

**NC Department of Health and Human Services**

**Division of Child Development and  
Early Education**

**Subsidy Services Section**

**Presents**

**SCCA TA County Training**

**October 26, 2023**

## TA Territory Training

Welcome

# Introductions

## Subsidy TA Unit

Belinda Thomas

Bernadette Keith

Meagan Mooney

Tonya Hooks

Donna Powell

Robert Caldwell

Darlene Williams

# Initial Application Submission

**Application Date** = date the signed application is **received** in the agency



When an application is completed and signed during a **face-to-face** visit, the date of the **face-to-face** visit is the application date.



If an application is submitted by **mail**, the date the agency **receives the signed application** is the application date.

# Initial Application Submission



- If an application is received by **email** or **fax**, and the documents are legible, the application shall be accepted and the date the agency receives the emailed/faxed application is the application date.
- If an emailed or faxed application is **not** legible, the county worker must contact the applicant and request that the application be resubmitted in a legible format.
  - ❖ If an emailed or faxed application is not accepted, the county worker must document the reason for declining the application and contact the applicant.
  - ❖ The date the application is resubmitted *and* legible will be the application date.

# Initial Application Submission

- The application date is the first day of the 12-month eligibility period.
- The local agency has 30 days from the date the application is received in the agency to process the application in NC FAST.
- The application date (date received in the agency) is the date entered into NC FAST as the application date regardless of when the application was signed and dated. If the county worker keys the application into NC FAST after the application was received in the agency, the worker will need to use the date the application was received in the agency as the application date in NC FAST.
- Example: Signed application was received in the agency via mail on Wednesday 9/20. Worker doesn't key into NC FAST until Friday 9/22. The worker will need to enter 9/20 as the application date in NC FAST.

**In all situations apart from face-to-face applications, applications shall not be keyed into NC FAST until a signed paper application is received in the agency.**

## Recertification Application Submission

- Begins 45 calendar days, on the 15th of each month, before the end of an active child care case certification period.
- A recertification packet is automatically generated and mailed to the recipient through DHHS Central Print.
- When submitted more than 30 calendar days prior to the end of the recipient's certification end date, the worker has until the end of the certification period to complete the recertification.

For example:

- Signed recertification application received on 5-24-2019.
  - Certification end date is 6-30-2019.
  - Recertification application must be processed by 6-30-2019.
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## Recertification Application Submission Procedure

- When submitted by mail, the recertification application must be received in the agency on or before the last day of the recipient's certification period.
  - The date the agency receives the recertification application is the date entered in NC FAST regardless of when the application was signed and dated.
- When submitted by fax or email and the documents are legible, the recertification application shall be accepted.
  - The date the agency receives the recertification application by fax or email is the date entered in NC FAST regardless of when the application was signed and dated.



## Recertification Application Submission

- When submitted less than 30 calendar days prior to the end of the recipient's certification end date, the worker has 30 calendar days from the date received in the agency to complete the recertification.
- If the 30th calendar day falls on a weekend or holiday, worker must start the recertification process in NC FAST no later than the last business day before the weekend day or holiday.

For example:

- Signed recertification application received on Friday, 4-9-2021.
  - Certification end date is 4-30-2021.
  - The 30th day is Sunday, 5-9-2021.
  - Recertification application must be processed by Friday, 5-7-2021.
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## Recertification Application Submission Procedure

- If a faxed or emailed recertification application is not legible, the childcare worker must contact the applicant and request that the recertification application be resubmitted in a legible format.
  - must be resubmitted prior to the end of the certification period.
  - The legible recertification application shall not be accepted or processed if submitted after the certification period end date.
  - The date the legible recertification application is resubmitted will be the date entered in NC FAST as received date regardless of when it was signed and dated.
  - If a faxed or emailed recertification application is not accepted, the worker must document the reason for declining the recertification application and notify the applicant.
- When a recertification application is completed and signed during a face-to-face appointment, the date of the face-to-face appointment is the date entered in NC FAST.

**In all situations, recertification applications must be received in the agency on or before the last day of the recipient's certification period in order to be processed as a recertification.**



## Base Periods

The base period for initial applications is the month prior to the month that the initial application is received in the agency.

The base period for recertification applications is the month prior to when the recertification application is received in the agency.

# Base Periods

<b>Example</b>	<b>Cert. Period End Date</b>	<b>Date Received</b>	<b>Base Period</b>	<b>Documentation</b>
#1 Initial Application	N/A	02/15/2021	January 2021	All income from January 2021
#2 Initial Application	N/A	01/29/2021	December 2020	All income from December 2020
#3 Recertification Application	02/28/2021	01/20/2021	December 2020	All income from December 2020
#4 Recertification Application	02/28/2021	02/15/2021	January 2021	All income from January 2021

# Base Periods

Representative Income is income from the base period that is reflective of the recipient's future income and must be used to calculate the amount that is reasonably expected to be available to the recipient's household during the certification period.

Non-representative income is income from the base period that is received irregularly, has changed, or terminated, and cannot be reasonably expected to be available to the recipient's household during the certification period.

# The following are static base periods used for representative income:

## One Month

The base period for most income is the month prior to the month of application or redetermination if representative.

## Three Months

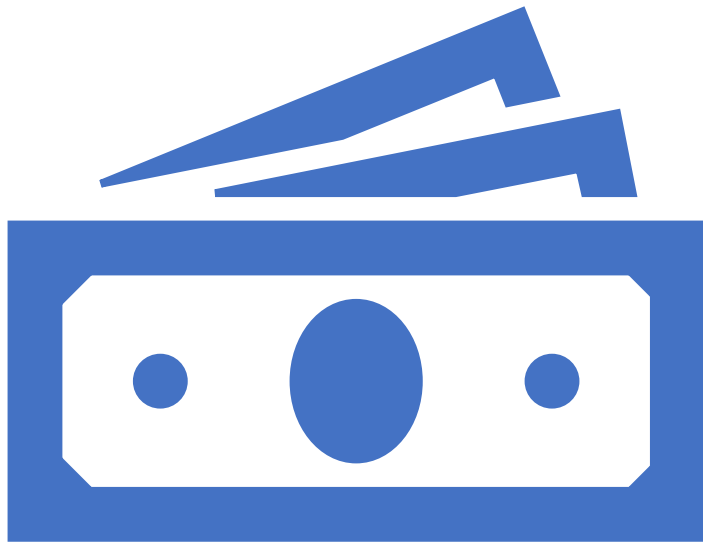
The base period for child support, spousal support, and alimony is the three months prior to the month of application or redetermination if representative. Calculate by adding the income from the three months together and then divide this total by 3 to obtain a monthly average. Child support income should not be deemed from the Food and Nutrition program as their conversion policies are based on frequency of payment and this is not SCCA policy.

## Twelve Months

If the income is received annually or from self-employment, the base period is 12 months.

When the childcare worker is assessing a family for application or recertification, the above base periods must be discussed. Documentation requested from the recipient shall be based on the above base periods. For the majority of representative income, a 1-month base period is used. When child support is received, a 3-month base period is used.

**Note:** Refer to SCCA Manual Chapter 7, Section VII, Part B for information regarding Gainful Employment for newly self-employed recipients.



## Calculation of Income

- New income is income that was not previously available to the household but is now or will be available to the household during the certification period. New income can include the following but is not limited to:

- New employment/Unearned Income
- Increase / Decrease in rate of pay
- New position with same employer
- Increase/ Decrease in work hours

# Unearned Income

Alimony and Spousal  
Support

Cash Contribution and  
Monetary Gifts

Child Support (indirect  
and direct)

Disability Payments  
(exclude SSI)

Social Security Benefits

Unemployment(excluding  
Pandemic UIB)



# Calculation of Income

During redetermination, to align with the recertification packet, the recipient may provide their last 4 pay stubs as stated on the recertification packet. The childcare worker shall accept the last 4 pay stubs regardless of where the pay stubs fall in the appropriate base period.

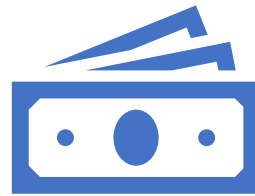
The child worker shall thoroughly document in NC FAST the reason the last 4 paystubs are being used (i.e., Used check stubs provided by family based on language in the recertification packet). If this occurs and proper documentation is added to NC FAST as to why the check stubs were used outside of the appropriate base period, this will not result in a finding when counties are monitored by the Division.

# Calculation of Earned Income

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If reported income is not representative, the childcare worker must determine which budgeting method is the most representative estimate of the budget unit's income over the certification period. The childcare worker must provide detailed documentation of what was used for representative income and why it was used.



If new income provided is representative, use the appropriate base period income to average gross income.



If new income is not representative due to the household not receiving a full month's income, it may be necessary to project income for future months. Project income by using the best available information about the number of hours, rate of pay, and frequency of pay expected to be received over the certification period.

# Calculation of Income

The following steps must be used for determining representative income when non-representative income is in the base period:

Explore alternative budgeting methods for averaging income. The childcare worker may consider one of the following or other alternative budgeting methods:

- an average income of the three months prior to application,
- an average of six months prior to application, or
- an average that includes three months prior to the application and three months of anticipated future income.

Project using the best available information about the number of hours, rate of pay, and frequency of pay expected to be received over the certification period. The childcare worker must provide detailed documentation of what budgeting method was used and why it was used.

## Application, Recertification & Base Periods Guide

Initial Application			
How Application is Received	Explanation/Policy Clarification	Date used for cert. period & entered in NC FAST	Income Verification (Base Period)
By Mail	Use the date stamped received in Agency.	Date Agency Received* <b>Regardless of when the application was signed.</b>	The month prior to the month application received in Agency if income is representative.
By Fax/Email (Scan)	Application should be accepted this way if the document is legible.  *County would need to provide documentation of why county declined to accept an application via fax/email.	Date agency received fax or email. <b>Regardless of when the application was signed.</b>	
In person	A. When completing the process during a face-to-face appointment.  B. If client walks in their application.	Date of face-to-face appointment* assuming applicant signs the day of appointment.  Date agency received the packet <b>Regardless of when the application was signed.</b>	
* In any/all situations the date the initial application is received by the agency is the date used for the certification period and entered in NC FAST.			
*Initial applications SHALL NOT be keyed in NC FAST until a SIGNED paper application is in Agency.			

# Application, Recertification & Base Periods Guide

Recertification Application			
How Recert Packet is Received	Explanation/Policy Clarification	Date entered in NC FAST	Income Verification (Base Period)
By Mail	Must be <b><u>received in Agency</u></b> before the end of the cert period.	Date Agency Received* <b>Regardless of when the recertification application was signed.</b>	The month prior to the date the recertification application is received in agency.
By Fax/Email (Scan)	Recertification application should be accepted this way if the document is legible.  *County would need to provide documentation of why county declined to accept a recertification application via fax/email.	Date agency received fax or email. <b>Regardless of when the recertification application was signed.</b>	
In person	A. When completing the process during a face-to-face appointment.  B. If client walks in their recertification application.	Date of face-to-face appointment* assuming applicant signs the day of appointment.  Date agency received the recertification application. <b>Regardless of when the recertification application was signed.</b>	

# Application, Recertification & Base Periods Guide

\*In any/all situations the recertification application must be returned before the end of the certification period.

Other Resources:

Job Aid [SCCA-Recertifications](#)

SCCA Manual, Chapter 11: V 'Redetermination of Eligibility'

SCCA Manual, Chapter 11: V-A 'Contacting the Recipient'

## Additional Recertification Guidelines

Explanation/Policy Clarification	Example Date Packet is received	Certification Period End Date	Date worker must complete by	Base Period	
If the recertification packet is received in the agency prior to the month that the certification ends, the child care worker has until the end of the certification period to complete the recertification.	05-24-2019	06-30-2019	06-30-2019	April 2019 The month prior to the date the recertification application is received.	
The child care worker has 30 calendar days from the date the recertification packet is received in agency to complete the recertification.	06-28-2019	06-30-2019	07-28-2019	May 2019 The month prior to the date the recertification application is received.	

\*In any/all situations the recertification application must be returned before the end of the certification period.

Other Resources:

Job Aid [SCCA-Recertifications](#)

SCCA Manual, Chapter 11: V 'Redetermination of Eligibility'

SCCA Manual, Chapter 11: V –A 'Contacting the Recipient'



## Documentation

### Documenting childcare cases consist of:

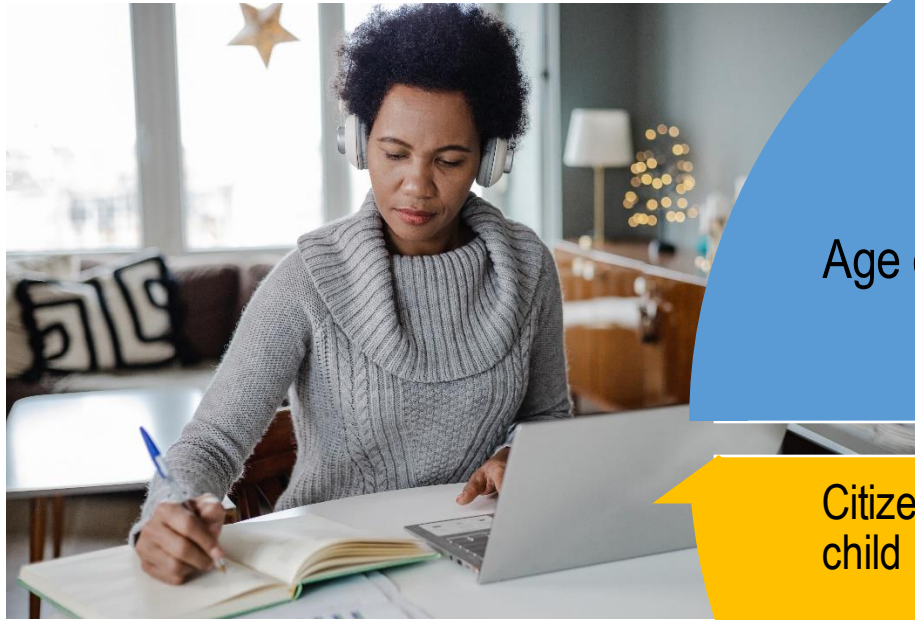
- Collection
- Evaluation
- Recording

### Documentation of childcare eligibility provides:

- Information to support your eligibility decision
- Information to you, coworkers, and your supervisor about actions taken on the case, allowing others to work on your case should you be absent
- A paper trail should the client request a fair hearing
- Appropriate records for the purpose of audit by appropriate state and federal agencies.



## What should be documented?



Age of the child

Reason childcare is needed

- Employment, School, Developmental needs, CPS/CWS

Citizenship of the child

- Refugee
- US Citizen/Naturalized Citizen
- US Non-Citizen National
  - Documented Alien

County residency



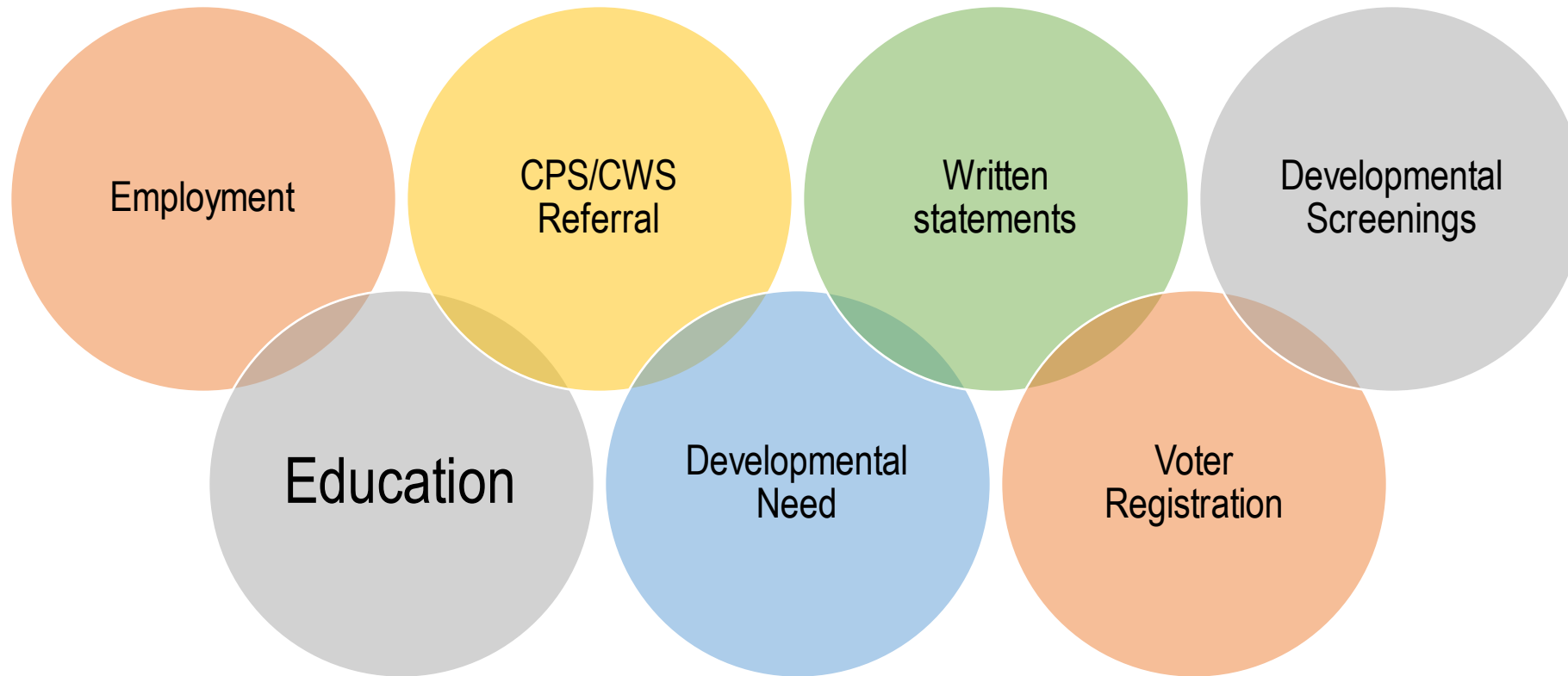


## When is documentation Required?

Workers should document in the case narrative:

- At application, redetermination, and
- when changes are reported

## Types of Documentation Include



## How to Document

The DSS/LPA is expected to:

Evaluate  
documents  
presented for  
verification

Provide  
assistance in  
locating  
documents, when  
applicable

Document the  
case record by  
copying  
documents and  
recording  
appropriate notes  
in the case record

Document  
relevant  
information in NC  
FAST

## Documentation at Redetermination

Workers  
should  
determine  
whether  
the  
recipient  
has:

- New employment
- Increase / decrease in rate of pay
- New position with same employer
- Increase/ decrease in work hours or income unit
- A reported change in the case file
- Developmental delay

## Temporary Changes

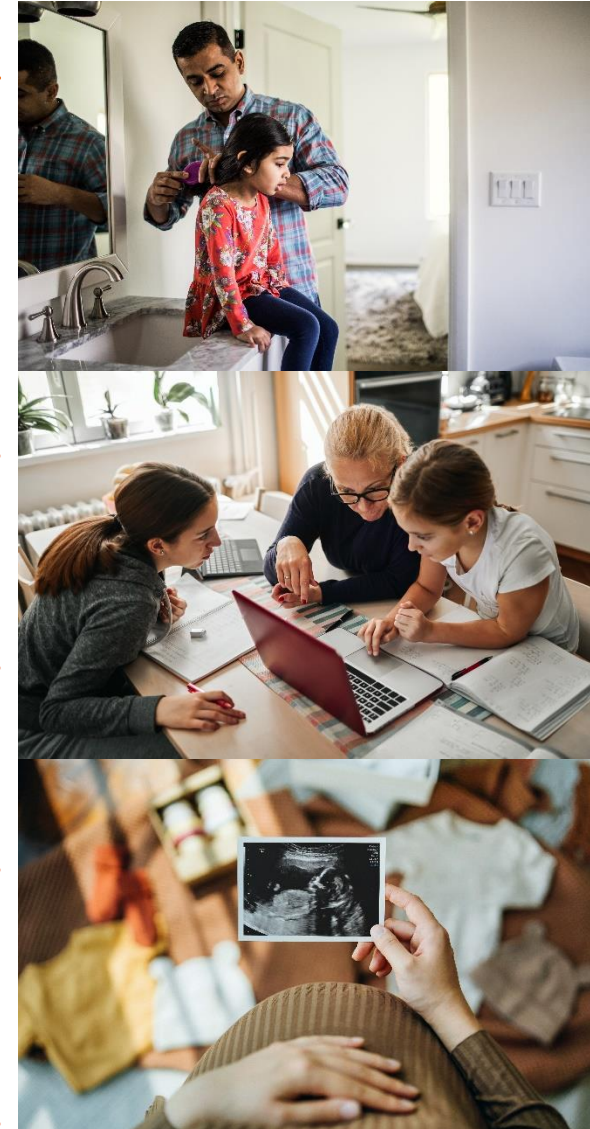
If a family reports a temporary change in their need for childcare assistance the childcare worker must:

Document the family's circumstances in the case record and services should continue without interruption through the end of the 12-month certification period.

Adjust the family's need for care in NC FAST during the temporary change and,

Reduce the parent fee if there has been a reduction in income.

Services shall not be terminated prior to the end of the 12-month certification period.



## Non-Temporary Changes

When a recipient experiences a non-temporary change and no longer has a qualified need during their certification period, the recipient shall receive 90-day transition.

If recipient, opts out of the 90 days of continued services

- Services are terminated with 10-day notice

If recipient wants to continue services

- Services are to continue through the end of the 90 days of continued services.



## Non-Temporary Changes at Redetermination

At the time of the redetermination, the family must meet all eligibility criteria in order to receive a new 12-month certification.

If a family does not have a need for care at the time of redetermination and it is due to a NON-TEMPORARY change, the family may not be granted another 12-month certification period.

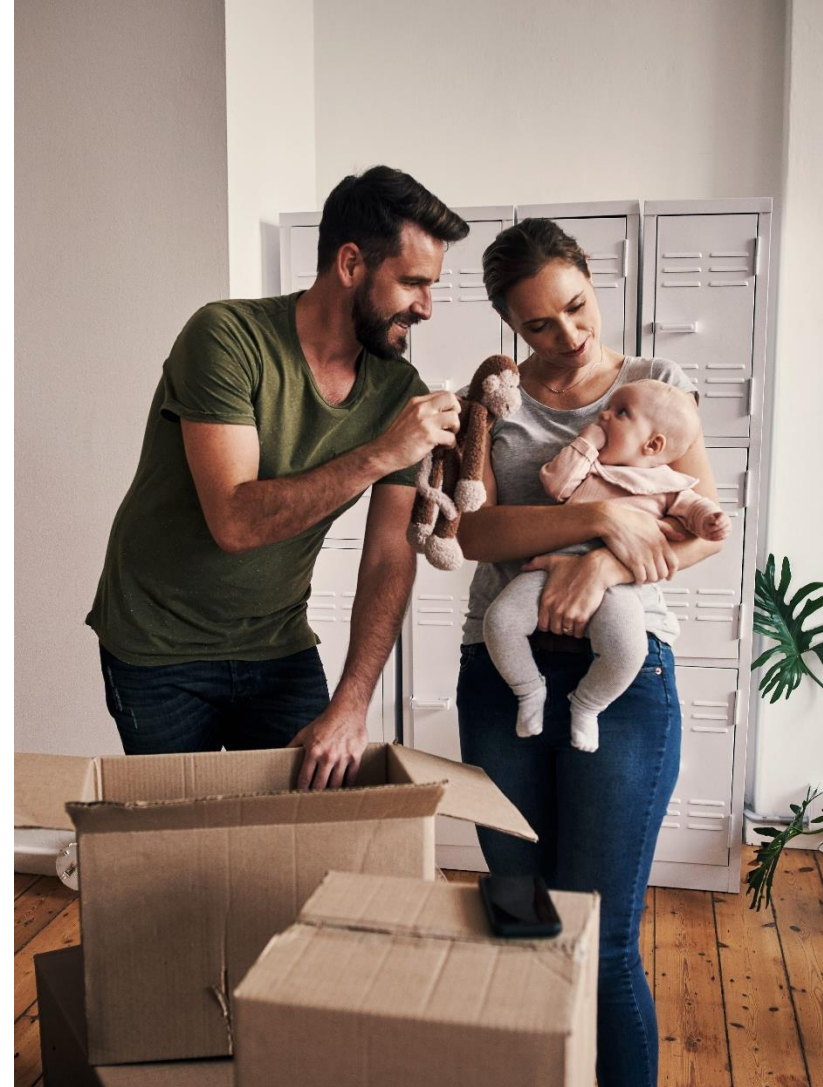


## Non-Temporary Changes

### Examples of non-temporary changes

**Recipient reports they no longer want or need services**

**The child moves out of the state/country**





**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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# Contacts

For Policy questions:

– [DCDEE.subsidy.policy.help@dhhs.nc.gov](mailto:DCDEE.subsidy.policy.help@dhhs.nc.gov)

Local Policy Approvals:

– [DCDEE.subsidysubmissions@dhhs.nc.gov](mailto:DCDEE.subsidysubmissions@dhhs.nc.gov)

For Special Needs Approval:

– [Donna.Lipscomb@dhhs.nc.gov](mailto:Donna.Lipscomb@dhhs.nc.gov)

Fraud, Overpayment and Sanction questions:

[dcdee.subsidy.fraud@dhhs.nc.gov](mailto:dcdee.subsidy.fraud@dhhs.nc.gov)

Thank You!