Subsidized Child Care Assistance Program Policy Manual
Chapter 9. Attachment 1 Child Care Voucher Procedures Timeline Chart

#Calendar Days (*after generation*)	Voucher Status	NC FAST Actions	Subject of Task Sent to Worker	Worker Action (and/or task instructions)
DAY 1–20: Voucher not signed by Recipient or Provider	Pending Recipient Signature OR Pending Provider Enrollment OR Pending Provider Signature	None	None	Obtain recipient signature and update status to *Pending Provider Signature* OR Provider enrolls OR Provider accepts/rejects voucher (NC FAST then updates voucher status to *Accepted* or *Rejected*)
DAY 21–30: Required signatures (or enrollment) are not completed	Pending Cancellation Recipient Signature OR Pending Cancellation Provider Signature OR Pending Cancellation Provider Enrollment	None	Voucher <Voucher Reference #> will be cancelled for provider <Provider Name>, Child <Child Name> as <parent> or <provider> if voucher is not signed within next 10 calendar days OR Voucher <Voucher Reference #> will be cancelled for provider <Provider Name>, Child <Child Name>	Voucher will be cancelled if not signed within next 10 calendar days. Please call the recipient and/or provider. Voucher will be cancelled if the provider does not enroll within next 10

#Calendar Days (*after generation*)	Voucher Status	NC FAST Actions	Subject of Task Sent to Worker	Worker Action (and/or task instructions)
				calendar days. Please call the provider.
DAY 1-30: Provider Accepts Voucher	Accepted	Child added to provider roster	None	None
DAY 1-30: Provider Rejects Voucher	Rejected	Cancels Plan of Care

Updates voucher status to Rejected

Records provider's rejection reason | Voucher <Voucher Reference #> has been rejected by Provider <Provider Name> for Child <Child Name> | Contact recipient to choose new provider

Enter new Plan of Care evidence

Generate new voucher

Print for recipient signature (and update status when signed) |
| DAY 31: Required signatures (or enrollment) are not completed | Cancelled | Cancels voucher with reason 'Timely Signature was not Provided by Recipient or Provider' | Voucher <Voucher Reference #> has been cancelled for provider <Provider Name>, child <Child Name> as <parent> or <provider> has not signed the voucher timely

OR

Voucher <Voucher Reference #> has been cancelled for provider <Provider | Voucher has been cancelled for provider/child as recipient or provider not signed voucher timely. Contact the recipient or provider.

Voucher is cancelled as the licensed provider has not |

#Calendar Days (*after generation*)	Voucher Status	NC FAST Actions	Subject of Task Sent to Worker	Worker Action (and/or task instructions)
			Name>, child <Child Name> as provider has not enrolled timely	enrolled in NC FAST within 30 calendar days. Please call provider.
DAY 60: Closure for failing to respond	SCCA-voucher tasks and Timeline	SCCA-voucher tasks and Timeline	SCCA-voucher tasks and Timeline Voucher<voucher #> for the provider<provider's name> and child <child's name> has been voided due to the Responsible Adult or Provider has not signed the voucher in 60 calendar days. Contact the Responsible Adult or Provider to determine if child care services are still needed at this center.	Voucher has been cancelled for provider/child as recipient or provider not signed voucher timely. Contact the recipient or provider.
Close Voucher Tasks: When status has been updated with *Cancelled, Voided, Rejected* or *Approved*; close all the associated open tasks for that voucher. Refer to the *Closing Tasks* job aid for guidance.				

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