



NC Department of Health and Human Services

SCCA County Training-Policy and Evidence (Crisis, Referrals, Services), Voter Registration and Service Plans

SCCA TA Consultants

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NC FAST Evidence- To Aid Families in Crisis

Childcare may be provided to assist families in crisis situations to prevent the unnecessary separation of children from their families or to help prevent child neglect, abuse, exploitation or delinquency. For example: when a parent is too sick to care for her child and childcare is needed to provide for the needs of the child and to maintain family stability until the parent has recovered.

- NOTE: Families of domestic violence can be served under CWS/Crisis without documentation unless the LPA suspects the family is not being up front about their situation.

In NC FAST, the need in the plan of care would be entered as Crisis rather than CWS, but the system keeps 'Crisis' under the CWS umbrella. Crisis evidence should also be included in the case notes.

NC FAST Evidence - Crisis

- Worker creates evidence and adds to Evidence Dashboard.
- Applies to individuals. Select the child who needs care, and type of crisis.
- Types of crises are: Domestic Violence, Medical, and Family Crisis.
- A description of the circumstances, that justifies eligibility, must be documented in the case record.
- No mandatory verifications.

NC FAST – Crisis Example

Scenario

- John was stricken with a serious illness that has left him unable to take care of his toddler full-time. What is the Need Type and supporting evidence for SCCA?

Crisis

- Sandra is employed at a warehouse and has recently broken her leg which will keep her out of work. Sandra is going to have surgery on her leg and she will be in the hospital for several days. She has provided a worker's comp letter as well as letter of intent to return to work once she is released from her doctor. What is the need type and evidence to support it?

Crisis

- Laura has called into DSS noting that she is currently living in a domestic violence shelter and is looking for child care options. She notes that she has two children under the age of 5 and is looking for work but cannot leave them at the shelter alone. Can we assist Laura? What would be the need type and supporting evidence?

Yes. Crisis and statement from the representative at the shelter.



NC FAST Evidence – Voter Registration

The purpose of the NVRA is to make more opportunities available for individuals to vote. The NVRA requires individuals, who are U.S. citizens, and at least 16 years of age, be offered the opportunity to register to vote or update a voter registration record at any application for service, recertification or renewal, or when reporting a change to their address when related to an existing application.

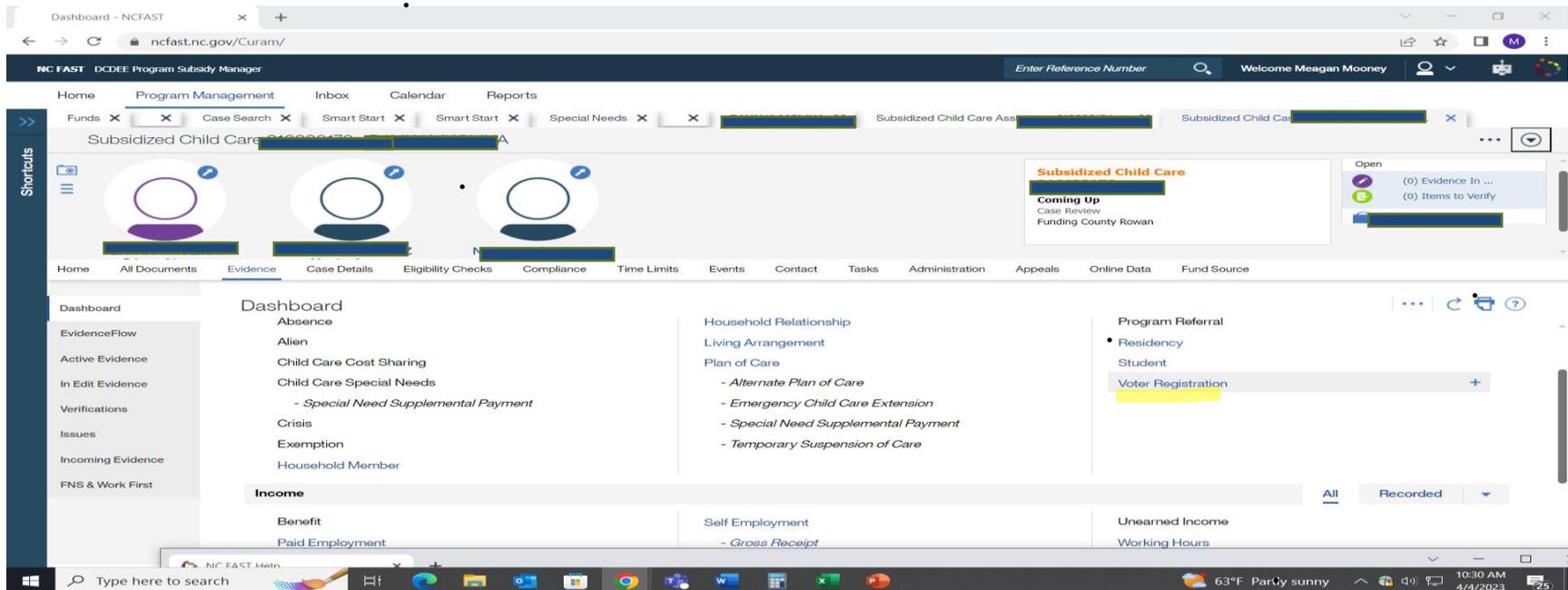
Voter registration services must be offered when a NVRA covered transaction (an application, recertification or renewal, or change of address) is received via ePASS, telephone, mail communication, or in-person. Therefore, at any time a person seeks services at an agency that offers public assistance, disability services, or unemployment services, the person must be offered voter registration services. [Click here](#) for steps the LPA must take to ensure voter registration requirements are met. The written protocol and NC FAST documentation must remain current at all times. NVRA CONTACTS FOR ASSISTANCE: State Board of Elections (SBE) – nvra@ncsbe.gov DHHS NVRA Coordinator – NVRA@dhhs.nc.gov

County DSS agencies must report a change in county NVRA point of contact to the NC DSS Civil Rights/NVRA Coordinator.

NC FAST Evidence – Voter Registration

As noted in the prior slide, voter registration must be offered at every application, recertification and change of address. Voter registration documents must be given to recipient regardless of their request to register.

In NCFAST, for both applications and recertification, this evidence is uploaded from the guided interview to the voter registration evidence on the income support page.



NC FAST Evidence – Voter Registration

- When viewing the voter registration evidence in NCFast, you will need to ensure that all evidences are updated to reflect actual dates of application, recertification, and change of address, and distribution method.
- NCFast requires that the worker manually changes the evidence for change of addresses.

Participant	Description	Period	Updates
	Voter Registration	5/18/2022 -	1
	Voter Registration	5/18/2021 - 5/17/2022	1
	Voter Registration	5/17/2019 - 5/17/2021	1

NC FAST Evidence – Voter Registration

- This is the evidence tab for voter registration. You can get to this screen by clicking the + sign beside voter registration on the income support evidence page or by clicking on the voter registration hyperlink, then clicking the three dots on the top right hand of your screen and starting “New” .

The screenshot shows a web browser window with the URL ncfast.nc.gov/Curam/. The page title is "New Voter Registration - NCFast". The form is titled "New Voter Registration" and includes the following fields:

- Received Date ***: A date input field containing "4/4/2023".
- Case Participant**: A dropdown menu.
- Participant ***: A dropdown menu with a redacted selection.
- Voter Registration Details**: A section containing:
 - Start Date ***: A date input field containing "4/4/2023".
 - End Date**: A date input field.
 - Registration Requested**: A dropdown menu.
 - Distribution Method**: A dropdown menu.
- Comments**: A text area for notes.

At the bottom of the form are "Save" and "Cancel" buttons. The background shows a sidebar with "Evidence", "Issues", and "Verifications" tabs, and a "Smart Panel" on the right.

QUESTIONS

Services Referrals

There are three types of service referrals. We will discuss the similarities and differences of each referral, review an example of each referral, and how the referral evidences should be entered into NC FAST.

Three program referral types:

- CPS—the child for which SCCA is requested must receive Child Protective Services and must remain in the home.
- CWS—to support CWS reasons when DSS is involved (not a crisis)
- Foster Care—child is in DSS Custody. Child Care worker must have a written referral from the foster care worker to support the need for care.

CPS Referrals

Prior to a child care application being taken, A CPS referral is required to indicate that services is working with the family.

- DSS does not have custody of the child(ren).
- The child(ren) lives in the home with his/her family.
- The parent is the case head of the case.
- The parent is required to complete the application and voucher.
- The worker should attempt to obtain and enter the income during the application process.
- CPS is the need for care on the plan of care
- The case does not have an income or asset limit.
- The family will not be assessed a parent fee, as long as the CPS referral evidence is active in NC FAST.
- The parent is responsible for completing a recertification packet.
- Another CPS referral is needed at recertification.

APPLICATION, ELIGIBILITY DETERMINATION AND DOCUMENTATION REVISED 05/01/14

SAMPLE REFERRAL FORM FOR CHILD PROTECTIVE SERVICES (CPS) and FOSTER CARE (FC) CHILD CARE SERVICES

CPS/FC Social Worker: Warren Davis Date: 9/21/2022
 Placement Referral: Change Redetermination Quarterly Review
 Termination Waiting List New Placement

Attached is a copy of the Face Sheet and Application for Child Care Services (if applicable)
 Case Name: Pender Case Number: 00503
 1st Parent/RA Name Mary Jones Date of Birth 6/20/73
 2nd Parent/RA Name _____ Date of Birth _____

What is the 1st Parent/RA's Relationship to the child?
 Parent Responsible Adult Relative Licensed Foster Parent
 Who has custody of the child (ren)? Mary Jones

Child's Name: Wayne A. Pender Child's Date Of Birth: 3/13/2000
 SS# (requested for child only cases): 333-33-333 SIS ID #: 2 0 0 5 8 3 8 6 7 1 0
 Sex: M F Race: Hispanic/Latino American Indian/Alaskan Native Asian
 Black/African American Native Hawaiian/Pacific Islander White (Check all that apply.)

The Reason Child Care Services Are Needed For Child
 To Support Protective Services for child to remain in his/her own home (821)
 Date of CPS complaint: 9/20/22 Has this report been substantiated: Yes No
 Is the parent(s) employed: Yes No
 To Support Employment (811) of:
 Parent(s) Responsible Adult(s) Relative(s) Licensed Foster Parent(s)

Name of Licensed Foster Parent	Name of Employer	Hours of Employment	Days of Employment
#1			
#2			

____ To Support Education/Training (831) of:
 Parent Responsible Adult Relative Licensed Foster Parent
 ____ To Support Developmental Needs (841): child is delayed/at risk of delays in social, emotional, physical or cognitive development. Please explain: _____
 ____ To Support Child Welfare Services (851)
 Prevent Foster Care Placement Help Family in Crisis
 Support Family Reunification/Permanent Placement
 Is the parent(s) employed: Yes No

Child Care Specifics
 Provider Requested: Little Angels CDCC Provider/Facility ID#: _____
 Days Care Requested: M T W Th F S S Time care requested: 8:00 am to 5:00pm
 Transportation Requested: Yes No
 Reason for transportation: _____
 Child care requested to begin: 9/22/2022 and continue until: 9/21/23
 Additional Comments: _____

Responsibility For Reporting Changes:
 If there are any changes in the child's situation or foster parent employment from the information noted here, you must report the change to child care staff promptly.

CPS/FC Worker's Signature: Warren Davis Worker# _____ Date: 09/21/22
 CPS/FC Supervisor's Signature: Tammy Peretta Date: 09/21/22



CWS Referrals (Non-crisis)

Prior to a child care application being taken, A CWS referral is required that indicates that services is working with the family.

- DSS does not have custody of the child(ren).
- The child(ren) lives with a responsible adult (RA), someone other than the parent.
- The responsible adult (RA) is the case head of the case.
- The responsible adult (RA) is required to complete the application and voucher.
- The worker should attempt to obtain and enter the income during the application process.
- CWS is the need for care on the plan of care
- The case does not have an income or asset limit.
- The family will not be assessed a parent fee, as long as the CWS referral evidence is active in NC FAST.
- The responsible adult (RA) is responsible for completing a recertification packet.
- Another CWS referral is needed at recertification.

APPLICATION, ELIGIBILITY DETERMINATION AND DOCUMENTATION REVISED 05/01/14

SAMPLE REFERRAL FORM FOR CHILD PROTECTIVE SERVICES (CPS) and FOSTER CARE (FC) CHILD CARE SERVICES

CPS/FC Social Worker: Debbie Days Date: 9/21/2022
Placement Referral: [] Change [] Redetermination [] Quarterly Review [] Termination [] Waiting List [x] New Placement

Attached is a copy of the Face Sheet and Application for Child Care Services (if applicable)
Case Name: Winters Case Number: 63154
1st Parent/RA Name Robin Jones Date of Birth 6/20/73
2nd Parent/RA Name Date of Birth

What is the 1st Parent/RA's Relationship to the child?
[] Parent [] Responsible Adult [x] Relative [] Licensed Foster Parent
Who has custody of the child (ren)? Robin Jones

Child's Name: Summer Winters Child's Date Of Birth: 3/13/2000
SS# (requested for child only cases.): 124-89-1111 SIS ID #: 2 0 0 4 8 7 3 2 1 8 9
Sex: [] M [x] F Race: [] Hispanic/Latino [] American Indian/Alaskan Native [] Asian [] Black/African American [] Native Hawaiian/Pacific Islander [x] White (Check all that apply.)

The Reason Child Care Services Are Needed For Child
To Support Protective Services for child to remain in his/her own home (821)
Date of CPS complaint: Has this report been substantiated: [] Yes [] No
Is the parent(s) employed: [] Yes [] No
To Support Employment (811) of: [] Parent(s) [] Responsible Adult(s) [] Relative(s) [] Licensed Foster Parent(s)

Table with 4 columns: Name of Licensed Foster Parent, Name of Employer, Hours of Employment, Days of Employment. Rows #1 and #2.

To Support Education/Training (831) of: [] Parent [] Responsible Adult [] Relative [] Licensed Foster Parent
To Support Developmental Needs (841): child is delayed/at risk of delays in social, emotional, physical or cognitive development. Please explain:

To Support Child Welfare Services (851)
[x] Prevent Foster Care Placement [] Support Family Reunification/Permanent Placement [x] Help Family in Crisis
Is the parent(s) employed: [x] Yes [] No

Child Care Specifics
Provider Requested: Little Angels CDCC Provider/Facility ID#:
Days Care Requested: M T W T F S S Time care requested: 8:00 am to 5:00pm
Transportation Requested: [] Yes [] No
Reason for transportation:
Child care requested to begin: 9/22/2022 and continue until: 9/21/23
Additional Comments:

Responsibility For Reporting Changes:
If there are any changes in the child's situation or foster parent employment from the information noted here, you must report the change to child care staff promptly.

CPS/FC Worker's Signature: Debbie Days Worker# Date: 09/21/22
CPS/FC Supervisor's Signature: John Brown Date: 09/21/22

CPS / CWS Eligibility Periods

- If care is being provided under any other need category, prior to the opening of a CPS case, a new application must be completed to reflect CPS as the reason child care is needed. A new period of eligibility will begin.
- When a responsible adult has an open case with any other need type except CWS and worker receives a CWS referral, a new application is not required. The worker can enter the CWS evidence and change the need for care to CWS.

Foster Care Referrals

A foster care referral is required prior to a child care application being taken.

- DSS has custody of the child(ren).
- The child(ren) lives with a licensed foster family or someone other than the parent.
- The youngest child is the case head of the case.
- The services social worker required to complete the application and sign the voucher.
- The referral can be used as the need for care.
- Foster Care is not the need for care on the plan of care. The family is required to meet one of the five need categories.
- An updated foster referral is needed at recertification.

SAMPLE REFERRAL FORM FOR CHILD PROTECTIVE SERVICES (CPS) and FOSTER CARE (FC) CHILD CARE SERVICES

CPS/FC Social Worker: Susan Jordan Date: 9/21/2022
Placement Referral: Change Termination Redetermination Waiting List Quarterly Review New Placement

Attached is a copy of the Face Sheet and Application for Child Care Services (if applicable)
Case Name: Pender Case Number: 00503
1st Parent/RA Name Bobby L Washington Date of Birth 6/20/73
2nd Parent/RA Name Betty Washington Date of Birth 01/05/74

What is the 1st Parent/RA's Relationship to the child?
Who has custody of the child (ren)? North Carolina DSS

Child's Name: Wayne A. Pender Child's Date Of Birth: 3/13/2000
SS# (requested for child only cases.): 333-33-333 SIS ID #: 2 0 0 5 8 3 8 6 7 1 1
Sex: M F Race: Hispanic/Latino American Indian/Alaskan Native Asian
Black/African American Native Hawaiian/Pacific Islander White (Check all that apply.)

The Reason Child Care Services Are Needed For Child
To Support Protective Services for child to remain in his/her own home (821)
Date of CPS complaint: Has this report been substantiated: Yes No
Is the parent(s) employed: Yes No
To Support Employment (811) of: Parent(s) Responsible Adult(s) Relative(s) Licensed Foster Parent(s)

Table with 4 columns: Name of Licensed Foster Parent, Name of Employer, Hours of Employment, Days of Employment. Rows include Bobby L Washington and Betty A Washington.

To Support Education/Training (831) of: Parent Responsible Adult Relative Licensed Foster Parent
To Support Developmental Needs (841): child is delayed/at risk of delays in social, emotional, physical or cognitive development. Please explain:

To Support Child Welfare Services (851)
Prevent Foster Care Placement Help Family in Crisis
Support Family Reunification/Permanent Placement
Is the parent(s) employed: Yes No

Child Care Specifics
Provider Requested: Little Angels CDCC Provider/Facility ID#:
Days Care Requested: M T W Th F S S Time care requested: 7:00 am to 6:00pm
Transportation Requested: Yes No
Reason for transportation:
Child care requested to begin: 9/22/2022 and continue until: 9/21/23
Additional Comments:

Responsibility For Reporting Changes:
If there are any changes in the child's situation or foster parent employment from the information noted here, you must report the change to child care staff promptly.
CPS/FC Worker's Signature: Susan Jordan Worker# Date: 09/21/22
CPS/FC Supervisor's Signature: Dale Smith Date: 09/21/22

NC FAST Evidence – Referrals

The worker must enter referral evidence in NC FAST on the Dashboard. Program Referral evidence requires verification such as the written referral from the social worker. Program Referral evidence is used by NC FAST to:

- Support CPS or CWS Need Types in the Plan of Care
- Verify a Need Type for foster care parents.
- Identify when income is not counted in eligibility determinations.
- Identify cases that will not have a Parental Fee.

Referral Evidence in NC FAST

Household		All	Recorded	▼
Absence	Household Relationship	Program Referral		
Alien	Living Arrangement	Residency		
Child Care Cost Sharing	Plan of Care	Student		
Child Care Special Needs	- Alternate Plan of Care	Voter Registration		
- Special Need Supplemental Payment	- Emergency Child Care Extension			
Crisis	- Special Need Supplemental Payment			
Exemption	- Temporary Suspension of Care			
Household Member				



Referral Evidence in NC FAST

Participant	Description	Period	Updates	Latest Activity
[Redacted]	Has CPS Program Referral with Referral Date 9/16/2022.	9/16/2022 - 1/13/2023	1	[Redacted] on 1/24/2023 12:52

Change Summary	Period	Source	Status	Updated By
1/17/2023 - Case Audit	9/16/2022 - 1/13/2023		Active	[Redacted] on 1/24/2023 12:52

Details History

Updated On	1/24/2023 12:52	Updated By	[Redacted] [View History]
Effective Date of Change		Approval Status	Approved [View History]

 Details

Child	[Redacted]	Referral Date	9/16/2022
Referral Type	CPS	SIS ID	[Redacted]
Start Date	9/16/2022	End Date	1/13/2023

 CPS Details

Complaint Date	6/7/2022	Substantiated Date	7/21/2022
Substantiation Status	Yes	CWS Recommended	No

 CWS Details

CWS Reason

 Foster Care Details

Licensed Foster Care	No	Are ALL Foster Parents for the child employed?	No
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Comments

NC FAST – Referral Example

Questions

What type of evidence is needed when the need type is CPS/CWS?

Who is required to sign the application on a CWS application?

True or False..... A signed application is not required if the child care worker has received a services referral indicating the family is in need of child care assistance.

Select one

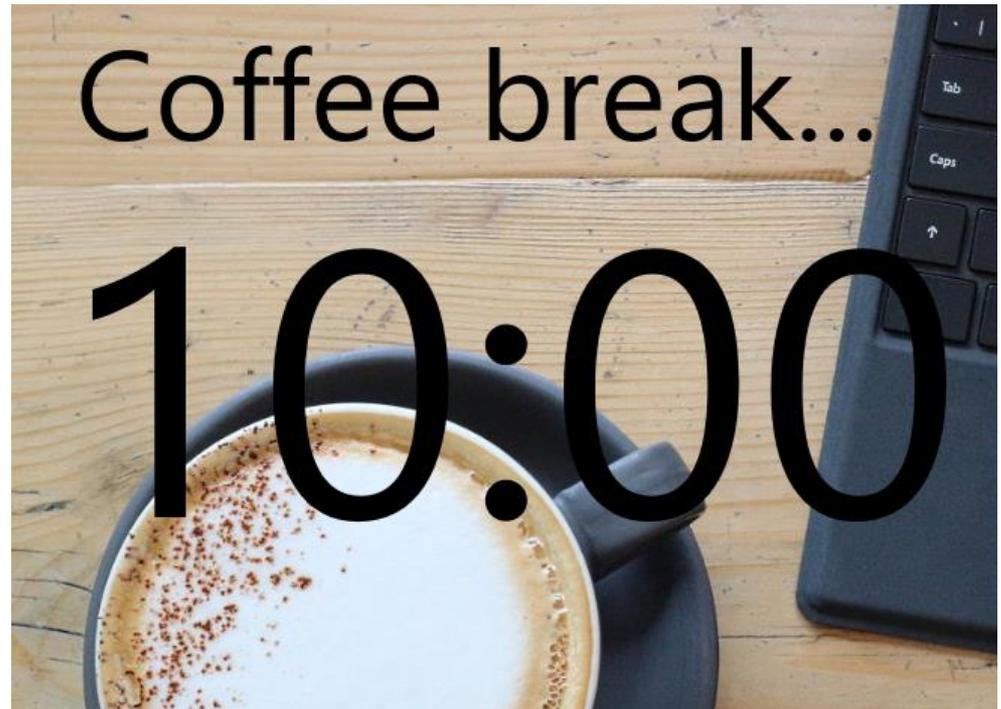
- CPS/CWS
- Program Referral
- Special Needs
- Welfare and Protection
- **Program Referral**
- Social worker
- Parent
- Responsible Adult
- **Responsible Adult**
- True
- False
- **False**

QUESTIONS





*See you back in
10 minutes!*



Service Types

The correct service type should be entered in the plan of care evidence based on the verified hours of care needed and the age of the child.

- 0–5 Years—Service - Children ages 0-5 years, or until a 5-year-old enters kindergarten.
- School Age—Before Care - Service applies to school age children who need care before school. This service includes school closure days.
- School Age—After Care - Service applies to school age children who need care after school. This service includes school closure days.
- School Age—Before and After - Service applies to school age children who need care both before and after school. This service includes school closure days.

Service Type-Age 0-5

The screenshot shows the NC FAST DCDEE Program Subsidy Manager interface. The main content area displays a 'Plan of Care' for a child. A red arrow points to the 'Service' field, which is set to '0-5 Years'. Other fields include 'Start Date' (3/14/2023), 'Pay By Attendance' (No), 'Need Type' (Employment), and 'Joint Custody' (No). The provider is listed as 'CORNERSTONE CHILD DEVELOPMENT CENTER'. Below the main details is a 'Care Hour Details' section showing a schedule from Monday to Saturday, 08:00:00 AM to 05:00:00 PM. The 'Comments' section is currently empty.

Day	Start Time	To	End Time
Monday	08:00:00 AM	To	05:00:00 PM
Tuesday	08:00:00 AM	To	05:00:00 PM
Wednesday	08:00:00 AM	To	05:00:00 PM
Thursday	08:00:00 AM	To	05:00:00 PM
Friday	08:00:00 AM	To	05:00:00 PM
Saturday		To	
Sunday		To	

Service Type-School Age After Type

The screenshot shows the NC FAST DCDEE Program Subsidy Manager interface. The main content area displays a 'Plan of Care - Subsidized Child Care' for participant #162. A red arrow points to the 'Service' field in the 'Plan of Care Details' section, which is set to 'School Age - After Care'.

Participant	Description	Period	Updates	Latest Activity
#162	Plan of Care with Provider CHILD CARE NETWORK #162 for 27.5 hours in a week.	2/22/2023 -	1	2/22/2023 09:20

Change Summary	Period	Source	Status	Updated By
2/22/2023 - Case Audit	2/22/2023 -		Active	2/22/2023 09:20

Details		History	
Updated On	2/22/2023 09:20	Updated By	[Redacted]
Effective Date of Change		Approval Status	Approved [View History]
Approval Requested	No		
Plan of Care Details			
Child	[Redacted]	End Date	
Start Date	2/22/2023	End Reason	
Pay By Attendance	No	Apply Blended Rate	No
Service	School Age - After Care	Full-Time Payment for Part-Time Care	No

Service Types-School Age After

The screenshot shows a web browser window with the URL ncfast.nc.gov/Curam/. The application header includes 'NC FAST DCDEE Program Subsidy Manager' and a search bar. The main content area displays the 'Plan of Care - Subsidized Child Care 276531218' with tabs for Evidence, Issues, and Verifications. The 'Evidence' tab is active, showing a table of details:

Start Date	12/23/2022	End Reason	
Pay By Attendance	No	Apply Blended Rate	No
Service	School Age - After Care	Full-Time Payment for Part-Time Care	No
Need Type	Employment	Service Exception	
Joint Custody	No	Apply Weekend Care	No
Provider	[REDACTED] HILD DEVELOPMENT CENTER-CITY		

Below the table, the 'Care Hour Details' section shows a grid of days with 'To' indicators:

Monday	To	Tuesday	To
Wednesday	To	Thursday	To
Friday	To	Saturday	To
Sunday	To		

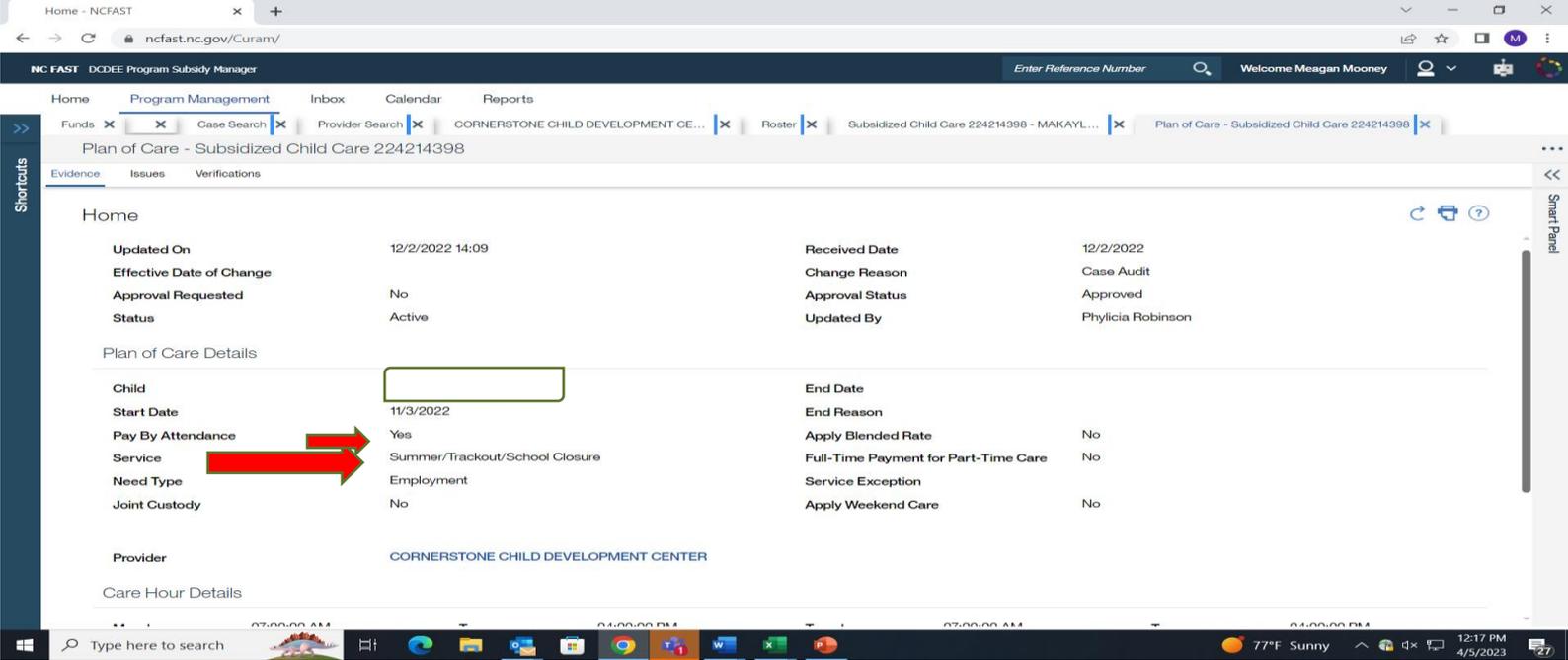
The 'Schedule Varies' field is set to 'One through 17 hours per week'. A 'Comments' section is visible at the bottom of the main content area.

Service Types

- Summer/Track Out/School Closure is a service used for school age children who need care during summer, track out and school closings only.
- School Age –2nd and 3rd shift---This applies to school age children who need care during 2nd or 3rd shift hours.

Service Types – Summer/Track out/School Closure

- For children who need care for school closures and/or summer only, the Summer/Track Out/School Closure service should be entered in the plan of care evidence. The pay by attendance box should be checked when the child only needs school closure days when school is in session.



Service Type-School Age 2nd/3rd Shift

The screenshot shows the NC FAST DCDEE Program Subsidy Manager interface. The main content area displays a 'Plan of Care' for a child. The 'Service' field is highlighted with a red arrow and contains the text 'School Age - 2nd/3rd Shift'. Other fields include 'Child' (with an empty input box), 'Start Date' (11/8/2022), 'Pay By Attendance' (No), 'Need Type' (Employment), 'Joint Custody' (No), 'Provider' (HALEY'S FUTURE LEADERS), 'End Date', 'End Reason', 'Apply Blended Rate' (No), 'Full-Time Payment for Part-Time Care' (No), 'Service Exception', and 'Apply Weekend Care' (Yes). Below the main details is a 'Care Hour Details' section with a table showing days of the week and their corresponding hours.

Day	Start	To	Day	Start	To
Monday		To	Tuesday		To
Wednesday		To	Thursday		To
Friday		To	Saturday		To
Sunday		To			

Schedule Varies: One through 17 hours per week

Services for Blended Rates

Blended Rates are payment rates for children ages three and older receiving Subsidized Child Care Assistance (SCCA) from a single provider for these types of services:

- School Age – After Care, School Age – Before Care, or School Age – Before and After Care, AND
 - Full time summer care, AND
 - At least one of the following school closings: holidays, teacher workdays, inclement weather days

Or

- A pre-kindergarten program including Head Start, NC Pre-K, Pre-K, Pre-School, or Title I Pre-K (three to five years old) needing after care, before care, or before and after care, AND
- Full time summer care, AND
- At least one of the following school closings: holidays, teacher workdays, inclement weather days

Services for Blended Rates-Not School Age

The worker should select the appropriate service type for the plan of care

- Three and five years old who are enrolled in a pre-kindergarten program, select 0-5 Years. Select the Apply Blended Rate check box for a 3–5-year-old if Blended Rates apply.

The screenshot displays the NC FAST DCDEE Program Subsidy Manager interface. The main content area shows a 'Plan of Care - Subsidized Child Care' for a child at 'CORNERSTONE CHILD DEVELOPMENT CENTER'. The 'Home' section contains several fields with red arrows pointing to them:

Pay By Attendance	No	Apply Blended Rate	Yes
Service	0-5 Years	Full-Time Payment for Part-Time Care	No
Need Type	Employment	Service Exception	
Joint Custody	No	Apply Weekend Care	No

The 'Provider' is listed as CORNERSTONE CHILD DEVELOPMENT CENTER. The 'Care Hour Details' table shows the following schedule:

Day	Start	To	End
Monday	07:00:00 AM	To	04:00:00 PM
Wednesday	07:00:00 AM	To	04:00:00 PM
Friday		To	
Sunday		To	

The 'Comments' section includes: 'M - Th 7:00am - 7:30 and 2:30pm - 4:00pm NCPReK before & after care' and 'M - Th 7:00am - 4:00pm NCPReK closings and summer care'.

Services for Blended Rate-School Age

For School age - select School Age – Before Care, School Age – After Care, or School Age – Before and After Care. The Apply Blended Rate box should not be checked for school-age children.

When entering a daily schedule, the total hours must be between thirty-two (32) hours to fifty-five (55) hours.

- If the schedule varies day-to-day without a pattern, click the Schedule Varies drop-down list then select Thirty-two (32) to fifty-five (55) hours per week.

The screenshot displays the NC FAST web application interface. The main content area shows the 'Plan of Care Details' for a child. The 'Service' is set to 'School Age - After Care'. The 'Apply Blended Rate' checkbox is unchecked. The 'Care Hour Details' section shows a schedule from 08:30:00 AM to 05:30:00 PM on Monday, Wednesday, and Friday. Two red arrows point to the 'Service' and 'Care Hour Details' sections.

Plan of Care Details	
Child	[Redacted]
Start Date	8/24/2022
End Date	
End Reason	
Pay By Attendance	No
Apply Blended Rate	No
Service	School Age - After Care
Full-Time Payment for Part-Time Care	No
Need Type	Employment
Service Exception	
Joint Custody	No
Apply Weekend Care	No
Provider	BUILDING BLOCKS CHRISTIAN ACADEMY
Care Hour Details	
Monday	08:30:00 AM To 05:30:00 PM
Tuesday	08:30:00 AM To 05:30:00 PM
Wednesday	08:30:00 AM To 05:30:00 PM
Thursday	08:30:00 AM To 05:30:00 PM
Friday	08:30:00 AM To 05:30:00 PM
Saturday	
Sunday	
Schedule Varies	
Comments	

Service Types

- Which service type should you enter when a child only needs school closure days and summer?

Summer/Track Out/School Closure

- Which service type should you use when a child needs after school care and full time care on school closure days and summer?

School Age – After Care

- Which service type should you enter for a 4 year old in NC Pre- K?

0-5

- Mom works M-F between the hours of 3p-11p and needs care for her school age child. She has chosen a center that is open 600a-1200a. What service type would you choose?

School Age – 2nd/3rd Shift

QUESTIONS

NC FAST Service Plans

Service Plans (SP) play a central role in processing new Subsidized Child Care Assistance (SCCA) cases, recertifications, and changes in circumstance.

NC FAST creates a new Service Plan (SP) for each Product Delivery Case (PDC) with content from Plan of Care evidence and uses the Service Plan to track vouchers, implement Plan of Care evidence, and obligate funds.

Workers cannot modify a Service Plan directly, but changes made in some types of evidence will result in changes to the Service Plan.

When changes are made to evidence, NC FAST triggers a Service Plan to reassess fund obligations.

NC FAST uses Plan of Care evidence to create vouchers and SPs.

NC FAST Service Plans

The screenshot shows the NC FAST web application interface. The browser address bar displays `ncfast.nc.gov/Curam/`. The application header includes the user name "Welcome Belinda Thomas" and a search bar for "Enter Reference Number". The main navigation menu includes "Home", "Program Management", "Inbox", "Calendar", and "Reports". The "Program Management" section is active, showing a list of "Subsidized Child Care Assistance" cards. A red arrow points from one of these cards to the "Service Plan" tab in the sub-navigation bar. Another red arrow points from the "Service Plan" tab to the "Service Plan" table below. A third red arrow points from the left sidebar to the first row of the table.

Service Plan

Reference	Member	Type	Goal	Date Created	Status
238616678	[REDACTED]	Child Care Plan	Provide Child Care Assistance	11/5/2019	Approved

NC FAST Service Plans

Plan Content - NCFAS

ncfast.nc.gov/Curam/

NC FAST DCDEE Program Subsidy Manager

Enter Reference Number

Welcome Belinda Thomas

Home Program Management Inbox Calendar Reports

Case Search Funds Provider Search BUILDING BLOCKS CHRISTIAN ACADEMY Roster Subsidized Child Care Assistance 238616676 ... Service Plan - 238616678

Service Plan - 238616678

Plan Reference: 238616678

Owner: [Redacted]

Primary Plan Participant: [Redacted]

Type: Child Care Plan

Goal: Provide Child Care Assistance

Related Case: Subsidized Child Care 238616671

Created: 11/5/2019

Status: Approved

Plan Content

Plan Content	Start Date	End Date	Status
Subsidized Child Care Service	12/1/2020	11/30/2021	In Progress
Subsidized Child Care Service	12/1/2021	11/30/2022	In Progress
Subsidized Child Care Service	12/1/2022	11/30/2023	In Progress

Plan Items

Plan Items	Start Date	End Date	Service	Provider	Status
[Redacted]	12/1/2022	11/30/2023	\$1 Food Subsidy	BUILDING BLOCKS CHRISTIAN ACADEMY	Approved
[Redacted]	12/1/2022	11/30/2023	Summer/Trackout /School Closure	BUILDING BLOCKS CHRISTIAN ACADEMY	Approved
[Redacted]	12/1/2022	11/30/2023	\$1 Food Subsidy	BUILDING BLOCKS CHRISTIAN ACADEMY	Approved
[Redacted]	12/1/2022	12/31/2022	4-Year Old	BUILDING BLOCKS CHRISTIAN ACADEMY	Approved

QUESTIONS

Contact Information

Division of Child Development and Early Education

Subsidy Services Section

(919) 527-6590

2201 Mail Service Center

Raleigh, NC 27699-2201 (mailing)

333 Six Forks Rd.

Raleigh, NC 27609 (physical)

Contacts

For Policy questions:

– DCDEE.subsidy.policy.help@dhhs.nc.gov

Local Policy Approvals:

– DCDEE.subsidysubmissions@dhhs.nc.gov

For Special Needs Approval:

– Donna.Lipscomb@dhhs.nc.gov

Fraud, Overpayment and Sanction questions:

dcdee.subsidy.fraud@dhhs.nc.gov

Thank You!



**We appreciate your attendance and
participation!**