

I. CHAPTER OVERVIEW

This chapter discusses the annual eligibility redetermination process which occurs prior to the end of the twelve month certification period, and provides instructions on how to respond to changes that are reported during the certification period.

II. MAINTAINING CONTACT WITH THE RECIPIENT

A. Required Contact

Regular contact with the recipient or her representative helps to assure effective case management while ensuring that the record is up-to-date and reinforces the responsibility of the recipient to report changes which may impact eligibility. In addition, it helps to establish the child care worker as someone the parent or responsible adult can contact if problems arise. An annual redetermination is required for every case; however, the following cases require additional contact during the twelve months to verify continued need:

1. Grades must be reviewed at the end of each semester to assure satisfactory progress in the client's educational or training program when care is provided to support education;
2. Every six (6) months the child's developmental delay, or risk of delay, must be reevaluated when care is provided to support the child's developmental needs;
3. The reason for receiving child care services to support Child Welfare Services must be reexamined every six (6) months; and
4. When care is provided to support Child Protective Services, a review is required every six (6) months to determine that Child Protective Services are still being provided.

B. Conducting Periodic Reviews

During the annual eligibility period, LPA staff may choose to conduct more frequent reviews than what is described above, such as quarterly reviews. The purpose of the review would be to determine if the family continues to be eligible for the service and if any adjustments are needed in the plan of care. LPA staff are encouraged to develop a means to conduct the reviews so as not to place an undue burden on families by requiring a visit to the office which results in an absence from work or school.

The first step is always to go to the Food Stamp Information System (FSIS) and use the income that is shown for families receiving Food and Nutrition Services benefits. If the recipient voluntarily provides more current income information, that new income must be verified and used to determine income

eligibility and calculate parental fees. The child care worker must not require the recipient to provide additional income information.

C. Contact With the Recipient May Include One or More of the Following:

1. An office visit;
2. A telephone call to the recipient or the agency worker assigned to the CPS or foster care case;
3. A home visit;
4. A locally-developed questionnaire mailed to the recipient;
5. A telephone call or visit to the child's child care provider; or
6. A visit to the recipient's work site or training program. (This should only be done with the parent's approval and prior notification of the visit and if other types of contact have been tried but were unsuccessful.)

III. RECIPIENT RESPONSIBILITIES REGARDING REPORTING CHANGES

At the time of application, redetermination, and during reviews, the child care worker should emphasize to the recipient the importance of reporting changes. The child care worker must use the Recipient Responsibilities for Subsidized Child Care Services form ([DCD-0106](#)) when reviewing the reporting requirements with the recipient. The form specifies changes that have to be reported to the child care worker within five (5) work days of the change and the consequences of failing to do so.

A. Changes That Must be Reported

The following changes that must be reported include but are not limited to:

1. Change of address and telephone number;
2. Marriage, separation, or divorce;
3. Change in family size;
4. Change of job or work shift or in the number of hours or days employed;
5. Increase or decrease in income from employment, child support, or any other source;

6. Loss of employment, including leave of absence or temporary layoff (refer to [Chapter 5: Establishing Need and a Plan of Care](#) for guidance);
7. Change in school enrollment and proof of grades within a reasonable time period of receiving the grades at the end of each semester; and
8. Child receiving subsidy services moves out of the home.

B. Failure to Report a Change

Failure to report a change may impact an individual's ability to continue to receive subsidized child care services. If the failure to report results in a significant overpayment (e.g., the recipient is ineligible or the fee increases substantially) and it appears that there was intent to commit fraud, the child care worker may refer the family's case to the agency's [Program Integrity Unit](#). For further instructions, see [Chapter 23: Fraudulent Misrepresentation and Overpayments](#). **Services may only be terminated if the recipient is determined ineligible.**

IV. WORKER RESPONSIBILITIES WHEN CHANGES ARE REPORTED

The child care worker must react to the change reported by the recipient or the provider within ten (10) working days by recording the change in the record as described below and determining if the change requires that a notice be sent to the recipient, provider or other agency staff. The worker is encouraged to react quickly to changes that impact the payment to the provider or the family's eligibility.

A. Updating the Family's Application for Child Care Services ([DCD-0456](#))

1. When recording changes on the Application, recommend that all changes are noted in a different color ink than what was used on the original Application;
2. Ensure that the date of the change is noted on the form; and
3. Changes reported at two (2) different intervals during the twelve (12) month period of eligibility can be recorded on the original Application; however, the worker must make sure that the additional changes are distinguishable and the date of the change is noted. Another option is to use a new Application form.

B. Updating the Case Narrative

Information regarding a change that is reported by the recipient that is not recorded on the Application, such as a change in the plan of care, must be recorded in the case narrative.

C. Completing and Distributing the Child Care Action Notice ([DCD-0450](#))

The Child Care Action Notice (DCD-0450) must be given or sent to the

recipient and provider if the change makes the family ineligible or the change will increase or decrease the amount of the parental fee or change the plan of care. For information regarding the effective date of the changes that result in the termination of services, refer to [Section VI. B.](#) in this chapter. For information regarding the effective date of changes related to parental fees, refer to [Chapter 8: Parental Fees.](#)

When completing the Child Care Action Notice, the child care worker is only required to complete the areas that relate to the change; however, the worker may choose to always repeat the fee amount to insure the parent and provider are aware of the amount. If the change does not affect the child's or family's eligibility, parental fee, or plan of care, it is not necessary to send the Child Care Action Notice. It is critical that any changes which impact the payment or the reimbursement claim are communicated with the designated staff in the LPA who are responsible for handling the reimbursement process via the Child Care Action Notice or a locally developed agency communication form.

V. ANNUAL REDETERMINATION OF ELIGIBILITY

In order for an individual to continue to receive child care services, eligibility must be redetermined annually. As a part of the annual redetermination of eligibility, recipients must sign a new Application for Child Care Services prior to the end of the current certification period. If an individual cannot visit the agency to complete the Application, it is possible to conduct the review by phone and mail the form to the applicant for her signature. Refer to [Chapter 4: Application, Eligibility Determination and Documentation](#) for information on the application process. In addition, a Child Care Action Notice must be completed once the eligibility review is completed.

A. Contacting the Recipient

At least thirty calendar days prior to the eligibility expiration date, the child care worker must make written contact with the recipient to notify her that the eligibility period is expiring and request that she sign a new Application in order to redetermine eligibility. Written notices must be mailed to the most recently reported home address. The LPA may also choose to send a copy of the redetermination notice to the child care provider. In some situations, the child care worker may visit the parent/responsible adult. A sample letter which can be used to notify recipients is included as [Attachment 1](#) at the end of this chapter or the LPA can choose to use the Child Care Action Notice.

B. Forms for Redetermination of Eligibility

When an annual redetermination of eligibility occurs, the recipient must sign a new Application for Child Care Services (DCD-0456). The recipient must provide any required documentation needed to determine eligibility within thirty days. The following must be completed in full and copies of items 1 through 4 provided to the parent/responsible adult:

1. Application for Child Care Services ([DCD-0456](#));

2. Recipient Responsibilities for Subsidized Child Care Services ([DCD-0106](#));
3. Child Care Action Notice ([DCD-0450](#));
4. Any other LPA specific forms; and
5. Narrative documentation

NOTE: The Recipient Responsibilities for Subsidized Child Care Service Form (DCD-0106) is not required for families receiving child care to support child protective services.

C. Determining the Dates of the New Eligibility Period

When the review process has been completed and it is determined that the individual is eligible for another twelve months, the new eligibility period normally starts on the date after the previous period ended. LPA staff may choose to conduct the reviews early if the parent is in the agency. The following examples are provided for guidance.

If the parent/responsible adult comes to the LPA on 11/17/02 to report a change, and her eligibility period ends on 12/30/02, the eligibility review may be done on 11/17/02 to prevent the parent from having to return to the agency. The period of eligibility becomes 12/31/02-12/30/03 since the eligibility review was done **forty-five calendar days or less prior** to the expiration date.

If a parent/responsible adult is seen **more than forty-five days prior** to the expiration date, the period of eligibility must be changed. For example, the parent/responsible adult comes to the LPA on 5/09/03 to report a change. To prevent the parent/responsible adult from having to come back within the next six (6) weeks, because the period of eligibility ends on 6/28/03, the eligibility review can be done early and the period of eligibility is then changed to 5/09/03-5/08/04.

D. Ineligible Due to New Information

1. If a recipient comes in for the annual redetermination and is found ineligible for any reason, the following steps occur.
 - a. Complete a Child Care Action Notice to notify the recipient and the provider that services cannot be continued past the end of the twelve month eligibility period. If there are more than ten (10) work days left in the eligibility period when the recipient is determined to be ineligible, services are terminated in ten (10) work days rather than the

end of the twelve month eligibility period. If there are less than ten (10) work days left in the eligibility period, services are terminated at the end of the current eligibility period.

- b. Send a copy of the Child Care Action Notice to the person in the agency who is responsible for handling the reimbursement process.

E. Ineligible Due to Lack of Response

1. If a recipient does not reapply by the expiration date, or applies but does not provide the necessary documentation within the thirty days, the following steps occur.
 - a. The service terminates on the last day of the twelve month eligibility period. A ten (10) work day notice is not provided to the recipient when this occurs.
 - b. A notice to the child care provider informing them of the date that the services ended for the family is required if a letter or Child Care Action Notice was not sent to the provider at the time the recipient was notified of the need to contact the agency to redetermine eligibility.
 - c. The parent/responsible adult has the right to reapply at a later date; however, the LPA will not pay for child care services provided between the date the eligibility expired or terminated and the date the new Application for Child Care Services ([DCD-0456](#)) is signed. Depending upon funding and priorities for services, the child may be placed on a waiting list.

VI. TERMINATION OF SERVICES DURING THE ELIGIBILITY PERIOD

A. Child Care Services May be Terminated for a Number of Reasons:

1. The family no longer needs the service;
2. The parent has notified the LPA that the service is no longer wanted;
3. The parent has failed to cooperate with the LPA in determining or re-determining eligibility;
4. The recipient is no longer income eligible;
5. The parent fails to pay the assessed parental fee and the provider has indicated she will no longer serve the child;
6. The child receiving subsidy services moves out of the home;

7. The recipient has failed to use the service or to cooperate with service delivery;
8. The LPA has spent all its funds for child care services;
9. A child care program closes and a new provider cannot be found;
10. There is a temporary change in the parent's situation (e.g., an extended leave from education/training during the summer months without employment); or
11. The provider refuses to continue providing child care services for the child and another provider cannot be found.

B. Notifying the Parent and Provider

The Child Care Action Notice ([DCD-0450](#)) giving notice of the termination of services and the reason for termination must be provided to the parent/responsible adult at least ten (10) working days prior to the effective date of the termination of services when services end during the twelve month eligibility period. If there are less than ten (10) days left in the twelve month eligibility period, the notice is only until the end of the current eligibility period. A copy of the Action Notice must also be sent to the provider and to the person(s) in the LPA responsible for the reimbursement and payment process.

There are a few other situations in which the notice period for terminating services may be less than ten (10) days. A five (5) work day notice would apply when the following situations occur:

1. The parent provides written or verbal notification that the service is no longer needed or wanted;
2. The child moves out of the county; or
3. The child has been admitted to an institution and is no longer able to use the service.

In these situations, the LPA must contact the provider verbally on the first day of notification and in writing via the Child Care Action Notice (DCD-0450) which is sent no later than the effective date of the termination.

NOTE: No notice is required when the provider indicates that she will no longer care for the child or the provider indicates it is not necessary to pay a notice. Payment will be made only for those days the child attends. The parent's eligibility for services is not terminated, only the payment to the provider.

The LPA cannot choose to develop local policies to pay a five (5) day notice in situations other than the ones addressed above.