

**Q &A Following (April 2013) Child Care Training and
Subsequent Questions (May 2014 and October 2014)**

This is a system of collaboration; we have shared goals of serving families to their fullest potential and their individual goals to strengthen their families via employment and self-sufficiency

Questions from April 2013 CCAP/ EGC Training:

1. What are the exemptions granted to the Teen Parent Programs?

Re: Absent days?

There are some teen parent school programs that are allowed an exemption to the 25 absent day limit. This exemption is not available to EVERY teen parent, only those whose children attending the qualifying providers: Agape, Harding, Mounds View ALC and Harmony Learning Center. The teen parents using other providers are still limited by the 25 absent days per year.

2. Do we need to send a new child care transmittal after we cure a participant's sanction?

Yes. Many sanctions occur because of participant break in activity, we need to know what the new activity is, or to confirm that the activity has restarted or is ongoing. The communication of approved activity is done by sending an updated transmittal.

3. How long is the process to appeal child care provider In-Home based for child's disability (outside completing the form)

It is not an appeal. The parent may complete a Parent Request for in-Home Child Care form (DHS-6475). If the request is approved by DHS, the county can pay the In Home Child Care Provider from the approval date. We cannot back pay the provider.

4. What constitutes a child support sanction?

Any action, or inaction, that causes the Child Support Enforcement Worker to list the participant under *non-cooperation* status. There is not a time limit on non-cooperation; participants must satisfactorily cooperate with the child support office for every child in their household (under age 18.) Child Care Workers check the PRISM system to monitor cooperation at time of application and redetermination, we also take immediate action if non-cooperation is reported, this can result in closing at any time during the month; any of these factors could lead to child care showing non-cooperation before the sanction takes effect in MAXIS.

5. Absent days include what?

An absent day is any day that the child was expected but does not attend child care. Perhaps better defined as any day the provider bills for but the child did not attend. For participants with varied schedules it is important that if they are using a center or licensed family home provider they notify them ahead of time what days they will and won't be using care to avoid absent days.

6. Cases that are transferred from county to county, do they need to reapply or just transfer?

If the case is closed, the participant must reapply in Ramsey County. Active Participants that transfer from one county to another county are sent the following written notice when their case is transferred:

(Example)

You told us you are moving out of our county to another county on April 30, 2013. Your child care assistance in our county will end on June 30,

2013. (MN Stat. 256G.07, MN Rules 3400.0060 subp 8 and 9, and 3400.0080 subp 8)

To keep receiving child care assistance after June 30, 2013, you must:

- 1. Continue to be eligible; and*
- 2. Contact the Child Care Assistance Program in your new county. You need to do this as soon as possible, but no later than 60 days after you move.*

*RAMSEY COUNTY HUMAN SERVICES
ST. PAUL, MN 55101-1420*

*160 KELLOGG BLVD E
(651)266-4019*

We will tell your child care provider that your child care assistance from our county will end on June 30, 2013. If you change providers before June 30, 2013, you must tell the county and the provider at least 15 days before the end of care.

If you do not move out of our county and want to continue getting child care assistance, you must tell your child care worker right away.

You can appeal this decision. Your appeal rights are on the back of the (MN Rule 3400.0230) letter.

7. Is participant able to get child care before 6 weeks (newborn) if provider is willing to provide it?

It is not legal for a licensed provider (Center or Licensed Family Home) to provide child care for children less than 6 weeks of age.

A legal non-licensed provider (such as a family member or friend) that is registered with Ramsey County may agree to take the child and we will pay for that if that provider is approved for the family requesting care.

8. If the participant does not receive a child care redetermination in the mail for whatever reason, where can they obtain another?

The participant can call their child care worker to request another form. The form is also available online as DHS-5274. If the case has already closed, the participant must complete a new child care application to re-apply.

9. If participant is participating in work experience, what can be done to prevent an overpayment/absent days if they meet deemed hours in work experience for the month?

This is something for you to consult your manual and/or discuss with your supervisor and co-workers to come up with a solution for.

Be mindful of the amount of child care you approve. Over issuing is a potential hazard where an overpayment could stem if child care was used and participant was not in an activity the entire time the care was issued.

Absent days (maximum of 25 per calendar year) are used by the provider when the child is not present during any part of the schedule day. Communicate with your participant about reporting activity change and if participant does not need all the hours you are giving them, adjust the transmittal and reduce so absent days do not need to be used.

10. Does a new child care transmittal need to be submitted every month for the work experience participants that reflect FLSA hours?

As an Employment Counselor, you would have to verify this with your manual and supervisor. From the Child Care standpoint, we need an updated transmittal when an activity and/or hours change. If the activity or hours are not changing each month, then no, we would not need a new transmittal.

11. Does the Child Care Worker want an employment verification form faxed along with a child care transmittal and applications if applicable?

Yes. This would be ideal; if all forms are completed correctly it would also ensure no delay in the processing of the application.

12. Should a Child Care Worker be cc'd or faxed a copy of the sanctions when the EC imposes a sanction?

Only one copy is needed in the participant's file. Our paperless system now allows both Financial Workers and Child Care Workers to see Status Updates when received. If you want a Child Care Worker to end care, email the Child Care Worker and let them know. Remember, a 15 day notice is always given for a negative action to the participant and provider.

13. How does coverage work with a participant that has a rotating work schedule?

Should a new transmittal be submitted every time? No, not as long as the transmittal reflects the rotating-shift schedules. Also an active participant will be expected to provide the employment verification form within 15 days and this should have the rotating schedule on it.

Is it the participant's responsibility to inform Child Care Worker? An active participant would be responsible to provide an Employment Verification form within 15 days of the start/change date showing the Rotating work schedule.

If employment verification is not received in 15 days, then a 15 day closing notice is sent.

14. Can a participant choose not to get travel time?

No, travel time needs to be included so that when a participant drops their child off they have time to get to their job, school or other activity and then time allowed to go back to pick up their child/ren. Travel time is not allowed though if the participant is employed at the child care center that they bring their children to, or go to school at the same location the center is in.

15. If a participant is trying to start a job and needs child care to start the job but the Work Verification says schedule will vary, how should we fill out the transmittal?

A two week work schedule needs to be submitted by the employer. At this time we will average out the hours that are set on the schedule and if the participant reports that they have significantly changed after the 2 week period, we would need another 2 week schedule. Hopefully there will be a pattern and we will be able to issue enough care biweekly to cover the participants need.

16. Do they consider Income Tax Returns as income?

No. The participant must report the Tax Refund to the MFIP/Cash worker.

Suggestions from ES to CCAP (April 2013 Training):

1. Please send child care approval notice to participants.

We already do. All case actions including: approval, openings, closings, co-pay change, service authorization hours change, etc are automatically created and sent out by the state system. Workers also send out letters to request missing verifications or anything further needed to process approvals.

2. Email communication is traceable communication so let's also do email communication for child care applications.

Fax is the way we would like applications to be submitted. These transmissions are also immediately traceable from the time they appear in our system and show the workers who have handled the electronic document. **Fax# 651-266-3931**

3. Is it possible for a case note to be written when an application is received in MEC2?

Often there is no case created yet for new child care cases and we are unable to leave notes until the case is created at the time of application. There is a note that the application has been received

or returned in MAXIS, or a call to the call center can verify that the documents are here and in our Electronic Document Management System.

4. ES division should revise Employment Verification Form if FEIN is needed for CCAP purposes.

The DHS 2146 Employment Verification Form now has a place for the FEIN#.

5. Need Redetermination forms.

Redetermination forms are sent out by the state. If a participant needs another redetermination form, they will need to contact their Child Care Worker and the worker can re-send the redetermination to them which will be re-sent by the state, or the document can be downloaded and printed from the DHS website under E-Docs (DHS E-Docs form #5274).

6. You should list the number or link for child care providers to acquire ID # when needed or develop a handout to do this.

The number can be obtained by calling the CCAP Call Center at 651-266-3899. Only approved providers are given a number after their registration has been completed. Unapproved / non-registered providers do not have numbers assigned and would have to complete that process prior to being assigned a number or being eligible to receive CCAP payments.

7. Add a line/space for provider information on the child care transmittal.

The Child Care Application and Redetermination form both have sections to list provider information. Our transmittal forms need to be kept to one page and have been reviewed by supervisors from both Child Care and Employment Services. The information on the transmittals has been agreed upon and adding a section for providers would be redundant when space is limited. Thank you for the suggestion.

Please Note: Page 2 of the Status update (DHS E-Docs form #3165 has Provider change space.)

Questions from May 2014:

1. If an MFIP family is homeless, can they use a PO Box for an address?

A PO Box cannot be used unless it's a battered women's shelter or "Safe at Home," with a Lot #, otherwise a physical address is always required. Families can live with relatives, friends and others where they can receive mail and submit a written statement from who they stay with or they can sign up at the Post Office to receive mail General Delivery and provide a written statement from where they are staying.

2. What should be done if an MFIP family has an immigrant or refugee status, and is unable to provide a copy of a birth certificate?

Paperwork documenting the immigrant or refugee date of entry into country, listing the children's names and ages can be used in place of birth certificates, as well as other immigration documents.

3. Can ES Counselors help families with locating eligible providers and with filling out applications and re-certifications?

Yes! As part of the coaching activity and retention goals and in spirit of practicing sound executive function skills, ECs are strongly urged to learn more about available CC Providers as well as overall CCAP processes and to use CC goal planning as part of the Coaching (10ACC) activity. It is WFS' belief that retention starts with day one as part of the coaching/ goal planning activities and better prepare families with success in obtaining and retaining education and employment activities.

4. Can a participant involved in a self employment activity receive child care?

Yes. Self employment always requires a transmittal. ECs should calculate the number of child care eligible hours based on the FAS calculation of hours worked. The EC must submit a transmittal for self employed activities and verify proof of documentation of hours. WFS strongly suggest that the plan is written for full time activities and that the EC work with the family towards developing the business to become a full time employment and to be a successful business.

Questions from October 2014:

1. How does Basic Sliding Scale (BSF) work for those enrolled in education and going off MFIP?

Participant can only transfer from MFIP directly to BSF if the funds are available. Presently, there are only funds available for P1 activities which include enrollment HS Diploma, GED, and ESL programs.

2. Which way is best for communicating with CCAP?

Effective November, 1, 2014, ALL documentation (transmittals and supporting verifications, etc.) must be faxed to the Laserfiche **Fax at 651-266-3931**. * Remember that the application is double-sided and that faxes need to be sent single page reflecting all pages of the document.

3. What documentation is needed with the CCAP application?

Participant has no job- EC needs to attach a transmittal which includes ALL approved activities.

Participant already working less than 20 hours a week, or in other non-work activities- EC needs to attach a transmittal which includes ALL approved activities along with 30 days check stubs and 30 days work schedule or 60 days work schedule if schedule varies with the 30 days check stubs. *

Participant has a NEW job- Participant working 20+ hours with a standard schedule- EC needs to attach check stubs and/or employment verification AND a work schedule demonstrating 30 days of work. This needs to be done within 15 days of opening the case. *

Participant working 20+ hours with a “varied” schedule- EC needs to attach check stubs and 60 days work schedule or employment verification that reflects their varied work schedule. *Use Laserfiche records and/or WF1 MAXIS interface to find copies of pay stubs and/or recorded work hours and help the participant to create a work history. *

***Note:** The Work Number does not give the clients work schedule.

Use LF records and/or WF1 MAXIS interface to find copies of pay stubs and/or recorded work hours and help the participant to create a work history.

If you can't get back check stubs, then ask then help the client to recreate the schedule on paper and then ask the client to ask the employer to sign off on that record. If the employer refuses to sign off on that then the client and the EGC need to sign off on that paper and submit to CCAP. This needs to be done within 15 days of opening the case.

4. Could a participant receive a denial letter and not really be denied?

Yes, there are sometimes errors when an automatic denial letter is generated, but the application hasn't really been denied (E.g. CCAP worker resolved issue, but system had already generated automatic denial letter). When a denial letter, is received, the participant themselves, or the ES worker as an advocate, should contact CCA worker to determine true status if the application.

5. Once a client applies, how long does a participant have to submit required documentation/ verification, etc. before the case will be denied for insufficient documentation?

The participant has 30 days to submit required documentation once child care reviews the application and sends a memo to client with a 30 day date to return the needed documents. A denial notice may be generated and sent by DHS that may in fact be before the date we have given the client in the CCAP memo, and CCAP we tell the client to use the date they are requesting the documentation to be in instead of the DHS letter's date. ES should track status of application and actively support participant as needed.

6. How do we treat two-parent families?

Separate transmittals, but transmittals must reflect the times each parent is in activity. If it's a case of one parent works nights and the other parent is in daytime activity, we would pay child care during the day while the night shift parent is sleeping.

7. When do re-determinations occur?

Six months from application and participants are expected to show 30 days of work schedule and check stubs. If more child care than hours worked was used, there will be an overpayment penalty faced by the participant. *EGCs- remember to regularly check in on hours and use of child care.

8. Post Secondary Information

When approving post-secondary education activities and requesting child care, make sure participants submit a copy of their FAFSA award letter and a copy of their expense statement (these documents can be found through their FAFSA computer log-in) or use form DHS 2646 to be filled out by the school financial aid office.

9. What is the resource/web-site for parents looking for a listing of Licensed Child Care Centers or Licensed Family Home Providers?

Think Small: http://thinksmall.org/for_parents_and_guardians

10. Where does one find out about the requirements for becoming a Legal Non-Licensed Child Care Provider?

Please see the CCAP Manual section 11.9 Legal Non-Licensed (LNL) Providers:

Require a new Legal Nonlicensed (LNL) provider to register with your county. See Chapter 11.12 (Provider Registration). LNL providers must complete the criminal background process and be authorized by your county. See Chapter 11.21 (Provider Authorization).

Apply the following criteria to determine if a provider can be a Legal Nonlicensed (LNL) Provider:

- *At least 18 years of age.*
AND
- *Not a member of the MFIP assistance unit, or a member of the family applying for or receiving child care assistance.*
AND
- *Not living in the same home as the child whose family is applying for or receiving child care assistance.*
AND
- *Provides child care only to related children, and/or provides child care to children from a single unrelated family at one time. Related refers to the provider being a sibling, a step-sibling, a niece, a nephew, a grandparent, an aunt, or an uncle.*
AND
- *Has current certification in First Aid and CPR.*

11. What is “suspension” of a case mean?

From CCAP Manual Section 8.0 Suspending:

When there are temporary breaks when child care assistance is not needed, a case can be suspended and a family can remain eligible for up to one year. See Chapter 2 (Glossary).

Suspend a case for a period of time up to 1 year when ALL of the following conditions exist:

- There is a temporary break during which child care is not needed.
- The family remains eligible for child care assistance.

Some suspension examples include but are not limited to:

- School age children not needing care during the school year.
- Cost of care is less than the family’s copayment for a temporary period of time.
- A student is on break between quarters or semesters including summer breaks, but is registered for the next quarter or semester. See Chapter 9.12 (Authorized Hours – Students) for more information about suspending care for students on break.
- A participant is on maternal/paternal leave from his/her job and provides documentation that they will be returning to their employment.
- A participant is temporarily laid off from his/her job, but provides documentation that he/she is still considered an employee.
- The family has not identified a provider.
- A family whose only child receiving child care assistance has been placed in foster care and is expected to return to the home within 1 year.
- The family meets all eligibility requirements but has not provided employment and/or class schedules for each adult family member. Proof of employment and/or class schedules is not a condition of eligibility, but is needed to authorize child care appropriately.
- The family meets all eligibility requirements but there is no verification of school schedule for every child who needs child care and attends school. Proof of school schedule is not a condition of eligibility, but is needed to authorize child care appropriately. Families with an approved MFIP/DWP Employment Plan are not required to verify the child’s school schedule if the Employment Services worker has taken the child’s school schedule into account and indicated the days and the hours that child care is needed.

Please double check whether a case is “Suspended” or “Terminated.” Suspended means that a case is still eligible, but pending some missing information, rather than a whole new re-application.

12. Could some participants coming into DWP have an income-based child care case open with “Think Small?” If so, what are the steps that should be taken to ensure a smooth transition?

Some participants, especially in DWP program, may have a income based child car case open that is administered by “THINK SMALL” agency. If it a new participant, ask if they have child care case open with “Think Small, if “yes,” then the Employment Counselor should go to MEC2 and look up worker and agency via MEC2. On any screen in MEC2, you can navigate to the lower right hand corner, and click on what looks like the Driver’s License icon, this will identify worker and agency (Ramsey vs. Think Small).

If case is open with THINK SMALL Employment Counselors can send transmittals to Think Small, Think Small staff can email Employment Counselors as part of the “transferring out” process. This will confirm that the case has been transferred to Ramsey County.

To keep similar processes between Think Small and the County, all transmittals to Think Small can also be via faxed: 651-641-3552.