

New application

Intake worker receives application

Applications will be reviewed ASAP but within **10 business days**

Approved

If all paperwork is completed, childcare will be opened & transferred to ongoing worker.

Pending/Suspended

If incomplete or awaiting provider info, transfers to CCW who **once info is complete** will process ASAP up to an **additional 5 working days**

May vary especially if the participant needs CCAP to get or keep a job.

Redetermination

Eligibility for CCAP must be redetermined every 6 months

Renewal is received and complete. If all paperwork is in (transmittals and provider info is complete) childcare will be opened ASAP or **within 10 working days**. If the renewal had been received timely and had not already closed, there may be no lapse.

Renewal is received and not complete. CCW will process everything they can first, then await complete paperwork. Depending on when paperwork is complete, processing guideline is ASAP or up to 5 additional working days.

New transmittal

Changes that affect the participant's activity include: start/stop employment, job search, school, and social service activities

A new transmittal is received that changes the activities but not the hours. **No delay or change in childcare hours.**

A new transmittal is received that decreases the # of hours. **No delay in receipt of childcare while hours are being adjusted.**

Activity ends with no activity replacement, increase in hours, or change of childcare provider. Childcare provider needs a 2 week notice. Case becomes closed until status changes. If case closes, participant will have to reapply.

Whenever possible CCAP management expects the following guidelines to be followed. **The situations shaded in orange are the most expedient situations.** The situations in blue are typically missing something that needs a resolution and can at times significantly delay childcare.