

**County of Orange Social Services Agency
Family Self-Sufficiency Division**

Program/Area: CalWORKs/Welfare-To-Work

Title: **Child Care Notices of Actions and Payment Issuances**

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Approved

PURPOSE

The procedure establishes guidelines and instructions for staff for the purpose of processing CalWORKs Stage One Child Care for applicants and recipients. Accounting Assistant IIs (AAlls) are responsible for issuing timely child care payments on approved Child Care Plans and processing Notice of Actions (NOAs) for child care supportive services. The AAlls will collaborate and work in conjunction with the Continuing Employment and Eligibility Specialist (CEES) and Intake Employment and Eligibility Specialist (IEES) to issue timely child care payments and NOAs.

**APPROVAL OF
CHILD CARE PLAN**

Child Care Plans for applicants or recipients must be in place prior to the WTW activity or employment start date.

Returned and complete childcare packets must be processed within 10 business days; however, priority must be given to families or Welfare-To-Work (WTW) participants who are starting WTW activities/jobs immediately and are in need of child care services. In an effort to improve the response time to families, the following guidelines have been developed:

- IEES/CEES: Will review and process the completed child care packet and follow the guidelines provided in [Policy 301- CalWORKs Child Care Program/Processing Child Care Plan section](#).
- Social Services Supervisor I (SSSI): Will approve the Child Care Plan, in accordance with current County child care policies. Refer to the following child care policies: [301-CalWORKs Child Care Program](#), [302- Child Care Services-Stage One](#), and [302B-Temporary Short Term Child Care](#).
- SSSI: Will assign the completed Child Care Plan to the Officer of the Day if the worker of record is not available.
- IEES/CEES/SSSI must maintain effective communication with the client, Case Manager (CM), and the child care provider to ensure child care services are in place prior to the start of WTW activity or

employment.

The Client Engagement System (CES) is utilized to create, assign, and track supportive services requests from the IEES/CEES to the AAI Hub.

Upon receipt of the approved Child Care Plan, the IEES/CEES will create a supportive services task in CES (Refer to: [AAI Hub CES User Guide](#)).

Upon receipt of CES task for Child Care Plan approval, the AAI will:

1. Enter the Child Care Plan information and rate in CalWIN following guidelines in the Child [Care Resource Guide](#).
2. Send the following to the **provider**:
 - Child Care Plan Approval/Provider Notice NOA F063-41-775
 - A copy of the approved Child Care Plan
 - A sample CalWORKs Child Care Reimbursement Report (CCP 2145)
3. Send the following to the **client**:
 - Child Care Approval NOA ([NA 832](#))
 - Copy of the approved Child Care Plan
 - Copy of –Child Care Plan Approval/Provider Notice F063-41-775
 - CalWORKs [Child Care Reimbursement Reports](#) (CCP 2145)
 - Return envelope
4. Update Case Comments in CalWIN.

DENIAL OF CHILD CARE PLAN

Once the IEES/CEES has processed the supportive services request, the IEES/CEES will forward the Child Care Plan to the SSSI for review. The SSSI will review and provide the worker with the Child Care Plan and note “**DENIED**” on the plan form.

Upon receipt of the Child Care Plan, the IEES/CEES will:

- Send Child Care Payment Denial [NOA 834](#) to the client
- Send a copy of–Child Care Payment Denial [NOA 834](#) to the provider, as applicable
- Narrate actions taken in CalWIN case comments
- Contact the client and inform him/her of the denial and discuss alternative options

**DISCONTINUANCE
OF CHILD CARE
PLAN**

Once a decision has been made to discontinue the client’s Child Care Plan the IEES/CEES will take the following actions prior to the first of the month in which the Child Care Plan expires:

- Send a timely –Child Care Discontinuance NOA 835 to the client
- Send–WTW Child Care Termination Notice 717 -Provider to the child care provider. Provider notifications must not contain the state hearing information on the back of the notice
- Image the notices into OnBase utilizing the Child Care Document Type
- Update CalWIN as appropriate - [Step By Step Instructions for Early Discontinuance of a Child Care Plan](#)
- Narrate actions taken in CalWIN case comments

**CHILD CARE
PAYMENTS**

Upon receipt of the [CalWORKs Child Care Reimbursement Report \(CCP 2145\)](#), the IEES/CEES will:

1. Review the [CCP 2145](#) report for accuracy and completeness
2. Write on the [CCP 2145](#) report “**OK TO PAY**” and any other significant payment information, initial the report and create a task via CES for payment to be authorized by an AAI
3. Drop off [CCP 2145](#) report at designated Inbox to be imaged in-house by a clerk
4. Once [CCP 2145](#) report has been imaged, clerk updates the CES task to be assigned to an AAI

Upon receipt of CES task for child care reimbursement, the AAI will:

1. Review the Attendance tab on the Maintain Employment Services Participation window; however, AAI should not delay issuing payments if attendance was not updated for the payment month
2. Report any difference in hours of participation to the worker prior to making payments
3. Calculate and determine the amount to be authorized
4. Authorize child care payments according to the [Supportive Services Payment Authorization Resource Guide](#)
5. Narrate actions taken in CalWIN case comments

**STANDARD
METHOD FOR
CALCULATING
CHILD CARE
PAYMENTS**

The following instructions and examples provide a standardized practice for determining and calculating monthly child care payments, and allow for consistent processes when approving child care payments. Flexibility is required, as some child care payments are issued based on the documented agreement with the provider and the unique circumstances of the clients. Communication and collaboration between AAI, IEES/CEES, and Supervisors are highly encouraged.

Child Care Payment Guide

REDUCTION OR CHANGES IN PAYMENTS

CW clients are to be notified with a timely CalWIN NOA, [NA 833](#) or [NA 835](#), when reimbursements are reduced, changed or discontinued. Once the IEES/CEES has processed the change in supportive services, the worker will provide the AAll with the requesting payment reduction or extension of the child care plan approved by the SSSI.

Reductions

Send–Child Care Change in Reimbursement ([NA 833](#)) to the client informing them of the change in payments.

Extensions

- Send–Child Care Plan Extension [NOA 790](#) to the client giving the new plan expiration date
- Send blank Child Care Reimbursement Reports CCP 2145 to the client to cover the extension period
- Send return envelopes to the client
- Narrate action taken in CalWIN case comments

Attachments

1. Child Care Reimbursement Report – [CCP 2145](#)
2. Child Care Plan – [F063-41-18](#)
3. CalWIN NOA Child Care Services ([NA832](#))
4. CalWIN NOA Child Care Change ([NA833](#))
5. [WT09- Supportive Services NOAs, Forms and other Correspondence](#)