County of Orange Social Services Agency Family Self-Sufficiency Division

Program/Area: CalWORKs

Title: Accounting Assistants- Child Care Notices of Actions

Number: 350 Status: Signature on file

Effective Date: April 1999 Revision Date: March 2015

PURPOSE

The procedure establishes guidelines and instructions for Accounting Assistant IIs (AAIIs) when issuing Notices of Action (NOAs) to clients and child care providers. AAIIs are responsible for processing NOAs on child care supportive service cases, per individual district policy. The AAIIs will work in conjunction with the Intake Worker and Continuing Worker to send Child Care NOAs, as well as Ancillary &

Transportation NOAs as needed.

Approval Of Child Care Plan

The processing time frame of a completely filled out and submitted child care packet is within ten calendar days. Once the Intake Worker/Continuing Worker has processed the supportive services request, the Social Services Supervisor (SSSI) will:

- Approve the Child Care Plan (F063-41-18).
- Provide the AAII with the Child Care Plan and a copy of the Assign Child Care Supportive Services screen print.

Upon receipt of the Child Care Plan, the AAII will:

- 1. Send the following to the **provider**:
 - NOA F063-41-775 Child Care Plan Approval/Provider Notice.
 - A copy of the approved Child Care Plan.
 - A sample <u>CalWORKs Child Care Reimbursement Form</u> (<u>CCP 2145</u>).

2. Send the following to the **client:**

- (NA832)- Child Care Approval
- Copy of the approved Child Care Plan.
- Copy of Notice F063-41-775 Child care Plan Approval/Provider Notice
- Child Care Reimbursement Forms.
- Return envelopes

Narrate actions taken in CalWIN

Denial Of Child Care Plan

Once the Intake/Continuing Worker has processed the supportive services request, the Intake /Continuing Worker will forward the Child Care Plan to the SSSI for review. The SSSI then will provide the worker AAII with the Child Care Plan and note "DENIED" on the plan form.

Upon receipt of the Child Care Plan, the worker will:

- Send NOA 834 Child Care Payment Denial to the client.
- Send a copy of NOA 834 Child Care Payment Denial to the provider without the fair hearing backing
- Narrate action taken in CalWIN

Care Plan

Discontinues of Child Once a decision has been made to discontinue Child Care Plan and prior to the first of the month in which the child care plan expires, the Intake Worker/Continuing Worker will take the following actions:

- Send NOA 835 Child Care Discontinuance to the client to discontinue on the expiration date of the child care plan. The notice must be timely.
- Send Notice 717 WTW Child Care Termination Notice - Provider to the provider
- File copies of the notices in the case record.
- Narrate actions taken in CalWIN.

Reductions Or Changes In **Payments**

Once the Intake /Continuing Worker has processed the change in supportive services, the worker will provide the AAII with an action sheet requesting payment reduction or extension of the child care plan approved by the SSSI.

Reductions

Send (NA833)— Child Care Change in Reimbursement to the client for change of payments.

Extensions

 Send NOA 790 – Child Care Plan Extension to the client giving the new plan expiration date.

- Send blank <u>Child Care Reimbursement Forms</u> to the client to cover the extension period.
- Send return envelopes to the client.
- Narrate action taken in CalWIN.

Return Envelopes

AAIIs must enter the Intake Worker/Continuing Worker number on all return envelopes to ensure they return to the correct worker.

Attachments

- 1. Child Care Reimbursement Report CCP 2145
- 2. Child Care Plan F063-41-18
- 3. AAII Action Sheet <u>F063-41-96 Supportive Services</u> AAII Action Request Sheet
- 4. CalWIN NOA Child Care Services (NA832)
- 5. CalWIN NOA Child Care Change (NA833)