishment
      xi. Select either ‘Yes’ or ‘No’ for whether the Foster home closed with an investigation pending
   g. Type of Change Made – this section must be completed.
      i. Select the appropriate change type – if the agency home was in App Hm status only the “Applicant Home Verified (For CPS Contractors Only” option will be available for selection
      ii. Enter the effective date in the Effective Date of Change field
      Note: Use the Reset Type of Change button to remove the selection and date entered in this section. Use the Reset button to undo changes made in the rest of the page. Use the Back button to go back to the first Agency Home Change Request page screen.
9. Once appropriate changes have been made click the Continue button. This takes you to the **Agency Home Change Request – Confirmation** page. Changes requested will be indicated by two asterisks and red text.

10. Review the AH information on the **Agency Home Change Request – Confirmation** page.

11. If any information needs to be changed click the Back to Change Request link and correct the information, then click the Continue button again.

12. If the information is accurate check the check box at the bottom of the page to indicate you agree with the affirmation statements.

13. Click the “here” link to print the confirmation page.
14. Click the Submit Request button.

15. On the Child-Placing Agency Main Page, a confirmation message is displayed in red text at the top of the page and the AH will display in the Online Agency Home Add/Change History section with the Request Type as Change and the Status as Submitted.

Your request has been submitted

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Agency Home Name/Number</th>
<th>Date Submitted</th>
<th>Status</th>
<th>App Hm</th>
<th>#Days App Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change</td>
<td></td>
<td>12/07/2017</td>
<td>Submitted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change</td>
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<td>Accepted</td>
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<td>Change</td>
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<td></td>
<td>01/03/2007</td>
<td>Accepted</td>
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</tr>
</tbody>
</table>

SEARCH CLOSED FOSTER HOMES DATABASE

The Search Closed Foster Home Database page enables any Child-Placing Agency (CPA) user with an account to search for foster homes that have previously closed using either the caregiver’s SSN and Date of Birth (DOB) or the Foster Home Name.
INSTRUCTIONS TO SEARCH CLOSED FOSTER HOMES DATABASE

1. On the Child-Placing Agency Main Page click on the “Search Closed Foster Homes Database” link in the Select an Action section of the page. This takes you to the Search Closed Foster Home Database page.

2. Either enter a caregiver’s SSN and DOB in the appropriate fields, or a partial or full name in the Foster Home Name field.

   SSN:  

   Foster Home Name:

   OR

   DOB:

   Search  Reset

   How to Search the Closed Foster Home Database ?

3. Click the Search button. The results will display in the Search Results section (you may need to scroll down to view this section).
   Note: If you search by SSN and DOB most likely only one result will be returned; if you search by name most likely more results will be returned.

   Search Results

   DISCLAIMER: This database is based on information provided to DFPS by licensed child-placing agencies. Please contact your Licensing Representative if you have a concern about the accuracy of any information contained in this database. In addition, locating information will not display for any foster home known by Licensing to be participating in the Attorney General’s address confidentiality program.

   Foster Parent Name  Location  County  Foster Home Telephone
   , Michelle

4. Click on the “Foster Parent Name” hyperlink to view more information concerning the Foster Home. This takes you to the Closed Foster Home Details page.
<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Agency Contact Person</th>
<th>Agency Contact #</th>
<th>Date Verified with Agency</th>
<th>Date Relinquished from Agency</th>
<th>Reason for Relinquishment</th>
<th>Investigation Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SUBMIT BACKGROUND CHECK

The Child-Care Licensing Background Check Request page allows an account administrator or user to enter and submit a Background Check (BGC) request.

INSTRUCTIONS TO SUBMIT A BACKGROUND CHECK

BACKGROUND CHECK REQUEST

1. On the Child Care Licensing Account Main Page, click on the “Submit Background Check” hyperlink in the Select an Action section.

   NOTE: Names, identification numbers, phone numbers, addresses, etc. in this section are fictitious.

   NOTE: If a renewal BGC is due for an existing employee, click on the “Renew Background Check for {Employee Name}” message in the Message Board and continue with step 4.
2. Select the “Yes” or “No” radio button for the question: "Does this person have a Social Security Number?". If “Yes” is selected, continue to step 3. If “No” is selected, continue to step 5. **NOTE:** If the person has a Social Security Number (SSN), it must be provided. Failure to provide a person’s SSN is considered providing false information and could disqualify the person from employment.

3. If the “Yes” radio button was selected indicating the person has an SSN, additional fields will display. Enter the person’s SSN in the “SSN” and “Confirm SSN” fields.
4. Enter the person’s “Date of Birth” and “Gender”, and click “Continue.” **NOTE:** Please verify the information entered against the person’s identification documents.
NOTE: If the SSN entered is found, but the Date of Birth or Gender provided do not match the information on file with CCL, a warning message is displayed, as shown in the screenshot below. Corrections must be made before the background check can be submitted. Review the person’s identification documents and correct the information entered, if needed. If information entered is correct, contact your CBCU representative for further assistance.

The information provided does not match the identification details on file for this person with Child Care Licensing. Please review the information you entered against this person’s identification documents for accuracy. If the information entered is correct, please contact your CBCU representative for assistance. If you are unsure of who your CBCU representative is, you may find this information on the CBCU webpage at [http://www.dfps.state.tx.us/Background_Checks](http://www.dfps.state.tx.us/Background_Checks) or contact the CBCU Support Line at 1-800-645-7549.

5. Verify the “Type of Check” submitted and update as needed.
   - Select Initial for an initial background check request
   - Select Renewal for a renewal background check request

![Child-Care Licensing Account Background Check Request](image)

**Person Details**

6. Enter the person’s current name in the First Name, Middle Name, Last Name, and Name Suffix fields.
   - Enter all additional names the person currently uses or has used in the past in the Alternate Names section by selecting “Add Alternate Name.” Enter the information on the new row in the “Alternate Names” table and then click the check mark ✓ to save the entry. To cancel adding this alternate name, click the red X mark ✗. To remove a row from the “Alternate Names” table, click on the trash icon 🗑.

**NOTE:** Failure to provide known alternate names is considered providing false information related to the background check and could disqualify the person from employment.
Identification Details

7. Verify the person’s SSN, if entered.

   **NOTE:** If the answer to the question “Does this person have a Social Security Number?” or the SSN entered are inaccurate, you must restart the background check submittal process by returning to the Child Care Licensing Account Main Page and selecting the “Submit a Background Check” hyperlink.

8. Select “Yes” or “No” to the question “Does this person have a Driver’s License or State Issued Identification number?”
   - If “Yes” is selected, select the type of ID from the ID Type dropdown, enter the ID #, and select the state the ID was issued from the State dropdown.
   
   **NOTE:** Please verify the information entered against the person’s identification documents.

9. If “No” is selected to both questions “Does this person have a Social Security Number?” and “Does this person have a Driver’s License or State Issued Identification number?”, enter an Alternate Identification for the person by selecting one of the available options in the Alternate ID Type dropdown and entering the Alternate ID #.

   **NOTE:** Please verify the information entered against the person’s identification documents.

   **NOTE:** If the person does not have a SSN, DL/State ID, or one of the Alternate ID Type options available, you must contact your CBCU representative for further assistance.
Demographic Details

10. Enter the person’s Date of Birth and select the person’s Gender, if not previously entered.

   **NOTE:** Please verify the information entered against the person’s identification documents.

11. Select the person’s Ethnicity and Race.

Address Details

12. Enter the person’s current address. To validate the address, follow the instructions starting with step 22 in the **SUBMIT INITIAL REPORT (FORM 2953)** section of this manual.

13. If the person previously lived in other cities in Texas, enter all city names in the “Other Cities of Residence in Texas” field.

14. If the person lived outside of Texas in the last five years, check the “Out-of-State Residence in the US in the Last 5 Years” check box to display the “Other States” section.

15. Enter all states outside of Texas the person has lived in the last five years by clicking “Add State” to enable the “State” list. Select the “State” from the list and click the check mark ✔️ to add it to the list. To cancel
adding a state, click the red X mark . To remove a row from the “Other States” list, click on the trash icon .

**NOTE:** Failure to provide all other states of residency in the last 5 years is considered providing false information related to the background check and could disqualify the person from employment.

---

**Address Details**

- **Address Line 1:** 701 W 51st ST
- **City:** AUSTIN
- **State:** Texas
- **County:** TRAVIS
- **Zip Code:** 78751 - 2312

**Other Cities of Residence in Texas:**

- Corpus Christi

**Out-of-State Residence in the US in the Last 5 Years:**

- ✔️

**Other States:**

- ✗ Add State

- Louisiana

---

**Contact Information**

16. Click the radio button for the “Person’s Contact Method for Fingerprint Scheduling.”
17. Enter the person’s phone number.
18. Enter the person’s email address.

**NOTE:** If “Email” is selected as the “Person’s Contact Method for Fingerprint Scheduling”, then the “Email” is required.

**NOTE:** Providing a personal email address is highly recommended for all individuals to encourage prompt and consistent communication. Do **NOT** enter the email address of the operation in the Person Email Address field.
Role Details

19. Select the role requested for the person from the available options in the “Person’s Role at the Operation:” dropdown.
   **NOTE:** The available options are specific to the applicable roles for each type of operation.
20. If the person’s role is: “Contracted Service Provider”, “Staff/Employee”, “Frequent/Regular Visitor”, or “Volunteer”, you must enter additional details about the person’s Job Duties or Title.
21. Select the person’s relationship with the children being placed in the home for the question “Foster Parent’s or Adoptive Parent’s Relationship to Children being Placed at time of Background Check?” (CPA’s ONLY).
22. Select “Yes” or “No” for the question “Will this person be supervised by a caregiver who is counted in child-caregiver ratio?”.
23. Select all applicable checkboxes for the question “What age(s) of children will this person be caring for?”.
24. Click Continue. Continue to the Background Check Request Confirmation page to submit the request.
   **NOTE:** Clicking the “Reset” button clears all of the entries you’ve made on the page and returns it to the state it was in when you first accessed this page.
BACKGROUND CHECK REQUEST CONFIRMATION

After the “Continue” button is selected on the Background Check Request page, the Background Check Request Confirmation displays.

1. Verify the information entered is complete and accurate.
   NOTE: If additional edits are needed, click the “Edit Request” button to return to the Background Check Request page.

2. Review the authorization statements displayed in the Identification Details section and select the checkbox confirming you are authorized to submit the background check and the person is required to have a background check on file with CCL.

---

**Request Background Check Confirmation**

Please verify that the information you have entered is accurate by reviewing the person’s identification documents. If you are sure the information is correct to the best of your knowledge, review the authorization statement below and submit the request. You may be asked to print this page for your records. For additional information regarding background checks, see

**Operation Name:** The Training Center  
**Operation Type:** General/Residential Operation  
**Operation Number:** 10357  
**Proposed Provider:** Multiple Locations  
**E-mail Address:** ctenera01_10357@childcarelaw.com

---

**Type of Check:** Vital  
**Person Details:**
- Name: Daniel Traylor
- Alternate Names: Danny Traylor, Jr., Danny Boy Traylor

**Identification Details**
- Does this person have a Social Security Number?: Yes  
- SSN: 034567890  
- Does this person have a Driver’s License or State Issued Identification Number?: Yes  
- L Type: Driver’s License  
- A.F.: 987654321  
- B.O.: Texas

**Demographic Details**
- Lane of birth: 63231672
- Gender: Male
- Ethnicity: Not Hispanic
- Race: African American/Black

**Address Details**
- Address Line 1: 7985 N MCD Pkwy  
- Address Line 2: 580 139  
- City: Austin  
- State: Texas  
- Zip Code: 78758 - 3267

**Contact Information**
- Person’s Contact Method for Program/Setting: Email
- Email: ctenera01_10357@childcarelaw.com

**Role Details**
- Person’s Role of the Operation: Staff/Employee
- Person’s Title:  
- Person’s Full Name:  

---

**Authorization**
- By checking this box, I verify that:  
  - I am authorized to submit this background check request for the operation identified on this form, and that I have confirmed that the information I am submitting is correct to the best of my knowledge. I have reviewed the person’s identification documents and confirmed that the documents match the information that I am submitting to the HHS for this background check. I understand the HHS may verify information and, at any time, seek proof of any information submitted. I understand that if the person identified on this form has not had a background check conducted or has had a previous background check conducted, then the person must complete a new background check.
  - The person identified on this form must have a background check conducted at the operation identified on this form. I understand that the person identified on this form must have a background check conducted at the operation identified on this form. I understand that the person identified on this form must have a background check conducted at the operation identified on this form. I understand that the person identified on this form must have a background check conducted at the operation identified on this form.
3. Click the “Submit Request” button to complete submission. The Child Care Licensing Account Main Page displays with a message at the top that the request has been submitted.
ONLINE BACKGROUND CHECK HISTORY

The Online Background Check History page allows a user to:

- View details for all background checks submitted by the operation and take appropriate actions for each of the associated persons
- Inactivate an individual that is no longer associated with the operation
- Inactivate an individual background check if a person is no longer associated in a particular role.
- Validate the Employee List

INSTRUCTIONS TO ACCESS ONLINE BACKGROUND CHECK HISTORY

1. On the Child-Care Licensing Account Main Page, click on the “Online Background Check History” hyperlink in the Select an Action section.

2. The Online Background Check History page displays a list of all persons currently associated with the operation. Each row displays:
   - Name: the person’s name
   - Date of Birth: the person’s DOB
- Employment Status: the status of the individual’s association with the operation
- Employment Status Date: the date the “Employment Status” was determined
- Date Last Submitted: the date the person’s last BGC was submitted
- Conditions?: whether there are any “Conditions” to the person’s employment
- Ineligible?: whether the person is Ineligible to be present at the operation.

**NOTE:** The list of persons may be filtered by “Name,” “Employment Status,” or “Date Last Submitted.”

---

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>Employment Status</th>
<th>Employment Status Date</th>
<th>Date Last Submitted</th>
<th>Conditions?</th>
<th>Ineligible?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainer, Daniel</td>
<td>6/22/1970</td>
<td>Pending</td>
<td>10/31/2018</td>
<td>10/31/2018</td>
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<td>Yes</td>
</tr>
<tr>
<td>Trainer, Kathy</td>
<td>8/8/1945</td>
<td>Active</td>
<td>10/3/2018</td>
<td>10/3/2018</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Trainer, Hob</td>
<td>12/4/1945</td>
<td>Active</td>
<td>Inactive</td>
<td>11/6/2018</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Trainer, Matt</td>
<td>9/9/1999</td>
<td>Pending</td>
<td>Inactive</td>
<td>11/8/2018</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Trainer, Laura</td>
<td>5/6/1978</td>
<td>Pending</td>
<td>Inactive</td>
<td>11/6/2018</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Trainer, Burl</td>
<td>10/16/1948</td>
<td>Inactive</td>
<td>10/15/2018</td>
<td>10/3/2018</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
3. Click the symbol to view additional information about the BGCs submitted for that person. This list shows details about the background check including:
   - Date Submitted: the date each BGC was submitted
   - Role: the “Role” for which the BGC was submitted
   - Eligibility: the current status of the person’s Eligibility to be present in the Role displayed
   - Eligibility Start Date: the date the eligibility displayed started
   - Eligibility End Date: the date the eligibility ended
   - Conditions: Details of any “Conditions” that may exist
INACTIVATE A PERSON OR ROLE

INSTRUCTIONS TO INACTIVATE A PERSON

If a person is no longer associated with the operation, the person must be inactivated using the following instructions:

1. Click on the “Inactivate” button in the Employment Status column of the person. Clicking the button displays a confirmation dialog box.

2. Click the appropriate button to “Confirm” or “Cancel” the inactivation. If inactivation is confirmed, the person’s “Employment Status” is updated to “Inactive,” and the person’s “Employment Status Date” and “Eligibility End Date” for all background checks are set to the current date.
INSTRUCTIONS TO INACTIVATE A ROLE

If a person is still associated with the operation but is no longer working in a specified role submitted with a background check, the role can be inactivated using the following instructions:

1. Click the “Inactivate Role” button in the Eligibility End Date column of the background check associated with the role to be inactivated. Clicking the button displays a confirmation dialog box.

2. Click the appropriate button to “Confirm” or “Cancel” the role inactivation. If you confirm the role inactivation, the “Eligibility End Date” for the selected BGC is set to the current date.

NOTE: If all BGCs for a person are inactivated, then the person’s “Employment Status” is updated to “Inactive” and the “Employment Status Date” is set to the current date.

VALIDATE EMPLOYEE LIST

To remain federally compliant, CCL must maintain an accurate account of an individual's employment in child care. Each operation is notified by email and on the Message Board 30 days prior to when the employee list must be validated. Validation of the employee list can be completed at any time; however, listed, licensed, and registered child-care homes must complete the validation process at least once every year and all other operation types must complete the validation process at least once every quarter.
The date the last validation was completed is displayed on the Online Background Check History as the "Last Validation".

![Online Background Check History](image)

**NOTE:** The employee list validation must be up to date for an operation to renew their Permit (see the [Submit Permit Renewal](#) section in this manual).
INSTRUCTIONS TO VALIDATE EMPLOYEE LIST

1. Ensure the list of people is up to date by:
   a. Ensuring background checks have been submitted for all individuals affiliated with the operation, and
   b. **Inactivating** individuals who are no longer associated with the operation

2. After making sure that all persons on the **Online Background Check History** page have the correct statuses displayed, click on the “Validate Employee List” button. Clicking on this button displays a confirmation dialog box.

3. Click the appropriate button to “Confirm” or “Cancel” the validation. If you confirm the validation, the “Last Validation” date is updated to the current date.
SUBMIT WAIVER / VARIANCE

The Waiver and Variance Request Main Page allows certain users with an online account to create and submit child-care waiver/variance requests online. These requests are automatically transmitted to Child Care Licensing overnight. Certain users with an online account can also view a history of their operation’s waiver/variance requests, including the status of the requests and any conditions for approval. If a waiver/variance request is rejected, a short explanation is provided to indicate the reason for the rejection.

INSTRUCTIONS TO SUBMIT WAIVER / VARIANCE

1. Logon to your Child Care Licensing account. You will be sent to the Child-Care Licensing Account Main Page.
2. Click on the Submit Waiver/Variance hyperlink in the Select an Action box. You will be sent to the Waiver and Variance Request Main Page.

3. On the Waiver and Variance Request Main Page, click the Submit Waiver/Variance Request hyperlink. You will be sent to the Child Care Waiver/Variance Request page.
Note: Links to previously submitted or saved drafts of waiver/variance requests are provided in the Standard/Rule column. A link is also provided to take you Back to Child-Care Licensing Account Main Page. Also, when it is applicable, a check box will display in the No Longer Needed field. If the listed waiver/variance is no longer needed, click the check box and then click Save at the bottom of the page.
4. On the **Child Care Waiver/Variance Request** page, click on the **Search** button for *Search for Minimum Standard Number Request*. The **Search Standard** window will popup.
5. Enter a **Keyword** in the field provided, and/or make a selection for **Section** using the drop-down menu. Click the **Search** button. A list of standards will appear in the table.

![Search Standard](image)

6. Click a **link** in the **Standard** column for the **Standard** for which you are requesting a waiver/variance.

![Search Standard](image)

**Note:** To clear any values entered for Keyword or Section, and keep the popup window open, click **Reset**.
7. You will be returned to the **Child Care Waiver/Variance Request** page, and your selection will now be shown on that page.

8. **For CPA Operation Types Only**: Select the **Yes** or **No** radio buttons for the question: “**Is this request related to an Agency Home or an Agency Home applicant?**” If the request does relate to an Agency Foster Family or Agency Foster Group Home, click the **Search** button to search for and select the home.
The following popup window follows:

**For CPA Operation Types Only:** Click the link for the correct home under the Name column to attach it to the waiver/variance request. You will be returned to the Child Care Waiver/Variance Request page, and your selection will now be shown on that page. CPA operations must also enter information in the Number of Children in Care and the Ages text boxes.

---

**Child Care Waiver/Variance Request**

9. Complete the additional 8 fields provided on the page including the “Until when do you need the waiver or variance?” date field.
10. At the bottom of the page, select a **Delivery Method** for any additional supporting documentation by using the checkboxes provided.

   ![Delivery Method](image.png)

11. At the bottom of the page, you will be given four options: Save Draft, Continue, Back, and Delete Draft.
   - **Continue**: Clicking the **Continue** button will save the request information, and will take you to the **Child Care Waiver/Variance Request Confirm** page where you can continue submitting the waiver/variance request.
   - **Save Draft**: To save your work as a draft, click the **Save Draft** button. You will be returned to the **Waiver and Variance Request Main Page**, and the draft you saved will appear in the **Active Waiver/Variance Requests** table. To continue working on the draft later, click on the link for that Waiver/Variance Request under the **Standard/Rule** column.
   - **Back**: Clicking the **Back** button will take you back to the **Waiver and Variance Request Main Page** without saving your information. If a draft of the request was saved previously, clicking the **Back** button will return you to the **Waiver and Variance Request Main Page** and will NOT save any information you entered since the last time the page was saved.
   - **Delete Draft**: Clicking the **Delete Draft** button will return you to the **Waiver and Variance Request Main Page**, and your changes will NOT be saved. The waiver/variance request will be deleted.

12. After clicking the **Continue** button, the **Child Care Waiver/Variance Request Confirm** page will display. You will need to review the information for accuracy. If the information you entered is correct, check the Validation checkbox at the bottom of the page (highlighted below). Click the **Submit Request** button when you are finished.
Note: To cancel the request click **Cancel Request**. You will be returned to the **Waiver and Variance Request Main Page** and your changes will NOT be saved. To return to the **Child Care Waiver/Variance Request** page to make corrections, click the **Back** button.

13. After submitting the request, you will be taken to the **Waiver and Variance Request Main Page**. A confirmation message of your submission will appear in red text at the top of the page, and your request will appear in the **Active Waiver/Variance Request** table with a status of “Submitted”.
The Active Waiver/Variance Requests Table Explained

**Standard/Rule:** Displays the standard or rule to which the waiver/variance request pertains. The number is a link that can be clicked on to access further information for the request or to continue working on a draft.

**Weight:** The weight assigned to that specific standard according to the Minimum Standards.

**Brief Description:** A short summary of the standard or rule.

**Agency Home** (CPA Only): If a waiver/variance request is for a specific Agency Home, the name of that Agency Home will appear in this column.

**Original Receive Date:** The date the waiver/variance request was originally saved as a draft or submitted.

**Effective Date and Expiration Date:** The date range that the waiver/variance request is/was in effect.

**Status:** Displays the current status of the waiver/variance request.

**Admin Review Status:** This column will display the status of the administrative review.

**Conditions:** Will contain a Y (yes) or N (no) if there are any conditions attached to the waiver/variance.
**Result:** This column displays the determination made by Child Care Licensing when ending the Waiver/Variance.
UPDATE PROVIDER VACANCIES

The **Update Provider Vacancies** link is only displayed on the **Child-Care Licensing Account Main Page** for Residential Child Care operations (CPA, GRO, and Independent Foster homes), and can be found in the **Select an Action** box. Clicking on the link will take you to the **Child Placement Vacancy- Provider Update** page. On this page, you will be able to enter or update information for intake and placement purposes, and you will be able to modify any child placement vacancies your operation currently has by updating the Child Placement Vacancy (CPV) database.

The CPV database must be updated **each business day**, including skeleton crew holidays even if there are no changes entered in the number of vacancies. On the **Provider Update** page, you can click on the **Holidays** button which will navigate you to the **Texas State Auditor’s Office** website which contains the current and next fiscal year official state holidays information.

In order to update the CPV database, you must click the **Save** button on two different pages (**Provider Update** and **Provider Vacancy Update**) for the system to record the date and time that you were logged in to the CPV database, otherwise **nothing** is recorded by the system. Further instructions on how to do this can be found below.

**Note:** Child-Placing Agencies (CPA) with multiple branches must update each branch, excluding administrative branches, as well.
The instructions below will help guide you in your daily updating of the number of vacancies at your operation even if you have no changes. It will also help you in adding/updating administrative contact information.

**INSTRUCTIONS TO UPDATE PROVIDER VACANCIES**

**NO UPDATES IN NUMBER OF VACANCIES**

You are required to log into the Child Placement Vacancy database each business day, including skeleton crew holidays, even if there are no changes in the number of vacancies.

1. Click the Update Provider Vacancies hyperlink in the Select an Action box on the Child-Care Licensing Account Main Page. The Provider Update page will open (screenshot above).
2. Click the **Modify Vacancies** button and the **Provider Vacancy Update** page will open (screenshot below).

3. On the **Provider Vacancy Update** page, if there are no changes in the number of vacancies, click the **Save** button and you will then be returned to the **Provider Update** page. The **Last Updated Date** field will be changed to the current date and time.

4. On the **Provider Update** page, click the **Save** button and then click the **Child-Care Licensing Account Main Page** button. The **Child-Care Licensing Account Main Page** will open.

### UPDATING THE NUMBER OF VACANCIES

You are required to log into the Child Placement Vacancy database each business day, including skeleton crew holidays, and update the homes that have a change in the number of vacancies.

1. Click the **Update Provider Vacancies** hyperlink in the **Select an Action** box on the **Child-Care Provider Main Page**. The **Provider Update** page will open.

2. Click the **Modify Vacancies** button. The **Provider Vacancy Update** page will open.
3. In the **# of Vacancies** column, edit the homes that have a change in the number of vacancies (i.e., enter that day’s number of vacancies).

4. Click on the **Save** button. The information will be saved, and you will be taken back to the **Provider Update** page. In the **Vacancy Listing** table at the bottom of the **Provider Update** page, verify that the number of vacancies is correct for each home that was updated.

5. Click the **Save** button at the bottom of the page, and then click on the **Child-Care Licensing Account Main Page** button. You will be taken back to the **Child-Care Licensing Account Main Page**.
### ADDING/UPDATING ADMINISTRATIVE CONTACT INFORMATION

A new Residential Child Care operation will enter their administrative contact information on the **Provider Update** page. This information can also be updated in the future when there is a need.

<table>
<thead>
<tr>
<th>Last Updated Date</th>
<th>Operation Number</th>
<th>Operation Type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operation Name</th>
<th>Provider Address</th>
<th>Type of Facility</th>
<th>Type of Services</th>
<th>Number of Vacancies</th>
<th>No-Pay Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intake Email Address</th>
<th>Website Address</th>
<th>Contact Person</th>
<th>Phone</th>
<th>Alt. Contact Person</th>
<th>Phone</th>
<th>After Hours Contact Person</th>
<th>Phone</th>
<th>Alt. After Hours Contact Person</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anticipated vacancies:</th>
<th>date format (MM/DD/YYYY)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Comments</th>
</tr>
</thead>
</table>

1. Click the **Update Provider Vacancies** hyperlink in the **Select an Action** box on the **Child-Care Provider Main Page**. The **Provider Update** page will open.

2. Once on this page, you will be able to add/update your operation’s **Intake Email Address**, **Website Address**, **Contact Person**, an **Alternate Contact Person**, an **After Hours Contact Person**, an **Alternate After Hours Contact Person**, Phone numbers for all contact persons, and the next date that you anticipate you will have any vacancies (**Anticipated Vacancies**). There is also a **Contact Comments** box for any further child placement and/or vacancy information you would like to include.

3. Once you have entered/updated this information, click one of the **Save** buttons at the top or bottom of the page.

### ADDING/UPDATING & DELETING INDIVIDUAL HOME INFORMATION

A new Residential Child Care operation will add their individual foster home information (foster family and foster group homes for CPAs) or individual cottages/programs (for GROs) on the **Provider Vacancy Update** page. You can also return to this page in the future to update or delete any of the individual rows.
1. Click the Update Provider Vacancies hyperlink in the Select an Action box on the Child-Care Licensing Account Main Page. The Provider Update page will open.
2. Click on the Modify Vacancies button. The Provider Vacancy Update page will open.
3. To add a new row to the list of individual homes, click one of the Add Blank Row buttons at the top or bottom of the page. A new row will be added to the Vacancy Info - Update table.
4. On the new row, click on the drop down menu under the County column, and a list of Texas counties will display. Select the county where the home is located.
5. Under the Service Level column, click on the service level of care provided of Basic, Moderate, Specialized, or Intense (the background color changes to blue). For multiple service levels of care, click the lowest level of care, press the ‘Shift’ key and then click the highest level of care.
6. Under the Service Types column, select one or more of the types of service offered for that home. To select more than one service type, hold down the ‘Ctrl’ key on your keyboard, and then click on multiple service types (the background color changes to blue).
7. Under the Special Needs column, click on the drop down menu and select one of the options.
8. Under the Legal Risk column, click on the drop down menu and select Yes or No.
9. Under the Age Range column, click on the drop down menus and select the age ranges that the home cares for.
10. Under the Gender column, click on the drop down menu and select Female, Male, or Both.
11. In the Languages Spoken column, click on the language spoken in the home of English, Spanish, French, Vietnamese, American Sign Language, or Other. If Other is selected, enter the other language in the text box field. To select more than one languages spoken, hold down the ‘Ctrl’ key on your keyboard, and then click on multiple languages (the background color changes to blue).
12. In the # of Homes column, enter the number of homes the row pertains to (usually 1).
13. Under the Provider Information column, enter the following information for each field:
   - Foster Parent’s Name: first and last name.
   - Home Type: Foster Family or Foster Group
   - Intake Coordinator’s Name: first and last name of the Case Manager and person’s title.
- **Intake Coordinator’s Phone Number**: enter the complete phone number in the format of 999-999-9999 for the Case Manager.
- **After-Hours Contact Number**: Enter the complete phone number in the format of 999-999-9999 for the after-hours contact phone number.
- **Comments**: Enter any comments for this home such as Branch, caretaker stays at home, daycare assistance is required, N/A, None, No Comments, etc. For example: “Group home for children with behavioral problems; 24-hour awake supervision; shift workers; on-site therapist; public school; contract psychiatrist; successful with children who have had multiple placement breakdowns.”

14. In the # of Vacancies column, enter the number of children the home is willing to accept at this time. The number of vacancies and the number they currently serve may not exceed the number for which they are verified, but it can be lower.

15. To continue adding additional rows, click on the Add Blank Row button.

16. When you have completed adding new rows and their information, click on either of the Save buttons at the top or bottom of the page. Your information will be saved, and you will be returned to the Provider Update page.

**Note**: You can click one of the Back, do NOT Save buttons to return to the Provider Update page without saving the changes you’ve made.

17. On the Provider Update page, click the Save button and then click the Child-Care Licensing Account Main Page button. The Child-Care Licensing Account Main Page will open.

---

**UPDATING A ROW**

1. Click the Update Provider Vacancies hyperlink in the Select an Action box on the Child-Care Licensing Account Main Page. The Provider Update page will open.
2. Click on the Modify Vacancies button. The Provider Vacancy Update page will open.
3. You are now able to update any of the information in the Vacancy Info-Update table. See steps 4-14 above.
4. When you have completed updating the information, click on either of the Save buttons at the top or bottom of the page. Your information will be saved, and you will be returned to the Provider Update page.
5. On the Provider Update page, click the Save button and then click the Child-Care Licensing Account Main Page button. The Child-Care Licensing Account Main Page will open.

---

**DELETING A ROW**

1. Click the Update Provider Vacancies hyperlink in the Select an Action box on the Child-Care Licensing Account Main Page. The Provider Update page will open.
2. Click on the Modify Vacancies button. The Provider Vacancy Update page will open.
3. Locate the correct row for the individual home you wish to delete. Click on the **Delete** button on the far right of the row. A message box opens stating “Are you sure you want to DELETE this vacancy?” Click the OK button in the message box. The row will then be deleted from the list.

4. Click on either of the **Save** buttons at the top or bottom of the page. Your information will be saved, and you will be returned to the **Provider Update** page.

5. On the **Provider Update** page, click the **Save** button and then click the **Child-Care Licensing Account Main Page** button. The **Child-Care Licensing Account Main Page** will open.

---

<table>
<thead>
<tr>
<th>County</th>
<th>Service Level</th>
<th>Service Types</th>
<th>Special Needs</th>
<th>Legal Risk</th>
<th>Age Range</th>
<th>Gender</th>
<th>Languages Spoken</th>
<th># of Homes</th>
<th>Provider Information</th>
<th># of Vacancies</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Child Care Services</td>
<td>None</td>
<td>No</td>
<td>10-14</td>
<td>Both</td>
<td>Spanish</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Click on the **Delete** button to delete the row.
EMERGENCY BEHAVIOR INTERVENTION

The Child-Care Provider Emergency Behavioral Intervention page allows any CPA or GRO user with an online account to report his/her operation’s emergency behavioral intervention and view a history of the operation’s emergency behavioral intervention.

INSTRUCTIONS TO UPDATE EMERGENCY BEHAVIOR INTERVENTION

1. On the Child Care Licensing Account Main Page click on the Emergency Behavior Intervention link from the “Select an Action” section

2. Enter the year that applies to the information being reported

3. Select which Quarter of the year the information is being reported from the drop-down menu

4. Enter a value into the box for Number of Personal Restraints. If no restraints were performed in the time period being reported, enter 0.

5. Repeat this process for Number of Mechanical Restraints, Number of Seclusions, and Number of times Emergency Medication was administered. Each box must contain a number for the information to be submitted.

6. Check the validation check box.

7. Click Submit Data, scroll down to view the report submitted, also included are previously submitted information listed by Quarter.
Select an Action

Back to Provider Main Page

* denotes required field

Year: 

Quarter: Choose

Number of Personal Restraints: 

Number of Mechanical Restraints: 

Number of Seclusions: 

Number of times Emergency Medication was Administered: 

Submit Data Reset

In submitting this information to Licensing, your operation affirms that this data is true and correct. The information submitted to Licensing must be based on data available for review at the operation. □ *

---

Data displayed:

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter</th>
<th>Personal Restraints</th>
<th>Mechanical Restraints</th>
<th>Seclusions</th>
<th>Emergency Medication Administered</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2011</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2011</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2011</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>2012</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2012</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2012</td>
<td>3</td>
<td>0</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>2012</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2016</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
The **Manage Operation E-mail and Account Manager Information** page allows account managers to update the operation’s e-mail addresses, hours of operation, days of operation, and account manager information.

### INSTRUCTIONS TO MANAGE OPERATION EMAIL ACCOUNT & MANAGER INFORMATION

1. On the Child-Care Provider Main Page click on **Manage Operation Email Account & Manager Information**.

2. To update the email or website address, click on either the **Edit Contact Email**, **Edit Public Email**, **Edit Website Address**, or **Edit Business Phone** hyperlink. Enter a new email address, website address, or phone number, and then click ‘Update.’

   Clicking on **Edit Contact Email** will display the following pop-up box:
Clicking on **Edit Public Email** will display the following pop-up box:

![Update Public E-mail Address](image)

Clicking on **Edit Website Address** will display the following pop-up box:

![Update Website Address](image)

Clicking on **Edit Business Phone** will display the following pop-up box:

![Update Business Phone](image)

**Note:** If you click **Cancel**, the information will remain unchanged. The window will close, and you will be returned to the Manage Operation E-Mail and Account Manager Information page.

3. To update the Mailing Address, click on **Edit Mailing Address** and the following pop-up box will display:

![Edit Mailing Address](image)

Enter updates to the mailing address and validate the address. To validate the address, follow the instructions starting with step 22 in the SUBMIT INITIAL REPORT (FORM 2953) section of this manual. Click **Update** to save the changes and return to the Manage Operation E-Mail and Account Manager Information page. Click **Cancel** to discard the changes and return to the Manage Operation E-Mail and Account Manager Information page.
4. To update the Hours of Operation, click on **Edit Hours of Operation**, edit the hours and click ‘Update.’

   ![Edit Hours of Operation](image)

   Clicking on **Edit Hours of Operation** will display the following pop-up box:

   ![Update Hours of Operation](image)

5. To update the “Days of Operation,” click on **Edit Days of Operation**, edit the days and click ‘Update.’

   ![Edit Days of Operation](image)

   Clicking on **Edit Days of Operation** will display the following pop-up box:

6. To update the Account Manager’s name, click on **Edit Account**, add/update the new name, and then click ‘Update.’

   ![Edit Account](image)

   Clicking on **Edit Account** will display the following pop-up box:

6. To change the Account Manager’s password, click on **Update Account Manager Password**, change the password, and then click ‘Update.’

   ![Update Account Manager Password](image)

   Clicking on **Update Account Manager Password** will display the following pop-up box:
ADD / UPDATE / VIEW CONTROLLING PERSONS

The **Controlling Persons Online History** page allows the account manager to add a new Controlling Person, update an existing Controlling Person, and view a history of Controlling Persons who were submitted within the last two years.

**INSTRUCTIONS TO ADD / UPDATE / VIEW CONTROLLING PERSONS**

**Add New Controlling Person**

1. Click the “Add New Controlling Person” hyperlink. This takes you to the *Add New Controlling Person* page.

   **Select an Action**
   
   - Add New Controlling Person
   - Update/View Existing Controlling Person
   - Click here for more information on Controlling Person
   - Back to Provider Main Page

2. Add the name currently used by this person. List previous names, including maiden name and previous married names, in the Other Names Used section. Write out the middle name, not just the middle initial.
3. Enter the mailing address where the person receives personal mail. The address should not match the operation’s address, unless you are a provider of a licensed, registered, or listed family home and the controlling person lives at the home.

4. Validate your address before proceeding, click on the validate address button and select one of the options provided.

5. Enter the person’s current phone number.

*Phone:

**DOB:**

SSN:

Driver’s License State:

License #:

*Title, Position or Relationship:

*Effective Date of Position:

Other Names Used (Maiden, Married etc)

Add Name

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name</th>
<th>Suffix</th>
</tr>
</thead>
</table>

6. Select the appropriate choice:
   a. Licensed Administrators refer only to Licensed Child Care or Licensed Child-Placing Administrators
   b. Center Director refers only to a director of a child care center or home
   c. Primary Caregiver of a Child Care Home, Spouse of Primary Caregiver, and Adult Living in Child Care Home refer only to licensed, registered, or listed child care homes

7. Provide the Effective Date of the Position the person began the role of a controlling person.

8. Click the Continue button

9. Check the box in the Confirmation Statement then click Submit
Confirmation Statement

☐ By checking, I hereby confirm that the information on this form contains no willful misrepresentation. The information given is true and complete to the best of my knowledge. I understand that any willful misrepresentation or failure to provide identifying information within the required time frames is a cause for remedial action regarding my application or permit.

Form Actions

- Submit
- Cancel
- Back

UPDATE/VIEW EXISTING CONTROLLING PERSON

1. Click the “Update/View Existing Controlling Person” hyperlink. This takes you to the Update / View Active Controlling Person page.
2. Click the “Update” hyperlink to the right of the controlling person’s information you want to update. This takes you to the Update Controlling Person page.

Select a Controlling Person to Update:

This list contains only controlling persons who are known to be actively associated with the operation. If you do not see a controlling person on this list, it may be because the person is no longer associated with the operation or because the licensing inspector has not yet processed the person’s online submission.

Please contact your licensing inspector if you believe that any controlling persons are missing from this list.

<table>
<thead>
<tr>
<th>Name</th>
<th>Effective Date of Position</th>
<th>Role</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEO</td>
<td>2023-01-01</td>
<td>CEO</td>
<td>Update</td>
</tr>
<tr>
<td>Director</td>
<td>2023-01-01</td>
<td>Director</td>
<td>Update</td>
</tr>
<tr>
<td>Board Member</td>
<td>2023-01-01</td>
<td>Board Member</td>
<td>Update</td>
</tr>
</tbody>
</table>

3. Click Continue after making your updates.
4. Check the box for the Confirmation Statement then click Submit.
ADD / UPDATE ADDITIONAL USERS

The Add / Update Additional Users link can be found in the Select an Action box on the Child-Care Licensing Account Main Page. Only the Account Manager is able to view and select this link which allows you to add new users to the account giving them access, deleting current users from the account, and changing account users’ User IDs, names and passwords.

Please Note: You may only have a maximum of four users at any time (not including the Account Manager). If you have reached your four user maximum, you will be required to delete a current user before adding a new user.

INSTRUCTIONS TO ADD / UPDATE ADDITIONAL USERS

1. In the Select an Action box, click on the Add / Update Additional Users link. You will be taken to the Manage Users page.

2. On the Manage Users page, you are able to view all of the current users for the account except the Account Manager (For instructions on how to view/edit the Account Manager’s information, see the Manage Operation Email Account & Manager Information section of this document). To add a new user to the account, click on the Add New User(max 4) button.
3. After clicking the **Add New User (max 4)** button, the **Edit Form** window will popup. Enter a **User ID**, **First Name**, **Last Name**, **New Password** and **Confirm New Password** in the appropriate fields. 

   **Note:** A similar popup window will appear for the **Change Password** function.

4. Click the **Update** link. You will be returned to the **Manage Users** page, and the new user’s information will be listed in the table.

---

**HOW TO UPDATE A USER’S USER ID, NAME, AND/OR PASSWORD**

1. In the **Select an Action** box, click on the **Add / Update Additional Users** link. You will be taken to the Manage Users page.
2. On the Manage Users page, locate the user who you would like to update and click on the Change Password link for that user.

3. After clicking the Change Password link, the Edit Form window will popup displaying that user's current User ID, First Name, and Last Name. The New Password and Confirm New Password fields will be blank. From the popup window, you will be able to change the person's User ID, First Name, Last Name, and/or create a new password for them.

   Note: A person's User ID and Password must be a minimum of 6 characters long.
4. After updating the person’s information and/or changing their password, click the **Update** link to save the information. You will be returned to the **Manage Users** page where that user’s information will display.

### HOW TO DELETE A USER

1. In the **Select an Action** box, click on the **Add / Update Additional Users** link. You will be taken to the **Manage Users** page.

2. On the **Manage User** page, locate the user you would like to delete from the table, and click the **Delete User** link on that person’s row.
3. A message will display asking "Are you sure you want to delete this user account?" Click OK, and the user will then be deleted from the account.
UPDATE GOVERNING BODY / ADMINISTRATOR DESIGNATION

The Governing Body/Director Designation Main Page allows an account manager to submit changes to the governing body or director/administrator for his/her operation online as an alternative to completing and sending in the Governing Body/Director Designation form. Submitted information is transmitted to Child Care Licensing overnight.

INSTRUCTIONS TO UPDATE GOVERNING BODY/ADMINISTRATOR DESIGNATION

1. On the Child-Care Licensing Account Main Page, click on the “Update Governing Body / Administrator Designation” link in the Select an Action section. This takes you to your operation’s Governing Body/Director Designation Main Page.
   Note: This page displays previously made updates in the Governing Body/Administrator Designation Update section.

2. Click the “Update Governing Body/Administrator Designation” link in the Select an Action section on the Governing Body/Director Designation Main Page. This takes you to the Governing Body/Director
3. To update the **Governing Body or Organization/Association CEO/Chair** section:
   a. Enter the **Effective Date**.
   b. Enter the new information in the appropriate fields: **First Name, Middle Name, Last Name, Business Address**, etc.
   c. If you made changes to the **Business Address** you will need to validate the address.
      i. Click the Validate Address button. The **Address Validation** page pops up.
      ii. Select the appropriate option in the **Address Validation** page.
      iii. If you select the option “Use the address that you originally provided, shown here:” scroll down and enter a reason for using a non-validated address.
      iv. Click the Continue button. If you selected the option “Use the validated address provided by the US Postal Service (USPS), shown here:” the **Address Validation Status** will show as Validated. If you selected the option “Go back to the previous page to correct the address and revalidate”, you will need to correct the address, click the Validate Mailing Address button, and complete the address validation process again. If you selected the option “Use the address that you originally provided, shown here:” the **Address Validation Status** will show as Not Validated and the **Reason Address Not Validated** will display the reason entered in the **Address Validation** page.

4. To update the **Designee** section:
   a. Enter the **Effective Date**.
   b. Enter the new information in the appropriate fields: **First Name, Middle Name, Last Name, Business Address**, etc.
   c. If you made changes to the **Business Address** you will need to validate the address.

5. To Assign New Admin:
   a. Click the Assign New Admin button.
b. Enter the Admin ALS # in the Admin ALS # field.

c. Click the Search button. If the administrator is found the Assign new Administrator window displays the administrator’s name. If the administrator is not found the Assign new Administrator window will display a message that the ALS administrator was not found.

d. Click the Assign button to assign the new administrator and remove (unlink) the current licensed administrator, or click the Cancel button to keep the current administrator associated with your governing body.

e. Enter the Effective Date.

6. To update the Administrator section:
   a. Enter the Effective Date.
   b. Enter the new information in the appropriate fields: First Name, Middle Name, Last Name, Business Address, etc.
   c. If you made changes to the Business Address you will need to validate the address.

7. To mark the Administrator as Vacant:
   a. Enter the Effective Date.
   b. Check the Vacant checkbox. The Assign New Admin button will be disabled and the Administrator’s information will be read only.
8. To apply the changes to branches, check the checkbox(es) next to the Branches to which the changes on this page are to be applied.

List Of Branches

(Select the branches to apply the changes to the Administrator position)

<table>
<thead>
<tr>
<th>#</th>
<th>Branch #</th>
<th>Operation Name</th>
<th>City</th>
<th>Administrator Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Man</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. To update the Delivery Method section, check the appropriate checkbox next to the appropriate delivery method for the changes made to the Governing Body/Director Designation page.

Delivery Method:  
- E-mail  
- Mail  
- Fax  
- Hand Delivered

10. Once all appropriate changes have been made to the page click the Continue button. The Governing Body/Director Designation page will display with all the information in read only mode and the changes made will be indicated by red lettering and two asterisks. (See example below, the Designee’s name change is indicated in red lettering and two asterisks.)

<table>
<thead>
<tr>
<th>Designee</th>
<th>Effective Date: 03/27/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name:</td>
<td>**</td>
</tr>
<tr>
<td>Middle Name:</td>
<td>**</td>
</tr>
<tr>
<td>Last Name:</td>
<td></td>
</tr>
<tr>
<td>Business Address:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>County:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>Zip Code:</td>
<td></td>
</tr>
<tr>
<td>Address Validation Status:</td>
<td>Validated</td>
</tr>
<tr>
<td>Business Phone:</td>
<td></td>
</tr>
</tbody>
</table>

11. Review the information. If the information is correct, check the check box for the verification statement at the bottom of the page, and then print the page by clicking the “here” hyperlink in the IMPORTANT statement under the verification statement box.

By checking the preceding box, you verify that you are the director, owner, or operator of the child care operation submitting this request, and the information on this form contains no willful misrepresentation and that the information given is true and complete to the best of your knowledge. You understand that the Department may contact others and, at any time, seek proof of any information contained here. You understand that any willful misrepresentation or failure to provide information within the required time limit is cause for remedial action, up to and including revocation of your permit.

IMPORTANT: Please print this confirmation page by clicking here and include any supporting documents.

Delivery Method:  
- E-mail  
- Mail  
- Fax  
- Hand Delivered

Submit  Cancel  Back
12. Click the Submit button. You will be taken to the **Governing Body/Director Designation Main Page**. The change made will be displayed in the **Governing Body/Director Designation Update** section with the status of Submitted.

**Governing Body/Administrator Designation Update**

<table>
<thead>
<tr>
<th>Section</th>
<th>Date Submitted</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update made to CEO</td>
<td>12/11/2017</td>
<td>Submitted</td>
</tr>
<tr>
<td>Update made to Designee</td>
<td>07/10/2012</td>
<td>Accepted</td>
</tr>
<tr>
<td>Update made to CEO</td>
<td>07/10/2012</td>
<td>Accepted</td>
</tr>
<tr>
<td>Update made to Designee</td>
<td>08/19/2011</td>
<td>Accepted</td>
</tr>
<tr>
<td>Update made to Director/Administrator</td>
<td>08/03/2011</td>
<td>Accepted</td>
</tr>
<tr>
<td>Update made to Designee</td>
<td>08/03/2011</td>
<td>Accepted</td>
</tr>
<tr>
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<tr>
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<td>07/19/2011</td>
<td>Accepted</td>
</tr>
<tr>
<td>Update made to CEO</td>
<td>07/19/2011</td>
<td>Accepted</td>
</tr>
<tr>
<td>Update made to Director/Administrator</td>
<td>08/31/2010</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

13. If the information is not correct, click the back button to make additional changes to the **Governing Body/Director Designation** page, click the continue button once edits are complete, check the check box for the verification statement, print the page, and then click the Submit button.

14. If changes entered are not needed, click the Cancel button. The changes will not be saved and you will be returned to the **Governing Body/Director Designation Main Page**.

Note: If you click the “Back to Provider Main Page” hyperlink you will be returned to the **Child-Care Licensing Account Main Page** and changes made will not be saved.
SUBMIT PERMIT RENEWAL

The Permit Renewal Submission page allows an account administrator to enter and submit an application to renew the operation’s child-care permit. Submitted information is transmitted to Child Care Licensing overnight. Not all Operations must renew their permits. Therefore, you will only see the Submit Permit Renewal option when the Operation is one of these Operation/Care types:

- Registered Child-Care Homes
- Licensed Child-Care Homes
- Licensed Child-Care Centers
- School-Age Programs
- Before and After-School Programs
- Child-Placing Agencies
- General Residential Operations

Permit Renewal requirements DO NOT APPLY to:

- Listed Family Homes
- Temporary Shelter Programs
- Small Employer-Based Child Care Operations
INSTRUCTIONS TO SUBMIT A PERMIT RENEWAL APPLICATION

1. On the Child-Care Licensing Account Main Page, click on the “Submit Permit Renewal” link in the Select an Action section, or click on the Permit Renewal message on the Child-Care Licensing Account Main Page.
2. The **Permit Renewal Submission** page is only editable during a current Permit Renewal cycle. This page presents the current **Renewal #, Renewal Due Date, and Status**. The application is divided into six sections (five for Registered Child-Care Homes, which do not have a Governing Body). Click the link in the **Section Completion Status** field to go to that section of the application.
3. In the **Operation Details** section, review the information presented. If the information is current, complete, and correct, indicate that you do not need to make any changes to the Operation Details by clicking the **No** radio button. Then click the **Save and Next Section** button, which will take you to the **Controlling Person Details** section. If changes are needed, click the **Yes** radio button and then the **Update Operation Details** button, which will take you to the **Manage Operation Email Account & Manager Information** page described earlier in this document.
4. In the **Controlling Person Details** section, review the information presented. If the information is current, complete, and correct, indicate that you do not need to add or remove any controlling persons listed by clicking the **No** radio buttons. Then click the **Save & Next Section** button, which will take you to the **Governing Body Details** section (if the Operation is a Registered Child-Care Home, the next section will be the **Waiver/Variance Details** section). If you need to add or remove a controlling person, click the **Yes** radio button for one or both questions, and then click the **Update Controlling Persons** button, which will take you to the **Controlling Persons Online History** page described earlier in this document.

![Image of Permit Renewal Submission](image)

After making any needed changes or additions, return to the eApplication and review the information again.
5. In the **Governing Body Details** section, review the information presented. If the information is current, complete, and correct, indicate that you do not need to make any changes to the Governing Body members by clicking the **No** radio buttons. Then click the **Save & Next Section** button, which will take you to the **Waiver/Variance Details** section. If changes are needed, click the **Yes** radio button for one or both of the questions, and then click the **Update Governing Body Details** button, which will take you to the **Governing Body/Director Designation Main Page** described earlier in this document.

![Image of Permit Renewal Submission](image)

After making any needed changes or additions, return to the eApplication and review the information again.
6. The Waiver/Variance Details section displays waivers/variances that were submitted via the online system and meet one of the following conditions:

   a. Do not have a status (awaiting approval) and do not have an outcome/result
   b. Have a status of 'Granted' and do not have an outcome/result
   c. Have a status of 'Denied' and an administrator review status of 'Overturned' and do not have an outcome/result
Review the information presented. If the information is current, complete, and correct, indicate that you do not need to make any changes to the listed waivers or variances by clicking the No radio buttons. Then click the Save & Next Section button, which will take you to the Background Check Details section. If changes are needed, click the Yes radio button for one or both of the questions, and then click the Update Waivers/Variances button, which will take you to the Waiver and Variance Request Main Page described earlier in this document. Only waivers or variances that were submitted through the online system are displayed in the online system. The system will provide a warning if there are any expired waivers or variances that require action.

After making any needed updates or submitting new requests, return to the eApplication and review the information again.
7. In the **Background Check Details** section, review the **Employee List Last Validation Date**. If the Employee List Validation is past due, the date will display in red text and a warning message will display: “The Employee List must be validated in order to submit the Renewal Application.” Click on the **Validate Employee List** button to go to the **Online Background Check History** page, where you can validate the Employee List. Review the question presented and indicate whether the background checks are up to date. If so, click the **Yes** radio button and then the **Save & Next Section** button, which will take you to the **Fees Details** section. If background check requests are not current, click the **No** radio button, and then click the **Initiate Background Check Request** button, which will take you to the **Child-Care Provider Background Check Request** page described earlier in this document.
8. In the **Fees Details** section, review the statement presented and click the check box to indicate your agreement. You must check this box in order to submit the Permit Renewal eApplication. Then click the **Save & Return** button, which will take you back to the **Permit Renewal Submission** page.
9. Once all sections are completed, the **Certification and Signature** section will display. Click the check box to certify that the information provided is true and complete, and then click the **Submit Renewal Application** button.
10. The Child-Care Licensing Account Main Page will display, with a successful submission message.
MESSAGE BOARD

The Message Board is a section of the Child-Care Licensing Account Main Page that is displayed near the Select an Action section. Each message contains a “Due Date” and “Message” text. Clicking on the message text will take you to the appropriate page on which you can take action related to the message.

BACKGROUND CHECK MESSAGES

EMPLOYMENT INELIGIBILITY NOTIFICATION

If a person is ineligible to be present at the operation based on their background check results, a notification is sent via email and displayed on the Message Board.

To confirm the ineligible notification has been reviewed and the individual removed from the operation, complete the following steps:

1. Click on the “Confirm Employment Ineligibility Notification for {Person’s Name}” hyperlink in the Message Board section.
2. Read the information displayed and click the checkbox in the **Confirmation** section confirming the individual is not associated with the operation in the specified role.
3. Click the “Submit” button.

**NOTE:** Once confirmed, the person’s “Employment Status” will be updated to “Inactive”. If a different role is desired, a new background check must be submitted.
RENEW BACKGROUND CHECK MESSAGE

Thirty days prior to a person’s background check renewal date, a notification is sent via email and displayed on the Message Board.

To submit a renewal background check for an individual that is still associated with the operation, complete the following steps:

1. Click on the “Renew Background Check for [Employee Name]” message in the Message Board section.
2. Follow the instructions in the **Submit Background Check** section of this manual to submit a renewal Background Check Request for the person.
VALIDATE EMPLOYEE LIST MESSAGE

Thirty days prior to the due date to validate the employee list for an operation, a notification is sent via email and displayed on the Message Board.

To validate the employee list from the Message Board notification, complete the following steps:

1. Click on the “Validate Employee List” message in the Message Board section.
2. See the Validate Employee List section of this manual for instructions to complete the Employee List validation.
## GLOSSARY

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Care Licensing (CCL)</td>
<td>The division within HHSC that regulates child day care and residential child-care operations and other child-care activities, and the licensing of child-care administrators and child-placing agency administrators.</td>
</tr>
<tr>
<td>Child-placing Agency (CPA)</td>
<td>A person, including an organization, other than the parents of a child who plans for the placement of or places a child in a child-care operation or adoptive home. A CPA is a licensed residential child-care operation that may verify and regulate its own homes subject to HHSC minimum standards. See Texas Human Resources Code §42.002(12), and 40 TAC §§745.21(8) and 745.37.</td>
</tr>
<tr>
<td>Controlling Person</td>
<td>A controlling person is a person who, either alone or in connection with others, has the ability to directly or indirectly influence or direct the management, expenditures, or policies of an operation.</td>
</tr>
<tr>
<td>Day Care Center</td>
<td>Before September 1, 2003, this was a child day-care operation licensed to provide care for 13 or more children, birth through 13 years. A day-care center is now licensed as a child-care center and must follow Minimum Standards for Child-Care Centers (Chapter 746External Link Title 40, TAC). Some of the minimum standards in Chapter 746 grandfather certain requirements for day-care centers licensed before September 1, 2003. See Texas Human Resources Code §42.002(1) and 40 TAC §746.1001.</td>
</tr>
<tr>
<td>Director</td>
<td>The adult designated to have the daily on-site responsibility for the operation of the licensed child-care center, including maintaining compliance with the minimum standards and licensing laws. See 40 TAC §746.1001.</td>
</tr>
<tr>
<td>Emergency Behavior Intervention</td>
<td>Interventions used in an emergency situation, including personal restraints, mechanical restraints, emergency medication, and seclusion.</td>
</tr>
<tr>
<td>Independent Foster Family Home (IFFH)</td>
<td>A licensed operation that provides residential child care for six or fewer children up to the age of 18 years. An independent foster family home is not affiliated with a CPA, but is monitored and regulated directly by the HHSC Child Care Licensing Division. See CPA foster family home for a home verified (monitored and regulated) by a child-placing agency (CPA). See 40 TAC §745.37.</td>
</tr>
<tr>
<td><strong>Independent Foster Group Home (IFGH)</strong></td>
<td>A licensed operation that provides residential care for seven to 12 children up to the age of 18 years. An independent foster group home is not affiliated with a CPA, but is monitored and regulated directly by the HHSC Child Care Licensing Division. See CPA foster group home for a home verified (monitored and regulated) by a child-placing agency (CPA). See 40 TAC §745.37.</td>
</tr>
<tr>
<td><strong>General Residential Operation</strong></td>
<td>A child-care facility that provides care for more than 12 children for 24 hours a day, including facilities known as children’s homes, halfway houses, residential treatment centers, emergency shelters, and therapeutic camps. See Texas Human Resources Code §42.002(4).</td>
</tr>
<tr>
<td><strong>Governing Body</strong></td>
<td>The entity with ultimate authority and responsibility for the operation. See 40 TAC §745.21(20).</td>
</tr>
<tr>
<td><strong>Licensed Child Care Home (LCCH)</strong></td>
<td>A child day-care operation that is licensed. The primary caregiver provides care in the caregiver’s own residence for children from birth through 13 years. The total number of children in care varies with the ages of the children, but the total number of children in care at any given time, including the children related to the caregiver, must not exceed 12. Before September 1, 2003, a licensed child-care home was licensed as a group day-care home. See 40 TAC §747.111.</td>
</tr>
<tr>
<td><strong>Listed Family Home (LFH)</strong></td>
<td>A child day care operation that receives a listing permit. The caregiver is at least 18 years old and provides care for compensation in the caregiver’s own home, for three or fewer children unrelated to the caregiver, birth through 13 years. Care is provided for at least four hours a day, three or more days a week, and for more than three consecutive weeks. The total number of children in care, including children related to the caregiver, may not exceed 12. See Texas Human Resources Code §42.052(c) and 40 TAC §745.37.</td>
</tr>
<tr>
<td><strong>Operating Hours</strong></td>
<td>The days and hours that an operation is open and offering child care.</td>
</tr>
<tr>
<td><strong>Operation</strong></td>
<td>A person or entity offering a program that may be subject to regulation by Licensing. An operation includes the building and grounds where the program is offered, any person involved in providing the program, and any equipment used in providing the program. An operation includes a child-care facility, child-placing agency, or listed family home. See 40 TAC §745.21(27).</td>
</tr>
<tr>
<td>Registered Child-Care Home (RCCH)</td>
<td>A registered child day-care operation known as a registered family home prior to September 1, 2003. The registered primary caregiver provides care in the caregiver’s own residence for not more than six children from birth through 13 years, and may provide care after-school hours for not more than six additional elementary school children. The total number of children in care at any given time, including the children related to the caregiver, must not exceed 12. The term does not include a home that provides care exclusively for any number of children who are related to the caregiver. A registered home must follow Chapter 747External Link, Minimum Standards for Child-Care Homes. Some minimum standard rules in Chapter 747 grandfather certain requirements for homes registered before September 1, 2003. See Texas Human Resources Code §§42.002(9) and 42.052(d) and 40 TAC §§745.37 and 747.109.</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Residential Child Care</td>
<td>The care, custody, supervision, assessment, training, education, or treatment of an unrelated child or children up to the age of 18 years for 24 hours a day that occurs in a place other than the child’s own home. Residential child care also includes child-placing agencies. See 40 TAC §745.35.</td>
</tr>
<tr>
<td>Variance</td>
<td>An alternate method of compliance requested by a child-care facility or child-placing agency that allows them to comply with a specific minimum standard in a way that meets the intent of the standard but is different from the usual compliance, as long as the health, safety, and well-being of the children is reasonably protected. See Texas Human Resources Code §42.048(c).</td>
</tr>
<tr>
<td>Waiver</td>
<td>An exception granted by Licensing when a child-care facility or child-placing agency requests that it not be required to comply with a specific minimum standard. The waiver is granted if Licensing determines that the economic impact of compliance is great enough to make compliance impractical and the possibility of risk is not significantly increased. See Texas Human Resources Code §42.042(j).</td>
</tr>
</tbody>
</table>