



Fort Bend County **Childcare Voucher Program** Assistance Funds for Qualified Fort Bend Families



Assistance Funds Childcare Voucher Frequently Asked Questions (FAQs)

1. Who is eligible for the Childcare Voucher?

Any Fort Bend resident parent/legal guardian of a child under 13 years of age whose income is at 80% of the 2020 LMI income level and who has experienced loss of income during the COVID-19 pandemic period is eligible for the childcare voucher upon provision of the acceptable evidence.

2. What is the value of the childcare voucher?

One childcare voucher is good for up to \$500.00 per month for up to 3 months for a child. Once the voucher is submitted to the childcare facility it can be used for 3 months of payment. Each month, the childcare facility will submit the required document for reimbursement. The reimbursement will be for the actual amount submitted capped at \$500 per child per month.

3. What do I need to show child-parent/guardian dependency?

You can provide a copy of the birth certificate or a court approved legal guardianship document.

4. What do I need to submit to show Fort Bend County residence?

One of the following documents can be provided as proof of your Fort Bend residence

- Current deed, mortgage, monthly mortgage statement, mortgage payment booklet, or a residential rental/lease agreement.
- Letter or statement from shelter, transitional living facility, or group home.
- Utility statement (e.g. electric, water, natural gas, satellite/cable TV, or phone bill).
- Current homeowner's or renter's insurance policy or homeowner's or renter's insurance statement.
- Current documents issued by the U.S. military indicating residence address.
- IF YOU LIVE WITH SOME ONE: You must submit one of the above evidentiary documents along with a SIGNED letter from the relative stating that you are living with them currently.

5. What do I need to submit to show income level eligibility?

One of the following documents can be provided as proof of your income meeting 80% of the 2020 Low-to-Moderate Income (LMI) level

- Most recent two (2) months of paystubs for both parents (as applicable) with YTD income displayed.

6. What do I need to submit to show loss of income due to COVID-19?

One of the following documents can be provided as proof of loss of income due to COVID-19

- Decline in household income by comparing 2019 tax return gross income versus 2020 or by comparing 2020 tax return gross income versus 2021. You must submit tax return (1040) page(s) showing the income levels or W2s where applicable. For 2021 we will accept most recent paycheck stubs.
- Statement from Texas Workforce Commission (TWC) showing unemployment benefits were received during the pandemic period
- Signed letter by the employer a parent being impacted due to a layoff

7. How will I receive the Childcare Voucher?

The preferred method of delivery will be via email. However, if you do not have access to email the childcare voucher can also be mailed via USPS.

8. Where can I use the Childcare Voucher?

The issued childcare voucher can be used at any of the participating LICENSED childcare facilities in Fort Bend County. You can look up the list of licensed childcare facilities in Fort Bend County by searching on the Texas State DFPS site [here](#). Please check with your childcare center to ensure they are accepting this voucher as a payment.

9. Does my Childcare Voucher expire?

Yes. Effective October 11, 2021 all vouchers will have an expiration date included on the voucher. The voucher must be received from the childcare facility for the (1st month) reimbursement by that date. Voucher will be of no value after the expiration date. The family can apply for a new voucher if the program is still active.

10. Can I use the childcare voucher at any childcare facility in the Houston area?

No. This program requires that the childcare facility is based in Fort Bend County. Also, please check with your childcare center to ensure they are accepting this voucher as a payment.

11. Can I use one voucher for all my children who qualify?

No. Each qualifying child must have a unique childcare voucher issued.

12. What if my child's facility refuses to take the Childcare Voucher?

Participation is voluntary and it is possible that your childcare facility decided not to participate in the program. You can choose to go to another participating childcare facility. You can also return the unused voucher to the Program Administrator so other qualified families may be offered assistance.

13. How will the childcare facility get paid for the voucher?

The participating childcare facility will submit the voucher along with the required signatures and documentation to the county for direct reimbursement. The childcare facility will be paid within 45 days of voucher and required documentation receipt. For vouchers issued starting October 11, 2021 onward, once the voucher is submitted to the childcare facility it can be used for 3 months of payment. Each month, the childcare

facility will submit the required document for reimbursement. The reimbursement will be for the actual amount submitted capped at \$500 per child per month. Voucher reimbursement to the facility will be for amount up to \$500.00 per month based on the fees statement provided by the childcare facility and the final determination of the program administrator.

14. As a childcare facility how do I know a childcare voucher presented is a legitimate and unused voucher issued by the county?

You will be able to go online and view the list of valid childcare vouchers. You will be able to see the 1) voucher number, 2) first 3 letters of child's last name, 3) first 3 letters of child's first name, and 4) status of voucher: open or closed (closed means the voucher has been used).

15. Who do I contact if I have questions about the program?

You can send an email to gaisar.imam@fortbendcountytexas.gov or call (281) 467-9545 to contact the Program Administrator.

Email: Qaisar.Imam@fortbendcountytexas.gov | (281) 467-9545 | Fax (281) 666-8289 | 401 Jackson Street Richmond, TX 77469

<https://www.coronavirusfortbend.gov/covid19-child-care-assistance-program.html>