

September 14, 2011

Below are instructions for staff in county departments of social services and local purchasing agencies to follow when a parent or responsible adult reports that they have not received their SEEK magnetic stripe card or that the card is lost, stolen or have indicated another reason.

Process for Issuing SEEK Magnetic Stripe Cards

The child care worker should first check the Administrative Terminal to confirm the status of the SEEK card.

- **The card is in “undeliverable” status**
 1. The child care worker should verify the address of the parent or responsible adult. If the address is incorrect, the child care worker must update the information in the Subsidized Child Care Reimbursement System (SCCRS).
 - a) Reissue card in the Administrative Terminal (AT).
 2. The address is correct.
 - a) Reissue card in the Administrative Terminal (AT).
 3. The address is incorrect.
 - a) Update the address in SCCRS so it can be sent to SEEK in the nightly data update by the state.
 - b) Follow the criteria for fields and entering information into SCCRS as required by the state. Refer to Administrative Letters #1-11; #2-11; #3-11 and the most current Guidance for SCCRS/SEEK document available.
 - c) The next business day, confirm the address has been updated. If the update did not occur, check the response file for corrections that are needed. Make the corrections and start at step a) above.
 - d) Once the address has been updated correctly, go into the Administrative Terminal and re-issue the card.

- **SEEK card is in “mailed” status**
 1. The child care worker should check the parent’s or responsible adult’s card history and look for the mailed date of the card.
 2. If the mailed date is 5 days past reported date, the child care worker should access the Administrative Terminal and mark the card “undeliverable” or “lost” or the appropriate status as reported by the parent; i.e., “stolen”.
 3. If marked undeliverable, start at step 1 above.
 4. If the mailed dates is less than 5 days past reported date, tell the parent that the card was mailed on (indicate date). Also, instruct the parent that if the card is not received by (indicate date), which will be 5 days past mailed (indicate date), that they should call to report the card has not been received and that a new one will be issued. The child care worker accesses the Administrative Terminal and indicates a reason the parent has not received the card and reissues another card.

- **The SEEK card is in “issued” status**
 1. The county worker should check the card history of the parent or responsible adult in the Administrative Terminal and look for the “initial issue” date of the card.
 2. The initial issue date is 1 + days past the reported date
 - a) The child care worker should confirm that the parent’s or responsible adult’s address is correct. If the address is incorrect, start at step 3 under “If card is in “undeliverable” status.
 - b) The child care worker should contact their Subsidy Services Consultant to report that they have a card that was issued on (specify date) but is not in “mailed status”.
 - c) The Subsidy Services Consultant will follow the problem reporting process which will be reported to ACS to investigate why the card was not mailed.
 - d) The parent should be informed that a card has been generated and will be mailed from ACS. Also, tell the parent or responsible adult that the anticipated delivery date is 5 to 7 days.
 3. The initial issue date is 1 day as of the report date
 - a) The child care worker should confirm the parent’s or responsible adult’s address is correct. If the address is incorrect, start at step 3 under “*If card is in undeliverable status*”.
 - b) The child care worker should advise the parent or responsible adult that the card was just issued and should be received within 5 to 7 days.

- c) Follow the guidance that the Division has provided to enter information into SCCRS.
- d) Log into the Administrative Terminal the next day to confirm that the parent's or responsible adult's card status has changed to "mailed".
- e) If the status did not change to "mailed", start at step 2 under *"If the initial issue date is 1+ days past the reported date"*.

If you have questions about these instructions, please contact your Subsidy Services Consultant for technical assistance.