

Supplemental Child Care Assistance Policy & Procedures Manual

CHILD CARE

Supplemental Child Care Assistance Policies & Procedures Manual

*To be used in conjunction with the
West Virginia Child Care Subsidy Policy & Procedures Manual*

West Virginia Department of Health and Human Resources
Bureau for Children and Families Policy
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CHAPTER 1: SUPPLEMENTAL CHILD CARE ASSISTANCE PROGRAM GOALS AND DEFINITION

1.0. Supplemental Child Care Program Description and Goals

1.0.1. Program Description

Supplemental Child Care Assistance is a service which offers direct care and protections of infants, preschool, and school-age children during a portion of a twenty-four (24) hour day outside of the child's own home. Child care is generally provided to children under the age of thirteen (13). In some situations, such as developmental delays, physical or behavioral disorders, or the need for supervision for children under court supervision, a child care plan for children under the age of eighteen (18), may be considered.

1.0.2. West Virginia State Goals

The primary goal of Supplemental Child Care Assistance services is to provide alternative payment options for West Virginia's vulnerable population who would not normally qualify for federal child care subsidy funds. Supplemental Child Care Assistance provides an alternative source for the care and protection that a child receives from his parents.

1.0.3. The West Virginia Division of Early Care and Education provides an alternative path to serving clients who are eligible for a State Opioid Response (SOR) and Jobs & Hope (JH) funding. The West Virginia Supplemental Child Care Assistance Program will also serve Foster Parents and Kinship Relative Foster parents who do not meet the eligibility requirements for Child Care Development Fund (CCDF) assistance.

1.0.4. The CCR&R agencies will serve as a control point for entry into the three new funding streams. They will also control access to coupons and track clients by funding source. The CCR&R will provide all other CCR&R resources to these clients, including child care referrals, resource information, linkages to developmental screenings and consumer information.

1.1. Definition of Program Terms

The following definitions shall be used in interpreting terms specific to the Supplemental Child Care Assistance Program policy: (See West Virginia Child Care Subsidy Policy & Procedures, Chapter 1, Section 1 for additional child care terms)

1.1.1. Child Care Resource & Referral Agency (CCR&R or R&R): An agency under contract with the Department of Health and Human Resources to maintain provider resources, provide consumer education, manage the child care subsidy program, State Opioid Response (SOR) and Jobs & Hope programs, refer parents to available providers, and offer services to improve the quality of child care, such as provider training and technical assistance.

1.1.2. Foster Parent: A person or persons living in a private residence that has been certified by the Department of Health and Human Resources or by a licensed child placement agency to provide care on a residential basis for children who are in the legal custody of the State of West Virginia.

1.1.3. Full Day: Care for at least four (4) hours but less than eighteen (18) hours per day, (from 4 hours and 1 minute up to 17 hours and 59 minutes)

1.1.4. Jobs & Hope Program: A beginning-to-end program that allows an individual to receive free addiction treatment while, at the same time, receiving free career technical education. Jobs & Hope applicants are reviewed for eligibility without regard to family household income.

1.1.5. Kinship/Relative Foster Parent(s): A person or persons who lives in a private residence which has been certified by the Department of Health and Human Resources, or by a licensed child placement agency, to provide care on a residential basis for children who are in the legal custody of the State of West Virginia. Kinship Relative Foster parent(s) provide caretaker services to a child in the legal custody of the State of West Virginia. West Virginia child welfare services or certified placement agency will assess the eligibility of the home at the time.

1.1.6. Non-Traditional Work Hours: Non-traditional work hours are defined as:

1.1.6.1. Approved care for at least four (4) hours provided either before 6:00 am or after 7:00 pm Monday through Friday.

1.1.6.2. Any 12-hour work/school shift or split shift which equals twelve or more care hours (including transportation) in a 24-hour period, and

1.1.6.3. Approved care for at least four (4) hours provided on a Saturday or Sunday.

Provider reimbursement will be prorated for weekend only care.

1.1.7. Out of School Time Supplemental Child Care Assistance Program: A child care service that offers activities to children before and after school, on school holidays, when school is closed due to emergencies and on school calendar days set aside for teacher activities. OST Programs provide out of school time services typically for fewer than four (4) hours daily, and not more than 30 full days annually for children aged 5 and up.

1.1.8. State Opioid Response (SOR): A Federal Grant awarded by the Substance Abuse and Mental Health Service Administration (SAMSHA) to support addiction recovery efforts. SOR funds are meant to strengthen the fight against opioid addiction and help those in recovery by increasing access to evidence-based recovery initiatives and collaboration between programs.

1.1.9. Special Needs Child: One who experiences significant developmental delays or who has a diagnosed physical or mental condition which has a high probability of resulting in a significant developmental delay. Significant delay is a 25% delay in one or more areas of development or a six (6) month delay in two (2) or more areas. Areas of development include cognitive, speech/language, physical/motor, vision, hearing, psycho social, and self-help skills. Developmental delay is determined by early intervention programs, special education programs, or other multi-disciplinary teams. Special Needs determination may also be made at the CCR&R level.

1.1.10. Status Check: A form which is sent to child care recipients to assess continuing eligibility to receive child care services.

1.1.11. Working: Receiving a non-subsidized wage or salary for the work performed.

CHAPTER 2: OVERVIEW OF SUPPLEMENTAL CHILD CARE ASSISTANCE SERVICES APPLICATION PROCESS

2.0. Application Overview

2.1. Face-to-Face Application: Any parent who wishes to request child care services may apply by contacting the local Child Care Resource and Referral (CCR&R) agency. The applicant, or parent/head of household, must have custody of the child(ren) or reside with the child(ren). The CCR&R agency is responsible for taking applications and determining eligibility for Supplemental Child Care Assistance. The CCR&R agency staff shall conduct a face-to-face interview with the parent within 5 days of the parent's initial contact for clients served in main offices. CCR&R agency staff shall conduct a face-to-face interview with parents within 10 days for clients served at outreach offices, only when approval to visit outreach sites less often than weekly has been granted by the Division of Early Care and Education. Applications shall not be future dated.

The parent applies by reporting to their local Child Care resource and Referral (CCR&R) Agency for eligibility determination. Any client participating in SOR and JH activities will first be screened for Child Care & Development Fund eligibility under current child care policy eligibility rules.

2.2. If those clients are eligible per CCDF Rules, their SOR and/or JH activity will be included in their benefit determination and processed as per usual Child Care Subsidy processes.

2.3. Clients who are not eligible for CCDF funded assistance will then be reviewed for eligibility for West Virginia Supplemental Child Care Assistance, SOR, JH, or Foster or Kinship Relative Foster programs.

2.4. List of Items Covered During Application Interview:

An interview must be held with the parent(s) upon completion of the application. During the interview, the CCR&R case manager explains how Supplemental Child Care Assistance services are provided, and the parent supplies information needed to make appropriate child care arrangements.

2.4.1. Evaluation of the need for child care services.

2.4.2 The determination of financial eligibility. This should include an asset review, as families, including foster parents, Kinship Relative Foster parents and TANF Caretaker Relative parents, whose assets exceed \$1,000,000 are not eligible for CCDF funded assistance.

2.4.3. Review of verifications supplied by parent and those still needed to confirm eligibility.

2.4.4. Assessment of the family’s needs and a review of children to be placed in child care. This assessment should determine the developmental level of the child, any health and/or emotional problems, and the existence of any special needs.

2.4.5. Explanation of the types of child care available and the regulation required for each, as well as the pros and cons for each type of care.

2.4.6. Explanation of the payment rates available through the program and an explanation of allowable charges by the provider.

2.4.7. An explanation of the parent’s rights as a recipient of child care services.

2.4.8. A discussion of the parent’s responsibilities as a recipient of child care services.

2.4.9. A discussion of the Supplemental Child Care Assistance Parent Services Agreement.

2.4.10. A discussion of the Supplemental Child Care Assistance Coupon.

2.4.10.1. The Supplemental Child Care Assistance Coupon will be issued on colored paper to distinguish from which program funding source the payments will be made.

- A.** State Opioid Response (SOR) – light purple
- B.** Jobs & Hope (JH) – light green
- C.** Foster/Kinship – light yellow

2.4.11. Provision of a list from FACTS of registered family child care providers, licensed family child care facilities, unlicensed school-age child care programs, and child care centers who meet the family needs.

2.4.12. Information to assist the family in selecting a child care arrangement that best meets their child(ren)s’ needs based on issues such as transportation, cost, nearby schools, and quality of care.

2.4.13. Notification of other services offered by Department of Health and Human Resources, such as Food Stamps, CHIP, TANF, children with special health care needs, and other community resources. Parents shall be informed of the availability of the Community Resource List maintained by the CCR&R agency and given copies upon request. An alternative would be a referral to the web site if the resource list is maintained there and parents have access.

2.4.14. Discussion of the Eligibility Period:

- A.** Foster Parents who are not eligible for CCDF funded child care can receive six (6) consecutive months of assistance. Foster parents who receive a full six months of

assistance must wait twelve (12) months before they can be eligible for another six (6) months of assistance.

B. Kinship Relative Foster Parents who are not eligible for CCDF funded child care can receive twelve (12) consecutive months of assistance. Kinship Relative Foster Parents can renew their assistance in their twelfth month.

C. SOR clients can receive assistance for twelve (12) consecutive months. SOR clients can renew their assistance in their twelfth month as long as the client continues to receive recovery services.

D. Jobs & Hope clients can receive assistance for six (6) consecutive months. Jobs & Hope clients can renew their assistance in their sixth month.

2.5. The Application Process

2.5.1. Verifications Requested During Intake Interview.

During the intake interview, parents will be asked to submit several verifications. The verifications include the following proofs:

2.5.1.1. Identity.

2.5.1.2. West Virginia residency.

2.5.1.3. All income, including child support, if received.

2.5.1.4. Referral from a State Opioid Response (SOR) Program, The Jobs & Hope Program or verification as required for Foster and Kinship Relative Foster parents.

2.5.2. CCR&R Supplied Forms

During the application process, several additional forms are completed or given to parents for completion and verifications are requested. Forms given to parents shall include the following:

2.5.2.1. Child's Medical Record (ECE-CC-3): The Case manager shall give the parent an appropriate number of Child's Medical Record (ECE-CC-3) to be completed and given to the provider for any child under the age of 6 years. The Case manager should explain that:

A. The medical examination and the immunization report/plan must be completed within thirty (30) days of placement and updated every two years until the child is six years of age. If immunizations are not current, the parent must give the provider a schedule for completion.

B. Parents shall be referred to the Health Check clinics (formerly known as EPSDT) and local Health Departments to obtain physical examinations and immunizations but

may choose to utilize private physicians. The Health Check form or child health assessment form from a Head Start or child care center, which contains immunization information, can be substituted for the ECE-CC-3C, if the form contains the same immunization requirements as those on the ECE-CC-3C and shows the date of completion. However, a note from the physician without a standard medical form is not acceptable.

C. Exemptions from immunization requirements are available for children whose parents provide written documentation of that immunization is contraindicated based on a child's medical condition. However, a provider has the right to refuse to accept a child with an exemption.

2.5.2.2. Supplemental Child Care Assistance Parent Services Agreement.

The case manager should discuss the terms of the Supplemental Child Care Assistance Parent Services Agreement, which includes information about the parent's rights and responsibilities to maintain their eligibility and to the provider, as well as rules on using care appropriately to prevent improper payments. The parent and CCR&R case manager shall sign the agreement, and a copy shall be given to the parent for their records.

2.5.2.3. Emergency Information Form (ECE-CC-10E). This form must be completed by the parent on all children to be placed in care, notarized, and given to the provider at the time of enrollment.

2.5.2.4. A Supplemental Child Care Assistance Coupon to be signed and given to the client if the application is approved or the Supplemental Child Care Assistance pending letter if the application is pending.

2.5.2.5. Other forms as needed. Applicants who have been employed for less than 45 days will be given a New Employment Verification form (ECE-CC-1B) to submit to their employer for completion.

2.5.3. Notifying Parent of Application Status:

2.5.3.1. If the applicant is not eligible for Supplemental Child Care Assistance Services, the CCR&R case manager shall issue a Supplemental Child Care Assistance Parent Notification Letter that states the application is denied.

2.5.3.2. If the Child application cannot be completed due to the need for additional information or documentation, the case manager shall issue a Supplemental Child Care Assistance Parent Notification Letter indicating that the application will be denied if the necessary information is not received within 13 days.

2.5.3.3. If the applicable information is received and the client is eligible:

A. Upon approval of the family for Supplemental Child Care Assistance services, the Child Care Coupon shall be completed for the parent, validated, and signed by the

Case Manager. The original is given or mailed to the parent who may use it to purchase care according to the terms of the Coupon.

B. The parent is to give the Supplemental Child Care Assistance Coupon to the selected provider as proof of payment. The provider is to retain the Coupon until the end of the calendar month at which time the Coupon is to be completed by the provider and parent together and signed by both parties.

C. During the first 5 days of the calendar month, the provider will mail the completed and signed Coupon to the West Virginia Department of Health and Human Resources Finance Division at the address listed.

D. Supplemental Child Care Assistance Coupons are issued for a period of one month and are valid for no more than one (1) month.

E. The CCR&R will issue several Coupons at one time for each calendar month the parent is eligible. The provider must receive a Supplemental Child Care Assistance Coupon from the parent before the expiration date in order to continue child care payment.

F. The CCR&R case manager shall sign the coupon and shall remind the parent that Parents and provider must complete the Coupon together before the provider can submit the Coupon for payment.

G. The case manager shall make no indication on the Supplemental Child Care Assistance Coupon as to what funding source will be used for provider reimbursement.

2.5.4. Coupon Detail:

2.5.4.1. Clients choosing school-based care (i.e., after school programs located in schools), or clients choosing child care centers only open on weekdays, but who also need evening and/or weekend care shall be encouraged to choose a back-up provider for summer care/days when the school-based care or center is unavailable. Parents shall be issued a Supplemental Child Care Assistance Coupon for the back-up provider. The case manager shall note on the back-up provider Supplemental Child Care Assistance Coupon that the Coupon is being provided as such, and care billed by the back-up provider shall only be approved for times when the primary provider is unavailable.

2.5.4.2. The Supplemental Child Care Assistance Coupon is an indication that Department of Health and Human Resources will pay for a portion or all the approved services. However, parents and providers must understand that new providers who have not completed the payment enrollment process or providers who have been closed for more than 12 months shall not receive reimbursement unless they attend payment enrollment training and complete a provider application within 30 days of client application.

2.5.4.3. Should the parent choose to change providers during the eligibility period noted on the Supplemental Child Care Assistance Coupon, he/she must notify the CCR&R case manager in writing within five (5) working days, and request that a Supplemental Child Care Assistance Coupon be issued for the new provider.

A. Provider changes can be requested at any time but may only be implemented on the first day of the calendar month unless an emergency situation occurs.

B. A change in provider **MUST** be approved by the Division of Early Care and Education (ECE).

C. ECE may ask the previous provider to return the Supplemental Child Care Assistance Coupon to the CCR&R office, but the return is not necessary for the termination of payment to the provider or the continuation of services to the family.

2.6. The Interview Process

CCR&R Case managers should discuss the following with applicants:

2.6.1. Supplemental Child Care Assistance Program Payment Rates:

See Appendix B – Supplemental Child Care Assistance Payment Rates for rates available for children.

2.6.2. Jobs & Hope Sliding Fee Scale:

The Jobs & Hope Sliding Fee Scale is used to determine the Daily Fee which is paid directly to the child care provider by the parent(s). The Sliding Fee Scale is to be used **ONLY** to determine the Daily Fee. All applicants for the Jobs & Hope program are eligible without regard to household income. (Case manager: contact ECE to calculate the daily fee for a Jobs & Hope applicant who has a household income over 200% FPL.) See Appendix A – Jobs & Hope Sliding Fee Scale.

2.6.3. Allowable Charges by Providers

Allowable charges by the provider shall be limited to reasonable registration fees, transportation fees, late pick-up fees and charges for time not approved by the agency. The Provider shall inform the parent of these fees prior to enrollment. If the parent is responsible for paying a portion of the daily fee, the daily fee shall only be charged for days that the child is in care.

2.6.4. Parent's Rights

As a recipient of child care services, the parent:

2.6.4.1. Retains all legal rights to the child while the child is in care.

2.6.4.2. Makes decisions about choice of child care providers. Through the Supplemental Child Care Assistance Coupon program, the parent shall be allowed to choose among a variety of child care options. (See West Virginia Child Care Subsidy Policy and Procedures, Chapter 7, Parental Choice Section). Parents must understand,

however, that safety of children is a primary concern. Therefore, providers must offer a safe environment and comply with State of West Virginia regulatory statutes. Background checks are completed by Department of Health and Human Resources to determine if staff, providers, or any other adults in a caregiver's home have a history of child/adult abuse or neglect or a criminal record.

2.6.4.3. Parents may request a list of substantiated parental complaints on any licensed or registered provider from the CCR&R case manager or from the Department of Health and Human Resources Child Care Case manager. Lists of substantiated complaints are obtained from FACTS (DAY-0616) and shall be limited to standards violations.

2.6.4.4. May appeal any denial and/or termination of child care services.

2.6.4.5. Has the right to have all provider fees disclosed prior to beginning services with the provider.

2.6.5. Parent Responsibilities

As a recipient of child care services, the parent has the following responsibilities:

2.6.5.1. Visiting providers before selection and placement of children, as well as monitoring care throughout placement.

2.6.5.2. Maintaining continuity of care for children. Parents shall be informed of the detrimental effects of frequent changes in provider and the importance of a consistent relationship with adults for a child's growth and development.

2.6.5.3. Complying with the provider's rules and procedures, such as picking the child up on a timely basis, providing clothing changes, diapers, diaper wipes, etc. Parents should understand the importance of a cooperative relationship with their child's provider. A positive relationship between the adults enhances the child's experiences in care and often eliminates problems such as disruption in the current child care arrangement.

2.6.5.4. Discussing with the provider any custody or visitation issues and providing names of people allowed to pick up the child(ren).

2.6.5.5. Ensuring that the provider of choice receives a signed Supplemental Child Care Coupon prior to accepting children in care. The Supplemental Child Care Coupon is the provider's only assurance of payment.

2.6.5.6. Paying the child fee directly to the provider on a schedule negotiated between them.

2.6.5.7. Making private arrangements with the provider for payment if care is used for reasons and times not needed or not listed on the Supplemental Child Care Coupon.

The Agency will not pay for child care provided while parents attend medical appointments, go shopping, or participate in other non-work or school related activities.

2.6.5.8. Supplying the provider with a completed child health assessment form (ECE-CC-3C) on all children who have not reached their 6th birthday and updating forms every two years until the child is six (6) years of age. The provider retains the form in the child's record, except with in-home care where the parent is responsible for maintaining child health assessment and immunization records. When changing providers, the parent shall obtain a copy of the medical record for the new provider.

2.6.5.9. Supplying the provider with a completed, notarized Emergency Information Form (ECE-CC-10E) to be maintained in the provider's files.

2.6.5.10. Reporting to the CCR&R changes in circumstances within five days. Failure to report changes to the agency may result in case closure, repayment of services used for time not approved, and/or 30-day penalty closure before services can be reopened. Income changes during the eligibility period will not impact a parent's continuing eligibility for care unless the parent requests a redetermination due to decreases in income that might result in reduced fees. However, the parent(s) shall report the following changes in circumstances to the provider and to the agency, as appropriate:

A. Changes in identifying information – household members, address, telephone numbers, etc.

B. Changes in family size affecting eligibility–

1. Additions to household size: child, spouse, biological parent of children in the home, If the case manager has reason to believe that the client is not accurately reporting family size, the case manager can request verification: i.e. birth certificate, adoption documents, statement of acting *in loco parentis* for the addition of a child, or a copy of marriage certificate for the addition of a spouse.

OR

2. Subtractions to household size: child, spouse, or biological parent of children. If the case manager has reason to believe that the client is not accurately reporting family size, the case manager may request verification by legal documentation (i.e. legal separation papers, divorce decree, notice of removal of child from home). If no legal documentation is available, two notarized statements by persons other than relatives stating that the person is no longer in the home may be substituted.

C. Changes in employment – place of employment or days and hours worked.

D. Changes in the level of participation in the SOR or JH programs

E. Changes in provider. Clients who use school-based care providers and have a designated back up for summer care/days that the school-based program is unavailable are not considered to be “changing providers” as the client has already informed the case manager that the backup provider becomes the primary care provider when the school-based program is unavailable.

F. Loss of employment or termination from educational or training programs.

G. Need for job search time. Job search time must be requested and approved by the agency.

H. When reviewing changes of circumstances, a new assessment is done only when changes are made to number of people in the family or income amounts that result in a reduction of child fees. Recipients must verify income amounts.

2.6.5.11. Renewing the Supplemental Child Care Assistance Coupon by completing a status check at least 2 weeks before the current Supplemental Child Care Assistance Coupon eligibility period expires. The CCR&R agency will send a status check to the client, by mail, 30 days before the Supplemental Child Care Assistance Coupon eligibility period expires. However, it remains the parent’s responsibility to obtain and complete a status check to renew the Supplemental Child Care Coupon.

2.6.5.12. Status Checks will be completed on the following eligibility period schedules, with the noted exception:

A. Foster Parents – Six (6) Months – will not be mailed a status check. They must wait a year before they are eligible to apply again.

B. Kinship Relative Foster Parent – Twelve (12) Months

C. Jobs & Hope (JH)– Six (6) Months

State Opioid Response (SOR) – Twelve (12) months. Client can renew as long as they continue to receive recovery services.

2.6.5.13. Submitting changes in circumstances during the status check completed after initial application. A new Supplemental Child Care Coupon will be sent to parents at the beginning of each eligibility period, based on successful completion of the status check. Status checks verify income and continuing need for services.

2.6.6. Consequences of Failure to Comply with Program Responsibilities.

2.6.6.1. If a parent fails to fulfill these responsibilities, the case manager shall give a written warning regarding specific problems, noting that subsequent abuses may result in a 30-day penalty closure.

2.6.6.2. When a parent continues to use Supplemental Child Care Assistance services when the need no longer exists (e.g., parent ceases to participate in the SOR or JH Programs, parent has lost job or quit school), the case will be closed, and no further payment made. The Recipient shall repay to the agency any child care monies paid on their behalf during the period of ineligibility.

2.6.7. Other Services Offered by Department of Health and Human Resources:
The CCR&R case manager should inform the parent of other available Department of Health and Human Resources services, including Supplemental Nutrition Assistance Program (SNAP), Children’s Health Insurance Program (CHIP), Temporary Assistance to Needy Families (TANF), children with special health care needs, and other community resources.

CHAPTER 3: DETERMINATION OF FAMILY ELIGIBILITY FOR SUPPLEMENTAL CHILD CARE ASSISTANCE

3.0. Family Eligibility

In order to be eligible for Supplemental Child Care Assistance Services, the family must verify the identity of the head of household, meet West Virginia residency requirements, and have been referred for child care services from a State Opioid Response Program, the Jobs & Hope Program or be Foster or Kinship/Relative Foster Parents ineligible for the West Virginia Child Care Subsidy Program. A child must meet age and West Virginia residency requirements, need child care for a portion of the day, and reside with the head of household applying for services.

3.1. Child Age Requirement

3.1.1. Be under 13 years of age, or

3.1.2. May be 13 years through 17 years of age if:

3.1.2.1. **Under court supervision.** The family must provide documentation.

3.1.2.2. **Meet the definition of special needs child.** (See Chapter 1, Section 2). Children presenting a significant delay of at least 25% in one or more areas of development, or a six (6) month delay in two or more areas as determined by an early intervention program, special education program or other multi-disciplinary team shall be eligible for the Special Needs status. The family must provide the CCR&R with a copy of the child's assessment verifying the special needs status. The determination of special needs status may be made at the CCR&R Agency level. Once documentation is received, the CCR&R case manager shall enable the special needs box on the child screen in the Child Care Assessment.

3.1.2.3. **In the case where Special Needs status is unlikely to change.** After the initial determination of Special Needs status, the CCR&R case manager is not required to obtain further verifications for the special needs child over the life of the child care case.

3.2. Family Criteria

The child must reside or live at the same address, with a family meeting the following criteria: the family('s):

3.2.1. Joint Custody

In cases where parents have joint custody or share custody of their children and both parents are eligible to receive Supplemental Child Care Assistance or West Virginia Child Care Subsidy, the parents shall have separate cases and shall be treated as two (2) families. Each parent is responsible for paying the fee on the days the child is in his or her custody. The amount of fee paid is determined as follows:

3.2.1.1. When the parents use different providers, each parent must pay the fee amount based on his or her program mandates.

3.2.1.2. When the parents use the same provider, each parent shall pay the amount of the lowest assessed fee.

A. To ensure that the provider is aware of the correct fee, each Supplemental Child Care Assistance Coupon and/or Child Care Certificate shall reflect the lowest assessed fee. The Coupon/certificate reflecting the higher fee should be manually changed to the lower fee.

B. Case Managers shall not close cases in this situation for inactivity unless both parent's cases reflect no activity for 90 days.

3.2.2. Foster Parent(s) and Kinship/Relative Foster Parents

For a foster parent(s) and Kinship/Relative Foster Parents who need child care and do not qualify for the Child Care Subsidy Program, services are available for children in the custody of the State of West Virginia, providing that the foster or kinship/relative Foster parents do not own assets in excess of one million dollars (\$1,000,000). The foster or kinship/relative foster family must report and verify all household income. (See Chapter 1, for definition of foster parent and Kinship/Relative Foster parent).

3.2.2.1. To verify official Foster, or Kinship Relative Status, and to verify that the child is in the legal custody of the State of West Virginia, the person must supply the CCR&R worker with a copy of one of the following:

A. West Virginia Department of Health and Human Resources Medical Care Authorization for Child in Foster Care (SS-FC-40)

B. Foster Care Plan and Placement Agreement (FSC-0031 or SS-FC-6a)
(NOTE: Worker will accept these forms with or without notary seal.)

C. Court Order

D. Written verification from State approved Foster Care Placement Agency

NOTE: Foster or Kinship Relative parent will not be approved without receipt of verification of child's legal status.

3.2.2.2. If the foster or kinship/relative foster parent presents with alternate verification of child status the CCR&R worker will contact the Policy Specialist at the Division of Early Care and Education for approval of the document.

3.2.2.3. When filing, each foster child or sibling group is a separate family within the household.

3.2.2.4. The CCR&R worker shall designate one of the parents as head of household but exclude foster or kinship relative family household income in determining eligibility.

3.2.2.5. Foster or kinship/relative foster parents cannot receive Supplemental Child Care Assistance payments or place the child in any child care center, family child care facility, or family child care home of any type in which they own all or part of the care facility.

CHAPTER 4: DETERMINATION OF NEED FOR SUPPLEMENTAL CHILD CARE ASSISTANCE

4.0. Need for Child Care

To be eligible for Supplemental Child Care Assistance, families must have been screened for eligibility for the Child Care Subsidy (CCDF) program and been found ineligible.

Supplemental Child Care Assistance recipients who do not use child care assistance for an extended period no longer demonstrate an established need for child care assistance and therefore may not remain an active case. (See West Virginia Child Care Subsidy Policy & Procedures, Chapter 6, Section 6.1.4).

4.1. Activity: State Opioid Response or Jobs & Hope:

4.1.1. In addition to Identification; Child Citizenship; Residency, and household income the following verifications are required:

4.1.1.1. State Opioid Response Program (SOR): SAMHSA Funded SOR Childcare Referral form

4.1.1.2. Jobs & Hope Program: Jobs & Hope Child Care Referral Form

4.2. Need for Care and School Age Children.

It is a violation of Federal Regulations to pay for child care during the time that a child could attend public school. However, payments can be made for children who are unable to attend school for short periods of time due to illness or suspension, or children who have been deemed unready for kindergarten. Supplemental Child Care Assistance Parents of children deemed unready for kindergarten should be encouraged to seek placement in Pre-K if room is available. The parent must provide documentation from the school board that their child has been deemed unready for kindergarten. The CCR&R case manager shall file this in the Correspondence Section of the Client file.

CHAPTER 5: CLIENT CASE MANAGEMENT & CONTINUED CONTACT

5.0. Client Case Management Overview

It is the responsibility of the CCR&R agency to maintain an eligible case load by having continued contacts with families, reviewing the case record as needed. The importance of contact with parents cannot be over emphasized. Contacts with parents shall be used to:

- Determine continued need for Supplemental Child Care Assistance services.
- Determine if child care arrangements are satisfactory.
- Be updated on changes in the family's situation, and
- Offer support through linkage with community resources.

The Supplemental Child Care Assistance Contact Narrative Form will be used by child care staff to document case activity similar to the FACTS Case Contact Screen.

Once deemed eligible, the child shall receive services "at least at the same level" for the duration of the eligibility period. This means that the benefit cannot be reduced during the eligibility period.

If the parent reports changes within the eligibility period that would increase the family's benefit, the case manager must reassess the case to and make the appropriate increase in the family's benefit.

IN ALL CASES, FAMILIES SHOULD BE SCREENED FOR SUBSIDY ELIGIBILITY

5.1. Case Management

The CCR&R case manager should review their Supplemental Child Care Assistance caseload monthly.

5.1.1. Redetermining Eligibility: The Status Check

The continued eligibility of each family receiving Supplemental Child Care Assistance services shall undergo a status check periodically, normally completed before the end of the eligibility period for each program. Although status checks must be done by mail, staff are encouraged to have a personal contact with parents at this time. This may best be accomplished with a telephone interview. After status checks or other contacts with the family, the case manager should document the case notes using the Supplemental Child Care Assistance Narrative Form, record and send proper notices to the parent.

5.1.2. The CCR&R case manager will be required to maintain a Status Check tracking schedule for the Supplemental Child Care Assistance Cases. The tracking schedule method may be created by the Case Manager but MUST be approved by the CCR&R Supervisor.

5.1.3. Status Checks will be completed on the following eligibility period schedules:

A. Kinship Relative Foster Parents – Twelve (12) Months

B. Foster Parents – Six (6) Months

C. Jobs & Hope (JH)– Six (6) Months

D. State Opioid Response (SOR) – Twelve (12) months. Client can renew as long as they continue to receive recovery services.

5.1.4. If a Supplemental Child Care Assistance status check or application approval was completed January 20, 2020, the next status check will be mailed the first day of the last month of eligibility. The CCR&R will consider the status check overdue as of the last day of the last month of eligibility. If an assessment is not completed and eligibility determined by the Case Manager, within 30 days of the eligibility end date, the State will longer process payments to the provider. Every effort should be made to review and complete status checks in a timely manner. In rare instances where status checks are not reviewed and completed within 30 days following the eligibility end date, and payment is due to the provider, the CCR&R must notify the Division of Early Care and Education for assistance.

5.1.5. Procedures for Completion of Status Checks

The CCR&R case manager shall review their Supplemental Child Care Assistance Tracking Schedule monthly for a listing of cases due for status checks.

5.1.5.1. Supplemental Child Care Assistance Status Check Time Frames

When a status check is due, the Supplemental Child Care Assistance Notification of Redetermination, and the Supplemental Child Care Assistance Status Review form will be mailed to the parent. The family will be asked to complete and return the form. The status check form shall be mailed no later than the first day of the month, with the due date the 15th day of the month and closure date 13 days later or the last day of the month.

5.1.5.2. Parent and Provider Notifications

The parent needs to return the Supplemental Child Care Assistance Status Review with all required documentation/verification for work, school, income, and new referral forms. If it is not returned by the 15th day, then the Provider Notification Letter, shall be sent to the child care provider notifying them of the parent closure effective the last day of the month. If it is returned, the case manager will evaluate the information considering current eligibility requirements and determination of continuing need. If the case remains eligible, the case manager is to complete an assessment, and document the case activity using the Supplemental Child Care Assistance Case Narrative Form in order for services to continue. If an assessment is not completed within 30 days of due date, the State will not allow further payment to be made.

5.1.5.3. Status Check – Continued Eligibility

When a family is determined to remain eligible at status check, the CCR&R case manager shall issue the Supplemental Child Care Assistance Coupon to notify the parent of on-going eligibility and/or change of fees. The parent shall then take the Coupon to the

provider. The Coupon is to be signed by both the parent and provider. Upon completion of the status check, an entry will be made in the case using the Supplemental Child Care Assistance Case Narrative Form, of all information to update the record.

5.1.5.4. Status Check – Family Found Ineligible

If the family is determined to be ineligible at status check, the CCR&R case manager shall issue the Supplemental Child Care Assistance Parent Notification of Denial or Closure, to notify the parent of termination of services and their right to appeal this action. The CCR&R case manager shall issue the Supplemental Child Care Assistance Provider Notification Letter to notify the provider that the family is no longer eligible for child care services.

5.1.5.5. Status Check – Case Closures

The case managers should request the case for closure from the supervisor no later than noon on the first working day of the month. The supervisor should have all cases approved for closure by the end of the day on the first working day of the month.

5.1.6. Reminders for Changes in Child Age

The Case Manager Tracking Schedule should track children who are reaching their 2nd, 3rd, or 5th birthday, resulting in a change in the payment rate at the time of Status Check and when they become ineligible due to aging out of the program.

5.1.6.1. Payment Rate Changes Based on Child’s Age

The Case Manager will review the ages of each child at the time of Status Check and make the appropriate changes of the provider reimbursement rate when issuing a new Supplemental Child Care Assistance Coupon.

5.1.6.2. Aging Out of Care

When a child turns age 13, the worker should send appropriate 13-day notices to both the parent and the provider noting the date child(ren) become ineligible.

5.2. Additions to Family Size.

If the case worker has reason to believe that the client is not accurately reporting family size, the case manager can request verification: i.e., birth certificate, adoption documents, statement of acting *in loco parentis* for the addition of a child.

5.2.1. Adding a Child

To add a child in the middle of an assessment period the case manager shall:

5.2.1.1. Complete a new assessment, adding the child to the case by collecting the appropriate verifications and documenting the activity on the Supplemental Child Care Assistance Narrative Form. The Case Manager will issue a new Supplemental Child Care Assistance Coupon.

5.2.2. Adding a Spouse or Biological Parent

To add a spouse or biological parent to household in the middle of an assessment period the case manager shall:

- 5.2.2.1.** Send a Supplemental Child Care Assistance Parent Closure Notice to the client requesting new income, employment, school verifications or program referral forms to be returned within 13 days for the spouse/biological parent added to the home.
- 5.2.2.2.** Include in the notice, that the child care case will close within 13 days if the requested verifications are not returned.
- 5.2.2.3.** Send a Supplemental Child Care Assistance Provider Notification - to all child care providers connected to the case, noting impending closure date.
- 5.2.2.4.** Close the case on the date given in the notice, if verifications are not returned within 13 days, or verifications show that the family is now ineligible.
- 5.2.2.5.** Complete a new assessment if returned verifications show that the family is eligible. The beginning date for the assessment is the first day of the month after the spouse/biological parent has joined the family. Example: The case manager is notified on 4/16/20 that the client has married. The case manager mails a Supplemental Child Care Assistance Parent Closure Notice to the client requesting income, employment/school verification or program referral form, for the spouse by 4/29/2020. The client returns requested verifications by 4/21/2020, and the verifications show the family is eligible. The case manager will complete a new assessment on the case with a start date of 5/1/20.
- 5.2.2.6.** After completing the assessment, the case manager shall mail a new Child Care Coupon to client, noting the new daily fee, if applicable. The case manager shall also mail a Supplemental Child Care Assistance Provider Notice noting the new fee.

5.3. Changes in the Level of Need for Care During the Coupon Period

Clients may need to request changes to their level of need for child care during the Coupon period. These changes should not move the recertification date of the Coupon or increase the child care fee.

- 5.3.1.** The client should submit documentation of the need for change.
- 5.3.2.** The case manager shall make no changes to the household income unless the client is also requesting a reduction in fees (See West Virginia Child Care Subsidy Policy & Procedures Chapter 6, Section 4.6). If the client is not requesting a reduction in fees, do not change any of the income information at this time. Wait until the previously scheduled review date.
- 5.3.3.** The case manager should document the requested change.
- 5.3.4.** The case manager will issue a new Supplemental Child Care Assistance Coupon reflecting the correct level of care to the client.

5.4. Parental Child Care Fees – Jobs & Hope Program

Most Jobs & Hope child care recipients will be required to pay a portion of the cost of the service as a fee to the child care provider. Fees shall be paid for each child as indicated on the Supplemental Child Care Assistance Coupon. Fees vary according to family size and income. Applicable fee amounts must be indicated on the Supplemental Child Care Assistance Coupon provided to each parent. The Jobs & Hope sliding fee scale is included as Appendix A.

5.4.1. Who Pays Fees?

Parent(s) participating in the Jobs & Hope program will be required to pay a fee based upon the Jobs & Hope Sliding Fee Scale (Appendix A). Children who are in the legal custody of the State of West Virginia and who are in approved foster homes, approved Kinship Relative Foster homes are exempt. Parents who are participating in a State Opioid Response (SOR) program are also exempt.

5.4.2. Who Collects Fees?

Child care providers will be responsible for collecting fees from parents but may charge only those fees indicated on the Supplemental Child Care Assistance Coupon. If a parent uses more than one provider, both providers will collect the fee.

5.4.3. How Are Fees Determined?

The fee a Jobs & Hope (JH) parent is charged is based on the family size, income, and number of children in care. The sliding fee scale in Appendix A lists income ranges and corresponding fees that parents must pay in order to receive Supplemental Child Care Assistance benefits.

5.4.3.1. Once a parent's monthly gross income has been determined, the case manager refers to the sliding fee chart to determine the column representing the family's size, and then the income level.

5.4.3.2. A daily fee will be assessed for each child in care.

5.4.3.3. The daily fee amount will be the same for each child.

5.4.3.4. If more than three children need child care, the fee will be assessed only for the three youngest children. Parents shall not be charged for more than 3 children.

5.4.3.5. With the exception of the initial Coupon, which may show an effective date in the middle of a calendar month, the parent fee is to be initiated or the fee amount changed at the beginning of a calendar month. For example: If an assessment completed July 2020 shows an increase in the daily fee, the parent and provider shall be sent notification letters that the new fee will be effective 8/1/2020.

CHAPTER 6: PURCHASE OF CHILD CARE THROUGH SUPPLEMENTAL CHILD CARE ASSISTANCE COUPONS

6.0. Overview.

West Virginia's Supplemental Child Care Assistance program is a Coupon system. Coupons authorize payment for parents in lieu of cash. Providers are paid directly upon receipt of the Supplemental Child Care Assistance Coupon in the West Virginia Department of Health and Human Resources Division of Finance. The Coupon acts as an invoice.

6.1. Parental Choice

When a family is determined to be eligible for Supplemental Child Care Assistance services, a Supplemental Child Care Assistance Coupon is issued to the parent. This Coupon serves as proof that the Department of Health and Human Resources will be responsible for payment and contains pertinent information about the family and the amount of the fee to be paid by the parent. The parent shall use the Coupon to purchase care from a child care provider of choice. In all cases of parent-selected unregulated care, before issuing the Coupon, the CCR&R case manager shall search FACTS to determine if the potential provider has been previously denied or terminated as a provider. If the denial or revocation notes that the provider is ineligible to participate in the subsidy system because they are unable to meet regulatory requirements, the parent shall be informed that the provider will not be approved. She/he may select a different provider.

In order to ensure that parents are given a variety of child care options, Supplemental Child Care Assistance Coupons may be used to purchase care at the following child care provider types located within West Virginia. Parents may not use Supplemental Child Care Assistance Coupons to purchase care with out of state providers.

See West Virginia Child Care Subsidy Policy, Chapter 7 for the description of each provider type.

6.2. General Payment Provisions of the Supplemental Child Care Assistance Coupon System

6.2.1. Payment Rates and Definitions.

Rates for payment of Supplemental Child Care Assistance services include a base rate for each type of care. (See Appendix B). Rates are based on a full day, which is defined as care for at least four (4) hours but less than eighteen (18) hours per day. Providers accepting Coupons must agree to accept the applicable rate as full payment of care for up to an eighteen-hour period. However, a parent who leaves a child past the provider's established closing time may be charged a late pick-up fee provided all parents are expected to pay this fee.

6.2.2. Payment Limitations.

Payment to a provider for an individual child is limited to one full day in a twenty-four (24) hour period, and to no more than the total number of days in a calendar month. The total number of hours a child can remain in care shall not exceed 18 consecutive hours of care in a 24-hour period regardless of if the child is with more than one provider for that day.

6.2.3. Use of Multiple Providers.

A family may request payment for more than one provider if circumstances indicate a need, such as the parent works during the day and attends school at night or a child care center closes several hours before the parent's shift ends. The CCR&R case manager should encourage the family to use a primary provider to the maximum extent and explore other options. However, if no other options are possible, the CCR&R case manager shall request approval from the CCR&R supervisor to pay a second provider. The supervisor may approve the situation if she/he determines it is in the best interest of the child and family. No more than two providers may be approved for the same child. Additionally, both providers shall charge a fee when two providers are used.

6.2.4. Use of Substitutes.

When a provider uses a substitute, payment to the substitute provider and collection of the daily fee shall be the responsibility of the provider. The provider may claim days of care provided by the substitute on the payment form and pay the substitute upon receipt of payment, but the agency shall not provide direct payments to substitutes. Providers may not subcontract with another provider on a regular basis but may use substitutes on an infrequent basis for emergencies, planned vacation, training or sick leave. Substitutes in family child care homes shall be used for periods of not more than two consecutive weeks annually or more than an average of 8 hours weekly **Coupon System Payment Rates.**

Payment for child care is based on the type of care, age of child, special needs of individual children, and nontraditional hours.

6.2.4.1. Base rates are broken into four age categories:

- A. Infants – children aged birth to 24 months.
- B. Toddlers – children aged 25 – 36 months.
- C. Preschoolers – children aged 37 – 59 months.
- D. School Age – children aged 60 months and over.

6.2.4.2. In addition to the base rate, providers may be eligible to receive two types of rate supplements:

- A. **The Special needs supplement** for children with documented special needs and children receiving services based on a CPS safety or treatment plan of \$2 extra per day per child.
- B. **The shift differential rate supplement**, which is based on the family's need for care during non-traditional work hours, is \$4.00 daily per child and is available for all types of providers for any days of care that meet the following definitions. Parents

shall supply documentation of need for non-traditional child care hours at the time of application and each status check.

Non-traditional child care hours are defined as:

- Care for four (4) hours 0 minutes, either before 6:00 am or after 7:00 pm Monday through Friday.
- Care for four (4) hours 0 minutes on a Saturday or Sunday; or
- Any 12-hour work/school shift or split shift which equals twelve or more care hours (including transportation) in a 24-hour period.

6.2.4.3. The **Monthly Rate** will be used for base rates

6.2.4.4. Full Day: A full day is considered care for at least four (4) hours zero (0) minutes but less than eighteen (18) hours per day from the time the child enters care to the time he leaves.

6.3. Supplemental Child Care Assistance Payment Process

In order to receive payment, a provider must mail the Supplemental Child Care Assistance Coupon directly to the following address:

West Virginia Department of Health and Human Resources
Bureau for Children and Families
350 Capitol Street, Suite 730
Charleston, WV 25301

Providers WILL NOT mail the Supplemental Child Care Assistance Coupon to the Child Care Resource and Referral Agency.

CHAPTER 7: RECORDING PROCEDURES

7.0. Introduction

Information on clients and providers shall be recorded manually by the Case Manager using forms prescribed by the West Virginia Department of Health and Human Resources, Division of Early Care and Education. For all information regarding the Supplemental Child Care Assistance Case, the CCR&R agency shall maintain case records for client. All significant contacts made with providers and clients are to be maintained in this case record.

7.1. Filing Procedures

Client files shall be maintained and forms filed into the following sections of the case records:

7.1.1. Client Case Record

7.1.1.1. Core Eligibility Block

- A. Proof of identity for client.
- B. Proof of citizenship for children needing care.
- C. Proof of West Virginia Residency.
- D. SOR/JH Referral Forms

7.1.1.2. Application/Documentation Block

- A. Supplemental Child Care Assistance Application for Services/Signature Page, and supporting documentation
- B. Supplemental Child Care Assistance Status Check Report, and supporting documentation
- C. Supplemental Child Care Assistance Notification to New Applicants
- D. Supplemental Child Care Assistance Parent Notice of Denial or Closure
- E. Supplemental Child Care Assistance Parent Notification of Redetermination
- F. ECE-CC-1B Employment Verification Form
- G. ECE-CC-1C Self-Employment Ledger Form
- H. ECE-CC-0612B Change of Information Notification
- I. Supplemental Child Care Assistance Provider Notification Letter – Parent Eligibility

J. Supplemental Child Care Assistance Contact Narrative form

K. Other correspondence with client

7.1.1.3. Policy Exception and Special Needs Documentation Block

A. Documentation for Policy Exception Requests.

B. Court Documents for court-ordered care.

C. Documentation of Special Needs for children.

7.1.1.4. Legal Block

A. Supplemental Child Care Assistance Services Parent Services Agreement

B. Supplemental Child Care Assistance Coupon

C. ECE-CC-19 Child Care Repayment Agreement

D. IG-BR-29 Hearing/Grievance Request Form

7.2. Record Retention and Disposal

The current Retention and Disposal Schedule indicates that child care records (client and provider) shall be retained for seven years after closure. However, if any litigation, claim, negotiation, audit, disallowance action, or any other action involving the record has been started before the end of the seven-year retention period, the record shall be retained until completion of the action and resolution of all issues that arise from it, or until the end of the seven-year period, whichever is later.

Case records pertaining to ongoing or completed fraud investigations shall be retained until seven years after the conclusion of the investigation and the resolution of any action that arises from it.

Case records which have met the required retention period shall be destroyed. Destruction of case records will be accomplished by shredding. Document destruction will be suspended immediately, upon any indication of an official investigation or when a lawsuit is filed or appears imminent.

7.2.1. Supplemental Child Care Assistance Application form

The Supplemental Child Care Assistance Application Form shall be completed at time of application.

A. The application shall be completed by the parent during an intake interview scheduled within 5 days of original contact for clients served in main offices.

B. The application shall be completed by the parent during an intake interview scheduled within 10 days for clients served at outreach offices, only when approval to visit outreach sites less often than weekly has been granted by the Division of Early Care and Education.

C. The parent shall contact the CCR&R agency for an office appointment where the application and other forms will be completed.

7.2.2. Supplemental Child Care Assistance Status Review Form

The Status review form shall be completed by the client at the end of the eligibility period based upon the participation in the specific Supplemental Child Care Assistance program.

7.2.3. Child Care Parent Notification of Redetermination for Supplemental Child Care Assistance – Will accompany the Supplemental Child Care Assistance Status Review Form, to notify parent of the end of eligibility status check

7.2.4. Supplemental Child Care Assistance Parent Services Agreement

Once it has been determined that the children need child care and the family is eligible, the Parent Services agreement should be completed, and the client shall sign an original and one (1) copy. The original is filed in the legal block of the client case record, a copy is given to the parent. The case manager should carefully explain to the parent their responsibility to keep the agency informed of changes in income or circumstances.

7.2.5. Supplemental Child Care Assistance Change of Information Notification
Clients can use this form to report any changes.

7.2.6. Supplemental Child Care Assistance Coupon

Upon approval of the family for Supplemental Child Care Assistance services, the Child Care Coupon shall be completed for the parent. The original is given or mailed to the parent who may use it to purchase care according to the terms of the Coupon. Supplemental Child Care Assistance Coupons are issued for one month and are valid for no more than one (1) month. A new Supplemental Child Care Assistance Coupon will be issued for the next month. The provider must receive a Supplemental Child Care Assistance Coupon from the parent before the expiration date in order to continue child care payment.

7.2.6.1. The Supplemental Child Care Assistance Coupon will be issued on colored paper to distinguish from which program funding source the payments will be made.

- A.** State Opioid Response (SOR) – light purple
- B.** Jobs & Hope (JH) – light green
- C.** Foster/kinship – light yellow

7.2.6.2. The case manager will validate The Supplemental Child Care Assistance Coupon with a signature and seal.

7.2.7. EE-CC-10E Emergency Information

Eligible parents shall be given one (1) Emergency Information form for each eligible child. Parents shall complete, notarize, and return the emergency forms on all children prior to child care placement.

7.2.8. Supplemental Child Care Assistance Parent Notification Letter

This letter is sent to child care parents to notify them of information regarding their eligibility for child care services. The original is sent to the parent, with a copy saved in the Case Record.

7.2.9. ECE-CC-3 Child Health Assessment Form This form must be completed upon initial child care placement of children aged 6 years and under and every two years thereafter. Completed forms are to be maintained by the child care provider.

7.2.10. Supplemental Child Care Assistance Case Narrative Form

This form will be used by Case Managers and any other Child Care Staff to document activity in the case. The form will be used in place of the FACTS Contact Screen.