

Subsidized Child Care Assistance Program Policy Manual

Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

**Chapter 15. Approval and Enrollment Procedures for Licensed Facilities**

## **1. CHAPTER OVERVIEW**

This chapter describes the requirements and procedures for approval and enrollment of licensed facilities, G.S. 110-106 facilities, Department of Defense facilities, and Out-of-State facilities that are eligible to participate in the Subsidized Child Care Assistance (SCCA) Program. To enroll in the Subsidized Child Care Assistance (SCCA) Program, each individual program must have a signed [Child Care Provider Agreement \(DCD-0452\)](#). The Child Care Provider Agreement is required for initial enrollment in NC FAST and once per calendar year thereafter. The provider/facility retains a signed copy of the Provider Agreement. The Child Care Provider Agreement informs the provider of the requirements for participation in the SCCA Program as well as the policies for payment. The Child Care Provider Agreement is also used to purchase SCCA services from all types of providers.

## **II. APPROVAL PROCEDURES AND REQUIREMENTS**

### **A. Licensed and Regulated Child Care Providers**

In order to receive subsidy funds, providers operating childcare programs such as preschools, before and after-school programs, summer day camps, and other childcare programs, must be licensed. Religious-sponsored programs do not have to be licensed but must have a Notice of Compliance to operate. A Notice of Compliance must be obtained before religious-sponsored programs can be issued an Approval Notice and receive payment for subsidy. Programs operating in public schools must also be licensed to receive subsidy funds.

An unregulated provider who desires to be licensed by DCDEE in order to participate in the SCCA Program should contact DCDEE at (919) 814-6300 or 1-800-859-0829 and request the Basic Information for Potential Providers of a Licensed Center or Basic Information for Potential Providers of a Family Child Care Home. This information will explain how the provider should proceed with the licensing process. Summer day camp providers/facilities who desire to

Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

participate in the SCCA Program should refer to Section C of this chapter for information about their program.

The enrollment process is electronic through the NC FAST Provider Portal and results in the issuance of an Approval Notice for each facility/provider. The Approval Notice serves as notification that the facility/provider is eligible to receive state and federal subsidy funds for childcare. In order to receive an Approval Notice, the program must meet the applicable licensing requirements for the age groups of children in care. The Approval Notice is generated in NC FAST for the Division of Child Development and Early Education (DCDEE) and can be viewed in the NC FAST Provider Portal. The information on the Approval Notice includes the same information that is printed on the [License](#) or [Notice of Compliance](#).

**B. Providers With a Temporary License**

A facility/provider who is seeking approval to operate a facility may receive temporary approval from DCDEE to operate upon completion of the licensing requirements. When it is determined that the facility/provider is in compliance with the requirements, the Regulatory Services Section Licensing Consultant issues a handwritten license (home) or [Temporary License](#) (center) for six months to operate before the permanent license can be issued. This allows the provider to begin operating immediately without a waiting period.

Facilities/Providers who have received a handwritten or Temporary License are eligible for enrollment in the SCCA Program. The facility/provider must enroll in the Provider Portal in order to be approved. The [license ID#](#) issued by the Regulatory Services Section is indicated on the handwritten license or Temporary License.

Enrollment in the SCCA Program cannot be completed **until the inspections, checklist, and forms have been completed and a Temporary License and Approval Notice has been issued**. Once the provider/facility receives a Temporary License and an Approval Notice, any changes that occur during the Temporary License period should be submitted by the Regulatory Services Section Licensing Consultant to DCDEE, following the regular change procedures.

### **C. Summer Day Camp Providers**

Summer day camps are considered seasonal recreation programs (programs that operate less than four consecutive months out of the year) and are not required to obtain a license from DCDEE **unless the facility chooses to enroll children receiving**

**SCCA.** Facilities/Providers who operate a year-round licensed program but choose to operate a summer day camp that is separate (i.e., located on a separate site, building or classroom and not included in the license of the year-round program) must become licensed and have a separate Approval Notice in order to receive SCCA payments.

Summer day camp requirements are primarily the licensing requirements for school age children. Summer day camps that enroll preschool children are not considered to be summer day camps and must meet the childcare center licensing requirements which apply to the youngest child enrolled. Summer day camp facilities/providers who comply with the summer day camp licensing requirements will receive a Temporary License for the time period the program operates. It is the responsibility of the summer day camp facility/provider to enroll in the NC FAST Provider Portal.

The approval period for summer day camp programs will be the time period for which the program is licensed, but not to exceed four (4) months. Summer day camp facilities/providers must reenroll in the Provider Portal each year if they wish to participate in the SCCA Program.

### **D. Department of Defense (DoD) Providers**

#### **1. Department of Defense Procedures for NC FAST**

The LPA must notify the facility/provider to obtain a business NCID (North Carolina Identity Management). The DCDEE Provider Manager must be given the providers NCID in order to link the facility/provider in the NC FAST Provider Portal. Once the facilities/provider's NCID has been linked in the portal, the facility/provider will be notified by the DCDEE

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

Provider Manager and asked to complete enrollment in the NC FAST Provider Portal. Upon enrollment in the NC FAST Provider Portal, the facility/provider will receive information regarding completing the direct deposit process because direct deposit setup is required to receive payment.

The LPA must give the provider a Checklist of Enrollment and the Out-of-State Provider (if the DoD provider/facility is out-of-state) Information template. The LPA is to inform the facility/provider to complete the first two columns of the Checklist on the Enrollment form. The checklist requires the following information:

- i. License status with copy of license attached;
- ii. Expiration date of the license;
- iii. Identify if the provider is a center or home;
- iv. Health & Safety Inspection Report (must be within the last 12 months) – attach copy of report;
- v. Criminal Record Check or Qualification Letter of owner/director – attach copy.

Both the checklist and the Out-of-State Provider information (if applicable) template must be submitted to the [DCDEE Provider Manager](#) along with copies of all supporting documentation. If documents are faxed, please fax it to 919-715-0976. Address the fax to DCDEE Subsidy Submissions and state on the fax coversheet: “This fax contains information for Department of Defense facilities/providers”.

Once the DCDEE Provider Manager receives the checklist, the documentation will be forwarded to the Regulatory Section of DCDEE. The information will then be entered into the regulatory data system and will transfer overnight to NC FAST. Once the transfer is complete, the DCDEE Provider

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

Manager will link the facility/provider and facility/provider will become the owner in the NC FAST Provider Portal.

The LPA must notify the DCDEE Provider Manager when a child leaves a Department of Defense facility/provider in order for the status of the facility to change from “active” to “terminated”.

### **III. ENROLLMENT PROCESS**

The purpose of the enrollment process in the SCCA Program is to ensure the Facility/Provider meets the minimum requirements to receive SCCA Program payments. The NC FAST Provider Portal will allow providers of facilities/providers to review and sign the childcare Provider Agreement, accept vouchers, update rates for services, and record attendance through the NC FAST Provider Portal. The NC FAST Provider Portal is available online and requires that the user maintain an NCID (North Carolina Identity Management).

In order to access the NC FAST Provider Portal, providers must do the following:

#### **A. Create an NCID**

Providers/directors of facilities must create and maintain a Business NCID. The facility/provider’s Business NCID will be the secure username and password used to access information specific to their facility, such as vouchers and attendance tracking. To create a Business NCID, go to the North Carolina Identity Management (NCID) [website](#). Each person who creates a Business NCID must have a valid email address.

Providers/directors of facilities may designate more than one individual to use the Provider Portal on behalf of their facility. It will be important to determine who will be designated to perform the above activities.

**B. Linking the NCID**

In order to finalize access, the providers/directors of facilities must contact the local county Department of Social Services (DSS) / Local Purchasing Agency (LPA) to verify the facility/provider's identity and have the Business NCID linked to the facility/provider's account—if multiple staff members from the facility will use the Provider Portal, each person must have a unique Business NCID, and it is requested that NCIDs for each staff member be provided to the LPA at one time. This process is designed to ensure that all Business NCIDs are linked to the appropriate accounts in NC FAST and that a Provider/facility Business NCID and account is linked correctly.

**C. Enrollment into the Provider Portal**

After creating an NCID and enrolling in direct deposit the facility/provider must then enroll in the NC FAST Provider Portal by entering the following information regarding the facility:

1. Services (ages of children served)
2. Shifts offered (first, second, and third)
3. Days worked (holidays, inclement weather days, and teacher workdays)
4. Private pay rates
5. Review display of approved subsidy rates as well as the Child Care Provider Agreement

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

All facilities/providers who wish to participate in the Subsidized Child Care Assistance (SCCA) Program must use the NC FAST Provider Portal to:

1. Enroll in the Subsidized Child Care Assistance Program. To complete this, providers must:
  - i. Obtain a Business North Carolina Identity Management ID (NCID).
  - ii. Contact the DSS/LPA in the county where the facility is located and the NCID linked to their facility.
  - iii. Enter private paying rates and review the display of approved subsidy rates.
  - iv. Review and electronically sign the Provider Agreement. The Provider Agreement must be reviewed and electronically signed once per calendar year.
2. Accept or reject and sign vouchers electronically.
3. Accurately record attendance.
4. Submit attendance rosters before the 5<sup>th</sup> of each month.
5. Maintain private pay rates for services.

#### **D. Enroll in Direct Deposit**

The childcare business must have a bank account and are required to enroll with the State's direct deposit vendor. NC FAST will use direct deposit to make payments to Providers for Subsidized Child Care Assistance. All payments must be made through direct deposit once per month, while payments from County funds will remain under the discretion of the county.



#### **IV. PROCEDURES TO GENERATE AN INITIAL APPROVAL NOTICE**

Once a Facility/Provider has enrolled in the NC FAST Provider Portal, an Approval Notice will automatically be generated through the NC FAST Provider Portal.

##### **A. Hours of Operation**

If the facility/provider is licensed for and offers care for more than one shift or offers weekend care for any of those shifts, this should be included as a part of the facility/provider's rate information. If the facility/provider is licensed for more than one shift, this will be indicated on the Approval Notice. The Approval Notice will not indicate weekend care, but unless restricted by licensing, most facilities/providers are licensed to care for children seven days a week. Any restrictions will be indicated on the facility's license or Notice of Compliance.

##### **B. Effective Date of Enrollment**

If children receiving subsidies have already been enrolled with a facility/provider and payment is needed, the child care worker must indicate a retroactive date for payment on the Application for Enrollment to be a Provider of Subsidized Child Care Assistance ([DCD-0451](#)) in the appropriate space. The retroactive date **cannot** be prior to the following:

1. The date the child was determined eligible for subsidized care.
2. The date the child was placed at the facility.
3. The effective date of the Temporary License or the date in DCDEE's letter of response to a [Letter of Intent](#).

If a G.S. 110–106 program is operating under a Letter of Intent, the DCDEE's response letter to the Letter of Intent must be attached to the Application for Enrollment ([DCD-0451](#)).

**NOTE:** Even though a religious-sponsored facility can choose to enroll children receiving subsidies when operating under the DCDEE's letter of response to the Letter of Intent to operate, payment cannot be made until the

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

facility/provider has been issued a Notice of Compliance which indicates that the facility/provider has met all qualifications to be in compliance. Payment cannot be paid to the facility/provider without the Notice of Compliance.

#### **V. INFORMATION TO SHARE WITH PROVIDER DURING THE ENROLLMENT PROCESS**

The key to preventing fraudulent misrepresentation and inadvertent errors is to use skillful interviewing during the initial application, re-enrollments, and when changes in the facility's status occur. The child care worker therefore should ask the provider/director of the facility specific questions, evaluate their reaction, and document the responses. The questions are to be phrased in an understandable way and the provider must be given ample time to respond in their own words. At application and re-enrollment, the childcare social worker should:

- Explain the obligation to provide timely, accurate and complete information regarding childcare assistance.
- Read and thoroughly explain the Child Care Provider Agreement ([DCD-0452](#)) thoroughly. Answer any questions the provider may have and clarify any areas that need further explanation and obtain a signature.
- Explain noncompliance issues and fraudulent misrepresentation and how sanctions can affect participation in the SCCA Program.
- Ask if the provider/facility has been barred from participation in the SCCA Program.
- Remind the provider to notify the LPA if there are changes in ownership, administrative staff, location, age range, rates or if incorrect payments are discovered.

**VI. PROCEDURES TO GENERATE A REVISED APPROVAL NOTICE WHEN A CHANGE OCCURS**

**A. Change in Type of Child Care Operation**

If the LPA is notified by the provider/facility that there will be a change in the type of program (e.g., from a home to a center or from a center to a home), the LPA should remind the provider of the need to notify the Regulatory Services Section Licensing Consultant if they have not already done so. A new license must be issued before accepting additional children and in order to continue to be eligible to participate in the SCCA Program. Additionally, the provider must submit a new Private Paying Rates and Other Fees into the NC FAST Provider Portal.

After the licensing information is submitted by the DCDEE Regulatory Services Section Licensing Consultant and is entered into the Regulatory Services System, the change will appear on a newly issued Approval Notice in NC FAST.

**B. Change in Ownership or Location**

1. When the LPA is notified by the provider of a change in ownership and/or location, the LPA must provide the new owner of the facility with the information regarding the enrollment process into the Subsidized Child Care Assistance (SCCA) Program. The new owner must enroll the facility in the NC FAST Provider Portal to be able to sign the Child Care Provider Agreement (DCD-0452) and submit private paying rate information or complete a new Private Paying Rates and Other Fees (DCD-0458) form. The Application for Enrollment is not sent to DCDEE but is maintained in the facility/provider's file.
2. A new voucher is required for each child receiving subsidized childcare assistance, whenever a new license number is issued to a facility. The new license number could be the result of a location change, ownership change, a change in the type of program, or any change in the facility's license to operate. Once a facility is issued a new license to operate, new vouchers will be issued through NC FAST. New vouchers will display the facility name, address, license number, and the enrolled child's name.

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

3. When a provider/facility is already enrolled in subsidy notifies the LPA that the facility/provider is moving to another location, the LPA should remind the provider that the Regulatory Services Section Licensing Consultant must be notified before relocating in order for the new location to be licensed and a new license number to be issued.

#### **VII. ENROLLING AN OUT-OF-STATE FACILITY/PROVIDER**

Sometimes it is necessary for a child to receive childcare services from a facility/provider in another state. Examples might include:

- A child is in custody of the county department of social services and lives with a relative in another state.
- A parent commutes to an employment location which is in another state and requests childcare near the employment location.

If a recipient is eligible for SCCA and selects an arrangement outside of North Carolina, the following steps must be taken in order to approve the facility/provider for payment:

- The provider of the facility/provider is responsible for maintaining their information in the North Carolina Families Accessing Services through Technology (NC FAST) Provider Portal.

When a provider requests to contract as an Out of State Provider, the LPA must verify all data bases such as monitoring compliance history and complaints. Copies of each verification/certificate must be on file with DCDEE. All facility/provider inspections must be completed annually. Payments will be made after the submission of all required documents to DCDEE. Out of State facilities/providers will be paid at the 1-star market rate or private paying rate whichever is lowest.

#### **A. Procedures for NC FAST**

1. The LPA must notify the provider of the facility/provider to obtain a business NCID (North Carolina Identity Management).
2. The DCDEE Provider Manager must be given the facility/provider's NCID in order to link the facility/provider in NC FAST.

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

3. Once the facility/provider's NCID has been linked, the facility/provider will be notified by the DCDEE Provider Manager and asked to complete enrollment via the Provider Portal.
4. Upon completion of enrollment, the facility/provider will receive information regarding how to complete the direct deposit setup required to receive payment.

If the provider of the facility/provider needs assistance with creating an NCID or setting up direct deposit, the provider/provider should reference the Job Aids posted on the DCDEE website at [http://ncchildcare.nc.gov/general/mb\\_NCFAST.asp](http://ncchildcare.nc.gov/general/mb_NCFAST.asp). The LPA must give the provider the Checklist of Enrollment and the Out of State Provider Information template. The LPA is to inform the provider of the facility/provider to complete the first two columns of the Checklist of Enrollment form. The checklist requires the following information:

1. License status with copy of license attached.
2. Expiration date of the license.
3. Identify if the provider is a center or home
4. Health & Safety Inspection Report (must be within the last 12 months) – attach copy of report.
5. Criminal Record Check or Qualification Letter of owner/director – attach copy.

Both the checklist and the Out-of-State Provider information template must be submitted to the DCDEE Provider Manager along with copies of all supporting documentation. These documents may be scanned and sent via email to the DCDEE Data Manager at [DCDEE.Subsidy.Submissions@dhhs.nc.gov](mailto:DCDEE.Subsidy.Submissions@dhhs.nc.gov). If documents are faxed, please fax it to 919-715-0976. Address the fax to DCDEE Data Manager and state on the fax coversheet: "this fax contains information on out-of-state providers".

Once the DCDEE Provider Manager receives the checklist, it will be forwarded to the Regulatory Section of DCDEE. The information will then be entered into the regulatory data system. This information will be

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

transferred overnight to NC FAST. Once complete, the DCDEE Provider Manager will link the facility/provider and become the owner in NC FAST.

The LPA must notify the DCDEE Provider Manager when a child leaves an out-of-state facility/provider so that the facility status changes from “active” to “terminated.”

**NOTE:** Out-of-State Providers do not require a license, refer to section II.D

## VIII. THE PROVIDER AGREEMENT

### A. Requirements

The provider of the facility/provider must read and review the terms of the Child Care Provider Agreement in the NC FAST Provider Portal. The Child Care Provider Agreement is then signed by the owner, or the person responsible for the operation of the facility. The Child Care Provider Agreement must be signed before any payment is issued and must be **renewed annually** (once per calendar year). After the Child Care Provider Agreement is signed by the provider of the facility/provider, the original must be printed and maintained on file at the facility. The provider/provider must maintain current and past copies of the signed Child Care Provider Agreement **until the LPA provides authorization to destroy them.**

### B. Limitations

The LPA cannot refuse to purchase care from a facility/provider based on the location of the facility or on the length of time the facility has been operating. The LPA cannot allot a specific number of childcare spaces to an eligible facility/provider or make additional program requirements for any center or home.

**NOTE:** The local Smart Start partnership may choose to restrict the use of Smart Start funds only to facilities with higher star ratings. In addition, the LPA cannot refuse to purchase care from a facility/provider who is under investigation for or has been substantiated for child abuse or neglect. The LPA is allowed and encouraged to share general information with parents regarding an investigation or

Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

substantiation of child abuse or neglect so that parents may make an informed decision about choosing or continuing to use a child care facility/provider. (See [Chapter 9: Recipient Choice and Voucher Procedures](#) for further information.) Refer to [Chapter 16: Payment Policies](#) for instances when payment cannot be made.

**C. Effective Date**

The Child Care Provider Agreement is effective from the date it is signed by the provider of the facility/provider, and it remains in effect unless it is terminated by the LPA, or the facility/provider is no longer eligible to participate in the SCCA Program. The agreement must be renewed annually (once per calendar year). The facility/provider may be eligible for retroactive payments for providing care if a family had been approved for SCCA services, a Child Care Voucher ([DCD-0446](#)) authorizing payment had been given to the parent, and the facility/provider met the requirements for participation in the SCCA Program. Even though the date of the child's eligibility may be earlier than the date the provider of the facility/provider signed the Child Care Provider Agreement, a payment can be made as long as a signed agreement is in place before the payment is issued.

**D. Termination of the Child Care Provider Agreement**

In the case of a childcare center, the Child Care Provider Agreement terminates when the center changes ownership. A new Child Care Provider Agreement must be signed if the new owner wishes to be enrolled in the SCCA Program.

In the case of a licensed family childcare home, the Child Care Provider Agreement terminates when the approved caregiver changes. A new Child Care Provider Agreement must be signed by the new caregiver.

The Child Care Provider Agreement does not terminate when a center or home changes location, or changes facility type (changes from being a family childcare home to a center in a home or vice versa); however, a new Approval Notice is issued. The Child Care Provider Agreement may need to be amended if the capacity or other conditions listed on the new Approval Notice change as a result of the

## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

new location. The changes need to be entered in red ink, dated and initialed by all parties to the Child Care Provider Agreement.

The LPA may terminate the Child Care Provider Agreement if the facility/provider receives a star rating of less than three and if the facility/provider fails to comply with the terms of the agreement. (See [Chapter 16: Payment Policies](#) for information regarding terminating the Child Care Provider Agreement (DCD-0452).) The facility/provider is given a notice of termination except when the center or home has been closed by DCDEE or when the LPA has no more funds for SCC services.

There are certain types of Administrative Actions, which will allow the LPA to not approve a facility/provider for enrollment or to terminate the Child Care Provider Agreement. Included in these are the following:

1. When the license has been summarily suspended and the facility is closed by the DCDEE
2. When the license has been revoked or denied
3. When the facility/provider has received a Notice to Cease Operations; or
4. If there are other situations where an LPA has concerns about repeated instances of noncompliance, they should contact DCDEE Subsidy Services Section, to determine if the LPA can be authorized to discontinue payment. Examples of noncompliance could be violations of record keeping or payment policies.
5. The termination of subsidy payment remains in effect even if the provider of the facility/provider appeals any action or situation listed above.

**NOTE:** A facility/provider could also be permanently disqualified from participating in the SCCA Program when there is a sanction imposed for the first instance of fraudulent misrepresentation. Also, a third instance of non-compliance within two years as well as other violations of the provider agreement.



## Subsidized Child Care Assistance Program Policy Manual

### Chapter 15. Approval and Enrollment Procedures for Licensed Facilities

For additional information on policy discussed in this chapter please refer to:

#### **SCCA Manual**

Chapter 9: Recipient Choice and Voucher Procedures

Chapter 12: Licensing Requirements, Noncompliance, and Sanctions

Chapter 16: Payment Policies

Chapter 19:

#### **SCCA Program Rules**

[10A NCAC 10 .0601](#) Standards for facilities participating in the Subsidized Child Care Assistance Program.

[10A NCAC 10 .0602](#) Participation in the Subsidized Child Care Assistance Program.

#### **NC FAST Help Job Aids**

SCCA - DCDEE Provider Manager: Enrolling or Re-enrolling a CDDC Provider

SCCA - Fund Manager: Setting Up Funds

SCCA - LPA Provider Manager: Setting Up a Provider to Participate in the SCCA Programs

SCCA - Provider Manager: Enrolling or Re-enrolling a Provider

SCCA - Provider Manager: Managing Provider NCIDs

SCCA - Provider Manager: Un-enrolling a Provider

SCCA - Provider Manager: Unlinking Provider NCIDs

SCCA - Viewing a Provider's Star Rating