North Carolina Department of Health and Human Services
Division of Child Development and Early Education
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Beverly Eaves Perdue, Governor   Albert A. Delia, Acting Secretary   Deborah J. Cassidy, Director

SUBSIDIZED CHILD CARE SERVICES ADMINISTRATIVE LETTER No. 04-12

TO: Directors of County Departments of Social Services and Local Purchasing Agencies

FROM: Deborah J. Cassidy, Ph.D.

ISSUED: April 24, 2012

SUBJECT: Further Information Regarding Time Limited Vouchers in SFY 2011-12

EFFFECTIVE DATE: April 24, 2012

The purpose of this letter is to expand the time-limited vouchers issued in SFY 11-12, and to correct recent instructions for coding these expenditures in the Subsidized Child Care Reimbursement System (SCCRS).

1. Expanding Time-Limited Vouchers Issued in SFY 11-12

The Division of Child Development and Early Education (DCDEE) issued a Subsidized Child Care Administrative Letter Number 02-12 on March 9, 2012 that allowed local purchasing agencies to issue time-limited vouchers through May 31, 2012. This was done in order to provide services to as many children and families on the waiting list as possible for the remaining service months in SFY 11-12.

DCDEE will now allow local purchasing agencies to issue time-limited vouchers through June 30, 2012, and to extend any time-limited vouchers already issued through June 30, 2012. Expenditures for May 2012 services will be paid for from agencies' SFY 11-12 subsidized child care allocations, and expenditures for June 2012 services will be paid for from agencies' SFY 12-13 allocations. DCDEE will set aside funds from local purchasing agencies' initial SFY 12-13 subsidized child care allocations for these services to continue through June 30, 2012.

Except for the ending date and coding expenditures, the same provisions for time-limited vouchers described in Administrative Letter #02-12 will apply.

2. Revised Instructions for Coding Time-Limited Voucher Expenditures

Administrative Letter #02-12 directed local purchasing agencies to code time-limited voucher expenditures to Fund Source 65. We have since determined that using Fund Source Code 65 in the SCCRS is not possible at this time and regret any inconvenience this has caused.

County Staff will now need to perform prior month corrections on those payment records that have already been processed as a Time-Limited Voucher by performing the following steps:

- Change the current payment record for the child to a client status code "P" to delete this payment..

- Perform a prior month correction on the child for the previous month.
- At the correction record, (-) negative payment record, Press F10 to negate the previous payment. (See example below)

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F KEYS: 1=Help   3=Exit   4=Main Menu
GHB180- Press F10 to confirm update or addition, F3 to cancel.
```

- Once the change has been confirmed, as seen below, press F3 twice to return to the Payment Processing Menu.

```
F KEYS: 1=Help   3=Exit   4=Main Menu
GHB182- Prior month's invoice corrected in current month's turnaround.
```

- Select option "2 - Add Payment for new child" to add the previous payment to Facility as seen below:

```
GHB7001M  TEST        SUBSIDIZED CHILD CARE REIMBURSEMENT        04/19/12
00170001   PAYMENT PROCESSING MENU FOR PAYMENT MONTH: JANUARY    18:07:01
OPTION DESCRIPTION                                  KEY
 1)   TURNAROUND                              FACILITY ID (OPTIONAL)

 2)   ADD PAYMENT FOR NEW CHILD               FACID / CHILD ID/SERVMTH (OPT)

 3)   PRIOR MONTH CORRECTION                  FACILITY ID / SERVICE MONTH

 4)   LIST OF FACILITIES REQUIRING ATTENTION  NONE

 5)   SMART START BONUS % CENTERS             SERVICE MONTH (OPTIONAL)

 6)   SMART START BONUS % HOMES               SERVICE MONTH (OPTIONAL)

 7)   CARDHOLDER INFORMATION                  NONE

 8)   FACILITY ATTENDANCE                     NONE

 9)   CARD-HOLDER LIST                        NONE
      SELECTION: 2   G0170126   20064448976  ( 032012 )
                  FACILITY ID   CHILD ID      SVC MO
 F KEYS: 1=Help  2=Child Name Search  3=Exit  4=Main Menu
```

- Key the payment, making sure that the service month in which the payment represents is correct; use client status "0" and press enter.
- When the TLV field appears, enter "1" in the TLV field and press F10 to confirm payment.
- Then, add the current service month payment by following the instructions provided below for the remaining months of the approved Time-Limited Voucher.

3. Instructions for Designating Payments as Time-Limited Vouchers in Subsidized Child Care Reimbursement

Note: Data displayed below for demonstration purposes does not identify actual participants.

a) Access the Child Demographic/Payment Detail data entry screen and enter a new child's first payment according to current data entry procedures.

b) Record the Client Status for the child payment record = 0 or 1 (new). A time-limited voucher payment cannot be initiated for a child when the client status is set to 2 – "currently served". Record the "View Family Data" field = Y. After all required fields have been entered, press Enter.

```
GHB7301M   TEST        SUBSIDIZED CHILD CARE REIMBURSEMENT          04/12/12
06400050                   CHILD DEMOGRAPHIC DETAIL                 08:46:01
LAST NAME  TREMAIN          FIRST NAME  JOHNNY     MI  K    VIEW FAMILY DATA Y
DCS ID  20119261644   EIS ID              EIS CASE
DOB      2007-06-06   RACE  W         ETHNICITY  N  GENDER  M LANGUAGE   EN
FAMILY CASE  345678   ELIGIBILITY BEGIN  2011-01-01    END   2011-12-31
 JOINT CASE IND   N    NO. RESPONSIBLE ADULTS     2 MONTHLY INCOME 2100
COUNTY 64  NASH         INCOME UNIT SIZE   4  LIVES WITH RELATIVE/TYPE Y
      --------------------------------------------------------------------
                        CHILD PAYMENT DETAIL
FACILITY L6470138 A SPECIAL PLACE CHILDCARE
SERVICE MONTH      2011 01 JANUARY     PROVIDER 642015 VIRGINA L WILLIAMS
MONTHLY PAYMENT RATE 250             MONTH PAYMENT REQUESTED 01 JANUARY
MONTHLY PARENT FEE 25     FEE BEGINS        SERVICE AMOUNT
SERVICE DAYS       21     PARTIAL         PARENT FEE AMOUNT
                                           PAYMENT AMOUNT
$1.00 FOOD SUPPLEMENT (Y/N) N     STARS N        SS QUALITY BONUS (Y/N) N
SPECIAL FEES                      FUND SOURCE      25
RATE GROUP    r13                 CLIENT STATUS    0
CATEGORY CD   009                                  MORE @ FOUR (Y/N) n
NEED CODE     811                 W/E RATE (Y/N) N CORR CD
NEW CLIENT CD                     ENHANCEMENT CD
F KEYS: 1=Help   3=Exit    4=Main Menu
GHB184- DCS ID does not exist, continue adding new child invoice detail.
```

c) After pressing Enter, the Family Information screen will appear (see next page).

```
GHB7305M   TEST          SUBSIDIZED CHILD CARE REIMBURSEMENT          120412
06400050                      CHILD DEMOGRAPHIC DETAIL               08:51:33
LAST NAME   TREMAIN          FIRST NAME   JONNY      MI L    VIEW FAMILY DATA Y
   DCS ID   20119261644           EIS ID             EIS CASE
   DOB   2007-06-06               SSN                RACE W   GENDER  M
FAMILY LANGUAGE EN    ELIGIBILITY BEGIN 2011-01-01   END  2011-12-31
FAMILY CASE   345678    NO. RESPONSIBLE ADULTS    2  MONTHLY INCOME   2100
COUNTY    64  NASH          INCOME UNIT SIZE    4
------------------------------------------------------------------------------
                         FAMILY INFORMATION
FAMILY CASE NO.    345678  FAMILY DOB  1990-10-10   FAMILY SIS ID
FAMILY CASE NAME   BONNIE TREMAIN
CASE ADDRESS       13 FIELD ST
CITY/STATE/ZIP     ROCKY MOUNT      NC 27889 - 0000
TELEPHONE NUMBER  (      )    -
WORKER             JAN32
  CHILDREN:



NOTES:  PURCHASER PLEASE COMPLETE THIS RECORD
        RECORD INCOMPLETE

                         End    Update Y
```

d) Entry of the Family Case name and address, the date of birth for the person named, and the name or identifier of the child care worker is required. Complete these fields, tab to the position to the right of "Update" – enter "Y" – and press Enter.   The screen view will return to the Child Demographic/Payment Detail view. If the Client Status field has been entered as "0" or "1", the "**Time-Limited Voucher**" fields will appear highlighted in the top right corner of the screen.

```
GHB7301M   TEST          SUBSIDIZED CHILD CARE REIMBURSEMENT         04/12/12
06400050                      CHILD DEMOGRAPHIC DETAIL               08:57:54
LAST NAME   TREMAIN          FIRST NAME   JONNY     MI  L   VIEW FAMILY DATA
DCS ID   20119261644    EIS ID           EIS CASE          ▓VOUCHER▓ ▓ ▓  ▓
DOB      2007-06-06     RACE  W       ETHNICITY  N  GENDER  M LANGUAGE   EN
FAMILY CASE   345678   ELIGIBILITY BEGIN  2011-01-01    END  2011-12-31
 JOINT CASE IND   N     NO. RESPONSIBLE ADULTS     2 MONTHLY INCOME 2100
COUNTY 64  NASH        INCOME UNIT SIZE   4  LIVES WITH RELATIVE/TYPE Y
------------------------------------------------------------------------------
                         CHILD PAYMENT DETAIL
FACILITY L6470138 A SPECIAL PLACE CHILDCARE
SERVICE MONTH     2011 01 JANUARY    PROVIDER 642015 VIRGINA L WILLIAMS
MONTHLY PAYMENT RATE  250.00     MONTH PAYMENT REQUESTED 01 JANUARY
MONTHLY PARENT FEE   25.00 FEE BEGINS         SERVICE AMOUNT
SERVICE DAYS         21   PARTIAL       PARENT FEE AMOUNT
                                           PAYMENT AMOUNT
$1.00 FOOD SUPPLEMENT (Y/N) N     STARS N       SS QUALITY BONUS (Y/N) N
SPECIAL FEES                      FUND SOURCE   25
RATE GROUP   R13                  CLIENT STATUS   0
CATEGORY CD  009                                 MORE @ FOUR (Y/N) N
NEED CODE    811                  W/E RATE (Y/N) N CORR CD
NEW CLIENT CD                     ENHANCEMENT CD
F KEYS: 1=Help  3=Exit  4=Main Menu
GHB452- Family record successfully updated.
```

e) The first blank field is the **Increment** field; the second blank field is the **Maximum Months** field. Only the Maximum Months field will accept data entry.

TL VOUCHER ▪ \ ▪

f) If the worker decides this payment **IS NOT** part of a time-limited voucher, the Maximum Months field should be left **blank**. Do not enter 0 (zero) into this field. Simply complete adding the new payment record by pressing Enter. The SCCRS system will perform validation on the data entered – checking for missing entries and accuracy of payment information (category, need code and fund source combinations). If entry is correct, the screen will send the "Press F10 to Confirm" message. If errors exist, system messages will guide the worker to complete missed fields or correct values.

g) If the worker decides the payment **IS** part of a time-limited voucher, the maximum number of months related to the voucher must be entered, as shown in the display below. The value of the maximum months may be from 1 month to 12 months.

```
GHB7301M   TEST        SUBSIDIZED CHILD CARE REIMBURSEMENT        04/12/12
06400050                    CHILD DEMOGRAPHIC DETAIL              09:48:57
LAST NAME   TREMAIN       FIRST NAME   JONNY     MI   L   VIEW FAMILY DATA
DCS ID   20119261644    EIS ID            EIS CASE
DOB       2007-06-06    RACE  W           ETHNICITY  N  GENDER  M LANGUAGE  EN
FAMILY CASE   345678    ELIGIBILITY BEGIN   2011-01-01     END   2011-12-31
 JOINT CASE IND   N     NO. RESPONSIBLE ADULTS    2 MONTHLY INCOME 2100
COUNTY 64  NASH         INCOME UNIT SIZE    4  LIVES WITH RELATIVE/TYPE Y P
 - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
                         CHILD PAYMENT DETAIL
FACILITY L6470138 A SPECIAL PLACE CHILDCARE
SERVICE MONTH       2011 01 JANUARY     PROVIDER 642015 VIRGINA L WILLIAMS
MONTHLY PAYMENT RATE  250.00       MONTH PAYMENT REQUESTED 01 JANUARY
MONTHLY PARENT FEE    25.00 FEE BEGINS       SERVICE AMOUNT        250.00
SERVICE DAYS      21    PARTIAL          PARENT FEE AMOUNT          25.00
                                          PAYMENT AMOUNT           225.00
$1.00 FOOD SUPPLEMENT (Y/N) N     STARS N     SS QUALITY BONUS (Y/N) N
SPECIAL FEES                          FUND SOURCE    25 SCC
RATE GROUP   R13 FIRST SHIFT 3 YRS   CLIENT STATUS   0  NEW ENROLLMENT CHILD
CATEGORY CD  009 WITH REGARD TO INCOME                 MORE @ FOUR (Y/N) N
NEED CODE    811 EMPLOYED             W/E RATE (Y/N) N CORR CD
NEW CLIENT CD                         ENHANCEMENT CD
F KEYS: 1=Help   3=Exit   4=Main Menu
GHB180- Press F10 to confirm update or addition, F3 to cancel.
```

h) After entry of the Maximum Months, the worker will again press Enter. The TL Voucher Increment field will display at this time. This value, in the left position, is essentially a "counter". When a new TL Voucher is first entered, the counter will always indicate that the current month payment is payment 1, the first payment month of the limited voucher period.

i) After the "Enter", the SCCRS system will also perform validation on the demographic and payment data entered – checking for missing entries and accuracy of payment information (category, need code and fund source combinations). If entries are correct, the screen will send the "Press F10 to Confirm"

message. If errors exist, system messages will guide the worker to complete missed fields or correct values.

j) Each month after the month-end close out is performed, and new payments "roll over" into the next current month, the TLV monthly counter will automatically advance by one - changing (for instance) from 1 of 12 to 2 of 12 . In the next month, changing to 3 of 12, and so on.

k) When the month arrives where the payment is recognized as a TLV with counter = 12 / 12 (example; or where current month counter = maximum allowed months), the reimbursement worker must terminate the payment record appropriately, also taking into account new practices that have been arranged to accommodate SEEK.

l) If a month arrives where the payment is recognized as a TLV with counter = 13 / 12 (the current month counter exceeds maximum allowed months), the facility will be placed on the county's "Needs Attention" list as a reminder that the TLV ended in the prior month and the current payment record must be terminated.

Stopping & Restarting Time Limited Vouchers - Examples

a) The current month's payment reflects a TLV. In this example, the current month is the last month the child's care will be paid under the current time limited voucher (perhaps the child is moving); thus it does not matter that the TLV period has or has not officially reached the scheduled end date. The current increment might reflect 3 / 3 or 5 / 12 (examples).

- o Payment for the child's care will no longer be reimbursed in the month ahead. The current payment should be updated to a terminated status – just like that of all other terminated authorizations.

- o Change the Client Status on the payment to status 4 the day that the parent is no longer allowed to swipe attendance for the child. Remember that setting a Client Status 4 on a payment sends the termination status to SEEK that day, in real time. Setting the status too early prevents the parent from properly recording the child's last days of attendance.

- o Return a day or so later to update the payment record back to status 3, so that it will be included in the reimbursement for the current month, if appropriate. (Another option is to wait until the beginning of the following report month, and record the Status 4 after the child's last attendance has been recorded.)

b) The current month's payment reflects a TLV and the maximum months has not been reached. The increment might reflect 2 / 6, 5 / 12 (examples). The child's payment for the next month will **convert** from a time-limited voucher to a regular payment. (Payments are not "split" into parts.)

- o Change the Client Status on the current month's TLV payment record to status 3. This change does not send any changes from SCCRS to SEEK, but it ends the TLV payment. Create a new payment record for the child in the following month, where the TLV information is left blank. The Client Status should be entered as status 2. This will likely create an instance on a SEEK error report, appearing that an existing authorization has been resent to SEEK, but the circumstances are easily validated and no action is required. If the child is continuing services

under a different case ID or at a different facility ID, you must perform a termination using instruction from paragraph a).

○ **Be advised**: when a change occurs in the middle of the TLV period, a worker **should not** update the existing TLV payment in SCCRS by placing the cursor in the Maximum Months field, and using the spacebar to "erase" the entry. The SCCRS system actually allows this (at this time) – however, it leaves the data in an inconsistent state. A blank Maximum Month value indicates the payment is NOT part of a time-limited voucher, but the TLV indicator stored behind the scenes is not corrected or changed – and thus the payment is still identified as a TLV payment. **Please do not continue this practice.**

c) When a time-limited voucher for a child ends on schedule, **and is terminated as instructed in paragraph a) above** - another time-limited voucher can be initiated in a new month, for another temporary period going forward.

○ Simply enter a new payment, with new TLV information.

○ Remember that a new TLV payment must be entered with status 0 or 1. While being paid in TLV status, the child's name would have been returned to the Wait List, and collected from there some months later.

○ Remember also, that due to the new link with SEEK, the child's original SEEK ID should be re-activated after the new payment is created in SCCRS, as long as there are no other changes to case ID or facility ID. If continued service for the child includes a new or different case ID or a different facility ID, the child will be assigned a new SEEK ID.

Please provide this information to all staffs who record child care demographic data or child care subsidy payment information in the Subsidized Child Care Reimbursement System (SCCRS/GH02).

Thank you for your prompt attention to the review and update of this critical information. A copy of this letter must be maintained in your Subsidized Child Care Reimbursement Systems Manual. If you should have any questions or concerns about this letter, please contact your Subsidy Services Consultant or contact the Division of Child Development and Early Education (DCDEE) Administrator listed below:

Tyronda.Ricks@dhhs.nc.gov   (919) 890-7090

DJC:TR

cc: Child Care Coordinators
     Subsidy Services Consultants
     North Carolina Partnership for Children, Inc.