

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