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1 NC Department of Health and Human Services

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

2 SCCA TA Consultants

3 April 20, 2023

6 **NC FAST Evidence- To Aid Families in Crisis**

1 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.

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2 SOURCE: SCCA Manual Chapter 5

7 **NC FAST Evidence - Crisis**

1 • 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.

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2 SOURCE: SCCA Job Aid Evidence Reference Guide

8 **NC FAST – Crisis Example**

1 Scenario

2 •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?

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  Crisis

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 •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?

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  Crisis

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- 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.

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10 ☐ **NC FAST Evidence – Voter Registration**

1 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.

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2 SOURCE: SCCA Administrative Letter 01-19

11 ☐ **NC FAST Evidence – Voter Registration**

1 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.

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2 SOURCE: SCCA Job Aid Evidence Reference Guide

12 ☐ **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.

13 ☐ **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".

14 ☐

15 ☐ **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.

16 ☐ **CPS Referrals**

- DSS does <u>not</u> 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.
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- 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.
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18 ☐ **CWS Referrals (Non-crisis)**

- DSS does <u>not</u> 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.

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20 ☐ **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.
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• 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.
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21 ☐ **Foster Care Referrals**

• 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.
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• 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.
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23 ☐ **NC FAST Evidence – Referrals**
• 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.

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26 ☐ **NC FAST – Referral Example**

1 Questions

2 Select one

3 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.

4 •CPS/CWS

•Program Referral

•Special Needs

•Welfare and Protection

•Program Referral

•

•Social worker

•Parent

•Responsible Adult

•Responsible Adult

•True

•False

•False

27 ☐

28 ☐

**See you back in
10 minutes!**

29 ☐ **Service Types**

1 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.

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o 0–5 Years—Service - Children ages 0-5 years, or until a 5-year-old enters kindergarten.

o School Age—Before Care - Service applies to school age children who need care before school. This service includes school closure days.

o School Age—After Care - Service applies to school age children who need care after school. This service includes school closure days.

o 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.

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SCCA – Plan of Care Evidence Reference Guide

30 ☐ **Service Type-Age 0-5**

2 NC FAST

31 ☐ **Service Type-School Age After Type**

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32 ☐ **Service Types-School Age After**

33 ☐ **Service Types**

1 o Summer/Track Out/School Closure is a service used for school age children who need care during summer, track out and school closings only.

o School Age –2nd and 3rd shift---This applies to school age children who need care during 2nd or 3rd shift hours.

2 SCCA – Plan of Care Evidence Reference Guide

34 ☐ **Service Types – Summer/Track out/School Closure**

1 • 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.

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2 SCCA – Plan of Care Evidence Reference Guide

35 ☐ **Service Type-School Age 2nd/3rd Shift**

2 NC FAST

36 ☐ **Services for Blended Rates**

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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

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2 SCCA – Blended Rates Job Aid

37 **Services for Blended Rates-Not School Age**

1 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.

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SCCA – Blended Rates

38 **Services for Blended Rate-School Age**

1 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.

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2 NC FAST

39 **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

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- 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
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41 ☐ **NC FAST Service Plans**

☐1 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.
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☐2 SOURCE: SCCA – Service Plan Reference Guide

42 ☐ **NC FAST Service Plans**

☐2 NC FAST

43 ☐ **NC FAST Service Plans**

☐2 NC FAST

44 ☐

45 ☐ **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)
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46 ☐ **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

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47   **We appreciate your attendance and participation!**