

Department of Human Resources 311 West Saratoga Street Baltimore MD 21201	FIA ACTION TRANSMITTAL
Control Number: # 16-10 Revised Previous 16-10 is obsolete	Effective Date: Upon Receipt Issuance Date: April 1, 2016

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF
CHILD CARE SUBSIDY PROGRAM ADMINISTRATORS**

FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR 

**RE: CHILD CARE SUBSIDY (CCS) ELIGIBILITY DETERMINATION FOR
TEMPORARY CASH ASSISTANCE (TCA) CASES**

PROGRAM AFFECTED: TCA AND CCS

ORIGINATING OFFICE: BUREAU OF POLICY, RESEARCH, AND TRAINING (PRT)

SUMMARY:

In this revision to AT 16-10, we include guidance for processing Child Care Subsidy applications and redeterminations for TCA caretaker relatives, including which applications the local department should process and which should be forwarded to MSDE. The new information is on page 5.

Effective December 18, 2015 the local departments of social services (LDSS) resumed responsibility for the eligibility determination of Priority 1 (Temporary Cash Assistance) cases under the State's Child Care Subsidy (CCS) Program. All other child care subsidy applications and cases (Transitional Child Care and non-TCA) will remain with the vendor for Maryland State Department of Education (MSDE).

On December 18 **MSDE stopped** making eligibility determinations or provisional approvals for all TCA applicants and recipients. MSDE is referring TCA-related customer service calls to the appropriate LDSS.

The table on the next page quickly breaks down the responsibilities for the LDSS. This information is posted on the MSDE website for customers.

Type of Case	Document	Where to Submit/Send
All TCA	Application (new or re-determination)	LDSS
	Documentation / Verifications	LDSS
	Changes in Circumstance/Activity	LDSS
	Request for new Voucher	LDSS
	Request for Hearing / Appeal	LDSS
	Voucher	MSDE
TCC and Non-TCA	Application (new or re-determination)	MSDE
	Documentation / Verifications	MSDE
	Changes in Circumstance / Activity	MSDE
	Request for new Voucher	MSDE
	Request for Hearing / Appeal	MSDE
	Voucher	MSDE

The Child Care Administration Tracking System (CCATS) will be modified to separate cases by priority status. **TCA cases are Priority 1.** Even while modifications are being made in CCATS, LDSS staff who have taken the online training modules and filled out a security access form will have all required access to process cases.

LDSS Responsibilities

Local Departments of Social Services:

- A. Resume customer service for all TCA applicants and recipients.
 1. Local departments will begin to receive applications as early as December 18. Applications may be received in many formats: as a paper application that is dropped off or mailed in, electronic (fax or e-mail) or any other format. **An application is attached to this action transmittal.**
 2. If a customer contacts the LDSS, advise the customer that CCS applications are being accepted in the LDSS and will be processed there.
 3. The customer can expect the LDSS to provide the application status.

4. TCA applicants and recipients should have a \$0 co-pay for CCS.
- B. Determine and redetermine the TCA customer's eligibility, and process interim changes for CCS cases for TCA customers.**
1. Case managers must review the CCS application for eligibility.
 2. TCA applicants and recipients (or SSI recipients attached to a TCA case) who meet eligibility are CCS-eligible as long as they are working, in an approved work activity or enrolled in school.
 3. Verification is similar to TCA and should be provided (check ECMS):
 - Proof of income is required (most recent 4 weeks of pay stubs or a letter from the employer stating gross salary)
 - If the individual is a student, proof of enrollment in school is required.
 - Customers must pursue child support, and provide:
 - Proof of identity for all household members, which includes, but is not limited to, a valid unexpired United States passport, a birth certificate, a valid driver's license or a current photo identification card.
 - Proof of address (apartment or house lease; electric, gas, water or phone bill).
 - Proof that their child(ren) has met the Maryland State Immunization requirement.
 - If they are a single parent, proof that they have met child support requirements by reporting information about the absent parent.
- C. Issue vouchers, transfers, and referrals for any new cases for TCA applicants and recipients.**
- This process is detailed in the CCS training self-directed modules. Case managers must review these modules and pass an assessment before they are granted access to CCATS.
 - The link to these modules is: http://learnccats.blogspot.com/p/blog-page_49.html
 - Until modifications are made in CCATS, staff will have access to all functionalities to process Priority 1 cases:
 - Any cases for TCC or non-TCA must be **must** be sent to the MSDE vendor for appropriate processing.
 - Any voucher returned to an LDSS office **must** be faxed to CCS Central at 410-229-0053 **within 48 hours of receipt.**

D. Notify customers leaving TCA of the procedure for applying for CCS and provide contact information to the MSDE CCS vendor.

- Non-TCA customer information may be submitted by mail, fax or email to:

MAIL - PO Box 17015, Baltimore, MD 21297

FAX - 410-229-0053

Email - CCSCentral@xerox.com

- Non-TCA customers can call the MSDE Vendor's customer service help line at 1-866-243-8796.

Transitioning Case Files

MSDE will prepare all customer records and case files from 2010 to the present for pick up by DHR by December 23, 2015. These files will be in the same manner, form, and condition as the files that were transferred from DHR to MSDE in August 2015.

All current and pending TCA case files will be forwarded to the LDSS in the following manner:

- Cases for which a TCA application has been filed and an eligibility determination is pending;
- Any verifications that are associated with determining the TCA customer's eligibility;
- Any TCA applications or verifications that have not yet been entered into the Child Care Administration Tracking System ("CCATS");
- Cases for which TCA eligibility determination has been made, and there has been a request for a contested case hearing that is pending; and,
- TCA cases that are pending an appeal including the hearing notice and hearing summary.

Pending applications and supporting documentation will be sent to DHR by December 28th.

Information about Informal Child Care Providers

Child care can be provided informally (self-arranged) or formally (regulated) by providers.

Informal providers are:

- A relative providing care in the child's home or in the relative's home,
- A non-relative in the child's home,
- A non-relative for less than 20 hours per month in the non-relative's home,
- Not required to be licensed or regulated under state law,
- Paid for only the time the child receives care, or,
- NOT automatically paid for any holiday or child absence.

Informal providers Procedures:

- Informal child care applications must be faxed to MSDE (410-333-0653) by the LDSS.
- Submit a signed affirmation of compliance with child care health and safety standards
- Criminal background check must be done before provider can be paid.
 - Criminal Background check can be completed at any local police barracks.
 - Provider is paid from date receipt of criminal background check
 - The informal provider may or not be approved after criminal back check is completed.
- There is no time limit for informal provider to complete the application process.
 - While the customer waits for informal care provider applications to be approved the customer can apply for regulated care.
 - The customer has responsibility to make sure the informal provider gets paid.
 - All application forms are available on the website:
http://msde.maryland.gov/MSDE/divisions/child_care/subsidy/forms.htm

Caretaker Relative CCS Applications and Redeterminations

Effective immediately, if the caretaker relative submitting a CCS application, redetermination or interim change is a **needy caretaker and is receiving** TCA with the children, the CCS case stays in the LDSS for processing.

If the application, redetermination, or interim change is for a **non-needy caretaker** and the TCA is child only, the case goes to Xerox for processing. Forward the application, redetermination or interim change to Xerox, as soon as it is discovered that it is a non-needy caretaker-child only case. **LDSS staff are not to process any non-TCA CCS cases.**

ACTION REQUIRED:

Case managers must complete the CCS self-directed training modules to gain system access to CCATS. Once the training is completed, MSDE will approve CCATS system access. Please refer to the self-directed CCS training modules for additional policy and procedure.

ACTION DUE: December 18, 2015.

ATTACHMENT:

[Application/Redetermination Child Care Form](#)

INQUIRIES: Direct policy or procedure inquiries to Clevon Moyd at 410-767-4632 or clevon.moyd@maryland.gov or Marilyn Lorenzo at 410-767-7333 or Marilyn.lorenzo@maryland.gov. Questions for MSDE will be referred to MSDE by the Bureau of Policy, Research and Training.

c:	DHR Executive Staff	OTHS Help Desk
	FIA Management Staff	Policy, Research and Training Staff
	Constituent Services	MSDE

Enclosure