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SUBSIDIZED CHILD CARE SERVICES ADMINISTRATIVE LETTER No. 02-11

TO: Directors of County Departments of Social Services and Local Purchasing Agencies

FROM: Deborah J. Cassidy, Ph.D. *Ann for D. Cassidy*

ISSUED: May 2, 2011

SUBJECT: SEEK Phase I: SCCRS Business Practices and Procedures

EFFECTIVE DATE: May 2, 2011

The purpose of this letter is to help Local Purchasing Agencies better understand Phase I implementation of the Subsidized Early Education for Kids (SEEK) system and how the interface between the Subsidized Child Care Reimbursement System (SCCRS) and SEEK will impact their current business practices. Please share this information with case workers and staffs who complete Reimbursement for your agency.

On **Monday, May 2, 2011**, basic information about all children and families receiving child care services - and the facilities the children attend - will be programmatically collected from SCCRS and loaded into the new SEEK system to prepare for both user testing and the upcoming implementation. Specifically, data will be selected from all current payment records where the Client Status = 0, 1, 2, or 5.

From that date forward, SCCRS will remain the "host" system for subsidized child care. New information about children and families approved for child care, and changes to existing demographic or plan of care information will continue to be entered into SCCRS. All updated information relevant to the SEEK payment process will be shared between SCCRS and SEEK on a daily basis.

Although SEEK Phase I will roll out to the counties on a staggered schedule from June to September 2011, the SCCRS – SEEK procedures that begin on May 2 will ensure that data retained in both systems is accurate and current. To ensure that all families receive their SEEK child care card without delay, the county data entry practices (for SCCRS) must be modified as follows:

- For Pilot Counties, New children issued a voucher prior to May 2 – but who have **not** yet had attendance reported by their provider – must have a "preliminary" record of their (expected) child care payments entered into SCCRS before May 6th.
- For those Counties scheduled for roll out in Groups 1-3, New children issued a voucher prior to May 31 – but who have **not** yet had attendance reported by their provider – must have a "preliminary" record of their (expected) child care payments entered into SCCRS before June 1st.
- New payments entered into SCCRS (prior to receipt of attendance) must be recorded using **Client Status 5 - Enrolled without Pay** so that the family, child, facility, level of care, and demographic information will be recognized and transferred to SEEK.

- Effective immediately after the data loads on May 3 (Pilot Counties) and June 1 (Group 1-3 Counties), payment records for new children approved for care must be entered into SCCRS on a "real time" basis. County child care workers must coordinate with Reimbursement staff to ensure that a new payment record is created in SCCRS **the same day** that a voucher is issued and considered complete (the facility a child will attend and their child care start-date have both been selected).
- If the county issues a new, complete voucher, but **delays** data entry to SCCRS, then the same delay will apply to the process of providing a SEEK card to the family. No record in SCCRS means no authorization record in SEEK, no card, and automated attendance cannot be collected.
- The service days should be recorded as the number of expected service days, based on information in the voucher about start date, i.e., if the child's first day of approved care is April 20, a worker should enter Service Days = 8. When the provider's attendance sheet is received and the child's attendance is validated, the number of service days can be changed to reflect an accurate count.
- After the child's attendance is validated by a provider's report, update the Client Status information to Client Status 0 – New Enrollment from the Waiting List or to Client Status 1 – New Enrollment NOT from the waiting list, as appropriate. If no attendance for the child is received, retain the Client Status 5 – Enrolled without Pay status until the next month.
- **Cardholder Information.** On May 2, the parent or other party named as Responsible Adult in each SCCRS Family Case will be saved as the **SEEK Primary Cardholder** for that case ID. By this date, the family case address information should have been reviewed and confirmed and the date of birth entered for the person named as case head. Incorrect or missing data will delay processing for authorizations, mailing and receipt of SEEK card, and attendance collection.

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GHB7001M TEST SUBSIDIZED CHILD CARE REIMBURSEMENT 03/21/11
99990162 PAYMENT PROCESSING MENU FOR PAYMENT MONTH: JANUARY 12:27:26
OPTION DESCRIPTION KEY
1) TURNAROUND FACILITY ID (OPTIONAL)
2) ADD PAYMENT FOR NEW CHILD FACID / CHILD ID/SERV MTH (OPT)
3) PRIOR MONTH CORRECTION FACILITY ID / SERVICE MONTH
4) LIST OF FACILITIES REQUIRING ATTENTION NONE
5) SMART START BONUS % CENTERS SERV MTH (OPT) /PUR/CNTY
6) SMART START BONUS % HOMES SERV MTH (OPT) /PUR/CNTY
7) CARDHOLDER INFORMATION NONE
8) FACILITY ATTENDANCE NONE
SELECTION: ( MYYYYY )
FACILITY ID CHILD ID SVC MO PURCHASER COUNTY
F KEYS: 1=Help 2=Child Name Search 3=Exit 4=Main Menu
01:3 20/18
    
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- When there is a need to establish an alternate cardholder for a case, workers will access a new screen, **Cardholder Profile**, via Option #7 in the SCCRS Payment Processing Menu section. **All SEEK cards, including those for alternate cardholders, will always be mailed to the Primary Cardholder's address.**

GHBV004M TEST	SUBSIDIZED CHILD CARE REIMBURSEMENT	03/21/11
99990162	CARDHOLDER PROFILE	13:45:24
LPA 092 WAKE	CASE 123456	
FAMILY CASE NAME MARTHA B. WASHINGTON		
SCCRS ID T000000002		
NAME GEORGE	A WASHINGTON	
DOB 1960-01-01		
CARDHOLDER END DATE		
FAMILY CASE		
MAILING ADDRESS 222 NORTH STREET		
CITY RALEIGH	STATE NC	ZIP 17745 - 4771
PHONE (919) 464 - 2222	OTHER PHONE (919) 314 - 7676	
EMAIL G.WASHINGTON@LINK.NET		
CHILDREN		
20028882322 JOHN	WASHINGTON	
20045432312 JOE	WASHINGTON	
20053245642 MIKE	WASHINGTON	
20028362093 PETER	WASHINGTON	
COMMENTS		
F KEYS: 1=Help 3=Exit 4=Main Menu 5=Next 7=Up 8=Down ENTER to update		
48	r :00.1	03/41

- **Comparison of Attendance Information** - At the beginning of SEEK Phase I – Month 1 (June 1-for Pilot Counties; July 1 – Group 1; August 1 – Group 2; September 1 – Group 3), your county's reimbursement workers will be completing data entry of the prior month payments in SCCRS, and closing out the prior month, as is the current business practice. At close out, the SCCRS payments will "roll forward" in SCCRS, and the number of service days will pre-fill into the new month's payment, again, as is the current business practice.
- At the same time, children's attendance is being collected via their SEEK cards and the POS units installed at their facilities.
- At the end of SEEK Phase I – Month 1 (June 30-for Pilot Counties; July 31 – Group 1; August 31 – Group 2; September 30 – Group 3), your county's reimbursement workers will collect Provider Attendance reports, as is the current practice. Information collected about the children's attendance via SEEK and the POS units will be made available in a report to the counties on the 25th of the current month (for the period of the 1st – 25th of the Service month) and again on the 8th of the following month (for the period of the 1st – End of the Service month).
- At the end of SEEK Phase I - Month 1 (June 30-for Pilot Counties; July 31 – Group 1; August 31 – Group 2; September 30 – Group 3), a final count of the SEEK-collected attendance days per child will be transmitted to and saved in SCCRS, but this data will not automatically update the payment records for the current month. County child care workers and reimbursement workers will review all attendance information sent by SEEK and the providers, select the most appropriate entry based on all the data,

including their knowledge of the child's care plan, and key the child care payments, as is the current business practice.

- Workers should remember the "pay by attendance" rules – Service Days are reduced from the maximum for the month when the child was enrolled late in the month, terminated early in the month, or was absent more than 10 days in the month. When the service days value is less than the maximum allowed for the month, the payment is recalculated according to a "Pay by Attendance" rule, resulting in a reduced payment to the provider as is current policy and procedures.
- When keying of service days is complete, workers will be able to access a new SCCRS function that will display both attendance figures – the number of days collected by SEEK, and the number of service days the worker elected to record for the payment, based on information from all sources (knowledge of plan of care, provider's report, and the SEEK report). The new SCCRS comparison screen will be accessed from the SCCRS Payment Processing Menu, Option 8.

GHBL016M TEST		SUBSIDIZED CHILD CARE REIMBURSEMENT			03/21/11	
99990162		FACILITY ATTENDANCE			13:50:51	
LPA 092 WAKE		FACILITY 19212342 HAPPY KIDS ARE HAPPY KIDS				
SEL	DCS ID	CHILD NAME	POS	SCC		
-	1234567890	WASHINGTON	JOHN	21	21	
+	1234562222	JOHNSON	JOE	21	21	+21
-	1254545891	CLINTON	LINDA	21	21	
-	1222222290	OBAMA	SUSAN	21	9	-12
-	1299999990	REAGAN	JOHN	21	21	

F KEYS: 1=Help 3=Exit 4=Main Menu 7=Up 8=Down

48 :00.1 04/11

- When keying of service days is complete, workers will perform the monthly closeout, as is the current business practice. All following tasks also remain the same through SEEK Phase I.

For SEEK Phase II, SCCRS will be enhanced to provide child care workers with new, intuitive data entry screens to collect demographic and child care authorization information. Once SEEK Phase II is implemented workers will no longer be required to key attendance/service days as this information will be collected via the Point-of-Service (POS) devices installed at the facilities. Overnight data transfers will continue to share information between SCCRS and SEEK, in order that information about actual payment amounts calculated in and delivered from SEEK be reconnected with a child's original authorization information stored in SCCRS.

May 2, 2011

If additional information or assistance is needed, you may visit the web link below, which will be available soon, to view the SCCRS Phase I Training Webinar, you may send an email to dcd.scc.support@dhhs.nc.gov with your question(s), or you may contact us individually.

SCCRS Phase I Training Webinar - http://ncchildcare.dhhs.state.nc.us/general/mb_SEEK.asp

Carol.Carnley@dhhs.nc.gov (919) 890-7008

Tyronda.Ricks@dhhs.nc.gov (919) 890-7090

Please share this information with any staff who will be involved in reviewing and updating information for SEEK implementation. All family name and address corrections should have been completed by Friday, April 29, 2011. Thank you for your prompt attention to the review and update of this critical information. If you have questions, please contact your Subsidy Services Consultant.

DJC:CC

cc: Child Care Coordinators

Subsidy Services Consultants

North Carolina Partnership for Children