



# WorkForce Solutions Child Care Services

## Director's Corner

As you may know, Janie Burch is currently out on leave. At this time, Michelle Ford has been named as Interim Client Services Supervisor. Should you need anything, please feel free to contact her at the CCS office or by email at [michelle.ford@spworkforce.org](mailto:michelle.ford@spworkforce.org).

Effective October 1, 2009 the WorkForce Solutions South Plains Board increased income eligibility guidelines for CCS. Guidelines have been increased to include families under 75% of the State Median Income (SMI). Please continue to refer families to CCS to have their eligibility determined. We look forward to having the opportunity to work with more children and families on the South Plains.

In an effort to provide excellent customer satisfaction to our Providers and Families, CCS has changed the focus of our day to day operations. CCS now requests individuals contact the office to schedule an appointment for eligibility determination, re-determination and reporting changes. **Walk-ins** are discouraged. With this change in focus you should not see backlogs in receiving 2450's and authorization calls.

## Betty Anderson Resource Room

If you have not returned your signed **Resource Room Circulation Policy**, please do so immediately. We need those to update our records.

We have rearranged the Betty Anderson Resource Room. Please stop by the next time you are in the area to view the available resources you have!

The winners of the Resource Room drawings are as follows:  
 Aug 2009— Pam Banks, Lone Star Child Care, Lubbock  
 Sept. 2009 - Adela Nunez, Agape CDC and  
 Oct. 2009—Virginia Gutierrez, Children's World Learning Ctr.

Don't forget to enter your name. You could be the next winner!

The South Plains WorkForce Board has received additional funds through the American Re-Investment Recovery Act (ARRA)! Through these funds we are able to continue enrollment in time limited funding and offer additional training opportunities and resources to our Providers. Additional information will be sent to you soon!



## Did You Know

November 17th is  
Homemade Bread Day.  
  
 December 12th is National  
Poinsettia Day, and  
  
 December 31 is Make  
Up Your Mind Day.

Nov 2009—Jan 2010

## WorkForce Solutions South Plains

**If you are interested in learning more about becoming a Texas Rising Star (TRS) Provider, contact Cherri at 806-744-3572.**

### Special points of interest:

- ☺ **Trainings TOT and Saturday Workshops**
- ☺ **FROG Bus**
- ☺ **New CCS Staff**

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## New Staff

We would like to introduce our new CCS staff.

[Kimberli T](#) graduated from Texas Tech University in May 2008 with a Bachelors in General Studies. Her passions include cooking, bike-riding and music. She adores her Cairn Terrier, Dante.

[Krystal D.](#) is a graduate of Texas Tech with a Bachelors in Exercise Sport Science and Addictive Disorders and Recovery Studies. Krystal is outgoing, enjoys life and loves to smile. Her hobbies are spending time with family, close friends and work.

[Lindsay R.](#) is originally from Abilene, TX, but now calls Lubbock home. Lindsay received her degree in Psychology with a minor in Spanish from Texas Tech. She enjoys painting, playing guitar and skateboarding. Lindsay is looking forward to her

upcoming wedding and working at CCS.

[Susan S.](#) was born and raised in Lubbock. Susan has a husband, 2 children and 2 grandchildren. She is thrilled to be a part of CCS.



## Client Services

In our efforts to provide the best service possible, Client Services is always exploring new options to better communicate with our providers. Many of you have expressed an interest in receiving authorizations by e-mail as opposed to the standard phone call in the past. If you are interested in taking advantage of email authorizations, please contact Michelle at [michelle.ford@spworkforce.org](mailto:michelle.ford@spworkforce.org).

As always, we welcome your opinions, thoughts and suggestions.

## FROG Bus

We are pleased to announce that our FROG bus is back on the road! Fun Resources On the Go is an extension of the Betty Anderson Resource Room in Lubbock and provides checkout materials to staff of WorkForce Solutions CCS providers in the counties served outside of Lubbock. There are currently 43 providers being

served with a monthly visit from the FROG bus. We are very excited to be providing this convenience of teacher resources to these sites again. Those of you receiving a visit remember to let us know if you have specific needs a few days before your scheduled visit. You may email Carol at [carol.vaughn@spworkforce.org](mailto:carol.vaughn@spworkforce.org).

## CCS Holidays

WorkForce Solutions Child Care Services will be closed on:

- \* November 11th 2009 in honor of Veteran's Day,
- \* November 26th & 27th 2009 in observance of Thanksgiving,
- \* December 24th & 25, 2009 in observance of Christmas, and
- \* January 1st, 2010 for New Years

## Training Options

We would like to thank everyone that returned their training surveys. We have scheduled trainings based on your needs.

Our next CCS caregiver workshop is scheduled for Saturday, December 5, 2009.

Please see enclosed flyers for future training opportunities.

## TOT Thursday Training

We are sorry to announce that due to poor attendance, we will no longer offer the morning TOT video trainings. We will still have the evening TOT video trainings from 6:30-7:30pm on Thursday evenings.

Region 17 ESC is offering several online courses. For information about the courses contact Dr. David C Jenkins, Sr at 806-281-5855 or email his at [david.jenkins@esc17.net](mailto:david.jenkins@esc17.net).

## New Providers

We would like to welcome the following providers to our CCS family:

- \* Sharee Nettles, a RCC Home, New Home,
- \* Kid N Kaboodle, a LCCH, Lubbock,
- \* Lee's Childcare, a LCCH, Lubbock,
- \* Tracy Beltran, a RCC Home, Lubbock
- \* Evell Johnson-Smith, a RCC Home, Lubbock,
- \* Lullabies & Dragonflies, a LC, Levelland,
- \* Depot Express #4, A LC, Wolfforth,
- \* Club Cooper South, a LC, Lubbock,
- \* YWCA HS at the Legacy, a LC, Lubbock.
- \* First Steps Child Care, a LC, Wolfforth,
- \* Dancin Dolphins CC, a LCCH, Lubbock &
- \* Brenda Arismendez, a RCCH in Brownfield.