CLOSING & REOPENING A CASE

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411.1 GENERAL POLICY & REGULATION

Most of the time a case closes because the case fails during the eligibility run and is determined ineligible.

If the case is in “Intake/Pending” status/mode when it is determined ineligible, Pennsylvania’s Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) automatically closes the case during the nightly batch process.

If the case is in “Open/Ongoing” status/mode when it is determined ineligible, PELICAN CCW adds a 13-day Adverse Action (AA) period and automatically closes the case during the nightly batch process on the 14th day following the date eligibility was assessed and confirmed, unless the information that caused the case to fail is updated to change the outcome of the eligibility determination and eligibility is reassessed/confirmed.

The CCIS must adhere to the following best practices regarding reopening a case and must NEVER:

1. Reopen a Food Stamp/Supplemental Nutrition Assistance Program (FS/SNAP) case for purposes of providing subsidized child care under the Low-Income (LI), Former TANF (FT), Head Start (HS) or Prekindergarten (PK) child care programs. FS/SNAP cases may only be reopened to provide subsidized child care under the FS/SNAP child care program.

2. Reopen a Temporary Assistance for Needy Families (TANF) or Transitional Cash Assistance (TCA) case that closed more than 90 days in the past or in which the “Budget Closure Date” update was not received from the Client Information System (CIS) (i.e., there is no close date displaying in PELICAN CCW on the CAO Program Eligibility page) for purposes of providing PELICAN CCW subsidized child care under the FT child care program.

3. Reopen a TANF or TCA case consisting of one type of TANF budget to provide subsidized child care under a different type of TANF budget (i.e., C U; C C2, etc.)

4. Reopen a TANF or TCA case for purposes of providing subsidized child care under the LI or HS/PK child care programs.
CLOSING & REOPENING A CASE

When reopening a TANF, TCA or FS/SNAP case for purposes of providing subsidized child care under the same budget (i.e., TANF; TCA; FS), the CCIS must conduct a search in CIS using the p/c’s Social Security Number to determine which budget must be used to reopen the case in PELICAN CCW. This can be determined by reviewing the CABUDG page.

The CQBUDG (Budget Authorization) page is used by the CAO to push an eligible child care case to PELICAN CCW. A “Y” in the “CC Elig” field indicates the case is eligible for child care under the budget group (i.e., C, U, D, or FS) designated in the “Cat” field in the upper left section of the page. For additional information, see manual section “105 – Use of CIS”.

If the appropriate budget exists in PELICAN CCW, the CCIS must reopen the case associated with that budget.

If the appropriate budget does not exist in PELICAN CCW, the CCIS must pull the case associated with the appropriate budget from CIS by entering the “CIS County/Record Number” in the “Import Case” field located at the bottom of the CIS Inbox page.

Once the CCIS determines under which budget the TANF, TCA or FS/SNAP case must be reopened in PELICAN CCW, the CCIS must determine to which case the appropriate budget is associated.

The following PELICAN CCW pages provide helpful information regarding case mapping, “Effective Begin Dates”, “Effective End Date” and case members’ eligibility segments to be used when reopening a case with “Discontinuous” eligibility:

- Case Summary
- CAO Program Eligibility

The same pages in CIS and PELICAN CCW may be reviewed when reopening a TANF or TCA case for the purpose of providing subsidized child care under the FT child care program.

See the following pages for screen shots.
### CLOSING & REOPENING A CASE

**Case Summary**

**County**

**Record**

**Office**

**Case Type**

**Status**

**Mode**

**Parent/Caretaker**

**Caseload ID**

<table>
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<tr>
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<th>Category</th>
<th>Grant Group</th>
<th>Primary Caretaker</th>
<th>Workload Assignment</th>
<th>Budget Status</th>
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<tr>
<td>227 7 2 C</td>
<td>C</td>
<td>M</td>
<td>N</td>
<td>Closed</td>
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<tr>
<td>227 7 3 2 A</td>
<td>PA</td>
<td>M</td>
<td>N</td>
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<tr>
<td>227 0 2 8 U</td>
<td>V</td>
<td>N</td>
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<td>Closed</td>
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**CAO District:** Allegheny County

**Address and Contact Information**

- **Address:** 5 AVENUE
- **Home Phone Number:** 412- Best Time to Call
- **Work Phone Number:** 412- Best Time to Call
- **Mobile Phone Number:** 412- Best Time to Call
- **Email Address:**
- **Preferred Method of Contact:**

**Case Information**

- **Data Application Received:** 05/15/2009 12:00:00 AM
- **Adjusted Annual Income:** $40,702.00
- **Number of Children Needing Care:** 0
- **Weekly Co-pay:** $0.00
- **Under Appeal:** NO
- **Redetermination Date:** 11/14/2009
- **LOCAL:**

**Case Eligibility**

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<th>Eligibility Status</th>
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<th>Effective End Date</th>
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<td>Eligible</td>
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<td>06/18/2009</td>
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<tr>
<td>Former TANF</td>
<td>Ineligible</td>
<td>05/14/2009</td>
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**Case Members**

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<tr>
<th>Individual Number</th>
<th>Individual Name</th>
<th>Relationship to Primary Caretaker</th>
<th>Participation Begin Date</th>
<th>Participation End Date</th>
<th>Eligibility Status</th>
<th>Eligibility Begin Date</th>
<th>Eligibility End Date</th>
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<tbody>
<tr>
<td>M</td>
<td>Self</td>
<td>08/15/2009 12:00:00 AM</td>
<td>06/15/2009</td>
<td>Eligible Adult</td>
<td>05/15/2009</td>
<td>06/15/2009</td>
<td></td>
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<tr>
<td>J</td>
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<td>06/15/2009</td>
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<td>06/18/2009</td>
<td>06/18/2009</td>
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<td>Self</td>
<td>08/15/2009 12:00:00 AM</td>
<td>06/15/2009</td>
<td>Eligible Child</td>
<td>06/18/2009</td>
<td>06/18/2009</td>
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<tr>
<td>J</td>
<td>No Relation</td>
<td>08/15/2009 12:00:00 AM</td>
<td>06/15/2009</td>
<td>Eligible Adult</td>
<td>05/15/2009</td>
<td>06/15/2009</td>
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**Additional Notes:**

- **INDIVIDUAL INFORMATION:**
- **CORRESPONDENCE SEARCH:**

**USER ID:**

Production
### CAO Program Eligibility

#### C Budget:

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<tr>
<th>CCW CaseID</th>
<th>CIS CaseID</th>
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#### U Budget:

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<tbody>
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#### U2 Budget:

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</thead>
<tbody>
<tr>
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<td>2 1 71</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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See Manual Section "411.8.3 – Questions – 411.1 – General Policy & Regulation"
### 411.1.1 Job Aid

See the table below to determine whether a case must be reopened under the same child care program or CIS budget or may be reopened under a different child care program.

<table>
<thead>
<tr>
<th>Closed Case Child Care Program and/or CIS Budget</th>
<th>Reopen under the following Child Care Program(s)?</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>TANF C</td>
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<tr>
<td>TANF C</td>
<td>YES</td>
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<tr>
<td>TANF C2</td>
<td>NO</td>
</tr>
<tr>
<td>TANF U</td>
<td>NO</td>
</tr>
<tr>
<td>TANF U2</td>
<td>NO</td>
</tr>
<tr>
<td>FS</td>
<td>NO</td>
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<tr>
<td>FT</td>
<td>YES</td>
</tr>
<tr>
<td>LI</td>
<td>NO</td>
</tr>
<tr>
<td>HS/PK</td>
<td>NO</td>
</tr>
</tbody>
</table>

*If the FT case is a manually-created case NOT mapped to CIS.

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411.1.2 Case Closure Date Logic

PELICAN CCW uses the following logic when determining the case closure date associated with a TANF, TCA or FS/SNAP case:

**EXAMPLES:**

1. Assessing eligibility and the case is determined eligible for enrollment until the CIS budget group closes:
   - 9/23/2011 – Case closes automatically in PELICAN CCW.
   - 9/24/2011 – Ineligible segment begins in PELICAN CCW.

2. Assessing eligibility, the case fails eligibility and an AA exists PRIOR to the CIS closure date:
   - 9/21/2011 – AA ends and case closes in PELICAN CCW before the CIS budget closes.
   - 9/22/2011 – Ineligible segment begins in PELICAN CCW.

3. Assessing eligibility, the case fails eligibility and an AA exists that ends AFTER the CIS closure date:
   - 9/16/2011 – CIS budget closes before the AA ends and PELICAN CCW closes case.
   - 9/17/2011 – Ineligible segment begins in PELICAN CCW.
CLOSING & REOPENING A CASE

If the case is in “Intake/Pending” status/mode when it is determined ineligible, PELICAN CCW automatically closes the case during the nightly batch process. If the case is in “Open/Ongoing” status/mode when it is determined ineligible, PELICAN CCW adds a 13-day Adverse AA period and automatically closes the case during the nightly batch process on the 14th day following the date eligibility was assessed and confirmed, unless the information that caused the case to fail is updated to change the outcome of the eligibility determination and eligibility is reassessed/confirmed.

PELICAN CCW uses the following logic when determining the case closure date associated with a *FT, LI, HS or PK case*:

**EXAMPLES:**

1. Assessing eligibility and the case is determined ineligible or is voluntarily withdrawn at *INTAKE*:
   
   - 9/9/2011 – Eligibility is assessed/confirmed and the case fails eligibility.
   - 9/10/2011 – Case closes automatically in PELICAN CCW.
   - 9/11/2011 – Ineligible segment begins in PELICAN CCW.

2. Assessing eligibility, the case fails eligibility in *OPEN/ONGOING* mode/status and an AA is generated:
   
   - 9/22/2011 – AA ends and case closes in PELICAN CCW.
   - 9/23/2011 – Ineligible segment begins in PELICAN CCW.

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411.1.3 Examples

1. The CCIS is providing subsidized child care under the FT child care program and discovers that TANF reopened in CIS. The CCIS reviews CIS and determines a U budget has opened but has not yet been pushed to PELICAN CCW. The CCIS then reviews the case mapping information in PELICAN CCW and determines there are two cases, one associated with a C budget and another, TCA case, associated with a C2 budget.

   **ACTION:** Pull the case associated with the U budget using the “Pull/Import” functionality on the CIS Inbox page.

2. The CCIS is providing subsidized child care under the FT child care program and discovers that TANF reopened in CIS. The CCIS reviews CIS and determines a U budget has opened. The CCIS then reviews the case mapping information in PELICAN CCW and determines there are three cases, one associated with a C budget, a second associated with a C2 budget and a third, associated with a U budget.

   **ACTION:** Reopen and refresh the case associated with the U budget using the Case Reopen page.

3. The CCIS is providing subsidized child care under the LI child care program. The p/c also receives FS/SNAP benefits. The CCIS discovers the p/c is no longer working but continues training. The job loss was voluntary so the CCIS initiates the case closure process and an AA is generated. A few weeks later a FS/SNAP child care is pushed. The CCIS then reviews the case mapping information in PELICAN CCW and determines there is one case associated with an old FS/SNAP budget mapped to CIS.

   **ACTION:** Reopen and refresh the case associated with the FS/SNAP budget using the Case Reopen page.

4. The CCIS is providing subsidized child care under the TANF child care program in a case associated with a C2 budget and receives an update that another TANF budget, U, opened in CIS. The CCIS then reviews the case mapping information in PELICAN CCW and determines there are three cases, one associated with a C budget, a second associated with a C2 budget and a third, associated with a U budget.

   **ACTION:** Close the TANF C2 case and reopen/refresh the case associated with the U budget using the Case Reopen page.

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411.2 DEFINITIONS AND ACRONYMS
See manual section “101 – Definitions and Acronyms” for a complete, alphabetical listing of definitions and an alphabetical table of acronyms.

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411.3 GOALS & OBJECTIVES
See Manual Section “411.8.1 – Goals” and Manual Section “411.8.2 – Objectives”

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411.4 CLOSING A CASE
The case closure process may be triggered by any of the following:
1. PELICAN CCW automatically fails the case during the eligibility assessment based upon the eligibility rules engine.
   EXAMPLES: Pennsylvania residency; Federal Poverty Income Guidelines exceed 200% at intake or 235% at the time of redetermination; TANF or FS/SNAP case is ineligible in CIS; No “E” status parent in a TANF or FS/SNAP case; etc.
2. The CCIS deselects the child care (CC) request for the child(ren).

Based on the “Care End Reason” selected when deselecting the “CC Request” associated with a child or children, PELICAN CCW will determine whether to add the 13-day AA period.

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411.4.1 Care End Reasons Resulting in a 13-Day AA Period

PELICAN CCW adds the 13-day AA period when the CCIS selects one of the following "Care End Reasons":

5. Delinquent Co-pay
6. 10-day Absence
7. 90 Days Suspension of Subsidy
8. No Need for Care
9. Parent Receiving TANF
10. Child Not Enrolled
11. Failure to Return from Break
12. Co-pay Exceeds Cost of Care
13. Child Not Enrolled from Waiting List
14. Face to Face Requirements
15. Parent Available to Care for Child
16. Provider in BG (Budget Group)
17. Provider is Stepparent
18. Ineligible Provider
19. Parent is Owner or Operator
20. Publicly Funded Education Available
21. Disqualified 6 Months
22. Disqualified 12 Months
23. Disqualified Permanently
24. Child Turned 13

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411.4.2 Care End Reasons Resulting in Overnight Closure

PELICAN CCW does **NOT** add the 13-day AA period when the CCIS selects one of the following "Care End Reasons":

1. Voluntary Withdrawal
2. Moved out of Household
3. Worker Error
4. Lost Appeal

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411.4.3 Closing a Case Using the Child Care Request Page

The CCIS must complete the following steps in PELICAN CCW when closing a case using the Care Request page:

1. Navigate to the Care Request page using one of the following methods:
   a. Click “Case” on the Main Navigation bar, enter the “Case ID” in the “Child Care Request” field on the Case Home page and click “Go”.
   b. From within a case, select “Child Care Request” from the “Quick Link” drop-down box, then click “Go”.

2. Clear the “CC Request” checkbox for each child in the case.

3. Select the appropriate “Reason Ending Care” from the drop-down box.

   NOTE: Refer to Manual Section “411.4.1 – Care End Reasons Resulting in a 13-day AA Period” to determine which of the reasons adds a 13-day AA period and Manual Section “411.4.2 – Care End Reasons Resulting in Overnight Closure” to determine which of the reasons close the case immediately during the nightly batch.

4. Click “Save”.

5. Assess and confirm eligibility.

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411.5 REOPENING A CASE

The CCIS must reopen a case with continuous eligibility in the following circumstances:

1. Eligibility was unintentionally ended as a result of a worker or system error.

2. Eligibility was intentionally ended due to ineligibility but the p/c successfully appealed.

3. The p/c responded to an AA Notice near the case closure date, but either the CCIS could not update PELICAN CCW timely or determined the p/c had a valid excuse for the delayed response and settles the appeal in a pre-hearing conference.

4. The case closed in “Intake/Closed” status/mode and must be reopened.

The CCIS must reopen a case with discontinuous eligibility when a family that has received subsidized child care in the past, reapplies following a period of ineligibility or if a family successfully appeals but the hearing officer determines there was a break in the family’s eligibility requiring a modified reopen date.

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CLOSING & REOPENING A CASE

411.6 CASE REOPEN PAGE

The CCIS must use the Case Reopen page when reopening a case, as follows:

1. Select the appropriate radio button for “Maintain Eligibility”.
2. When reopening with “Discontinuous” eligibility, enter a “Reopen Date” and “Time” in the “Reopen Date” fields.
3. Select the appropriate “Reopen Mode” radio button.
4. Select the appropriate “Reopen Reason” from the drop-down.
5. Answer the question, “Has the Redetermination packet been returned?”
   NOTE: For the majority of cases, “No, unscheduled” is the appropriate selection. The only time “Yes” should be selected and a date entered, would be if the case closed because a redetermination was not completed in error.
6. The user must enter a “Date Redetermination packet returned”, when selecting “Yes” to the question, “Has the Redetermination packet been returned?”
7. Click “Reopen”.
   NOTE: The user must click “Reopen” again to confirm the action.
8. Validate the case information and check to determine whether there are any MCI alerts associated with the individual case members.

For additional information regarding reopening a case, see the PELIAN CCW Troubleshooting Guide, pages 8, 9 and 47.

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411.7 UPDATED INFORMATION & ADDITIONAL RESOURCES

This section contains a listing of updated information distributed following issuance of this manual section via Announcements, Updates and Communiqués, as well as additional resources available to the CCIS.

411.7.1 Announcements

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### 411.7.2 Updates

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### 411.7.3  Communiqués

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**Return to Table of Contents**
### 411.7.4 Additional Resources

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This section contains information pertinent to training the Closing & Reopening a Case Manual Section. The following subsections contain the goals and objectives of the manual section, as well as helpful question and answer checkpoints.

**411.8.1 Goals**

The information in this section contains the goals with regard to closing and reopening cases. The following are the goals of this manual section:

1. To understand and explain the ways in which PELICAN CCW closes a case.
2. To successfully reopen cases following the best practices.

*Return to Manual Section “411.3 – Goals & Objectives”*

**411.8.2 Objectives**

The information in this section contains the objectives with regard to closing and reopening cases. The following are the objectives of this manual section:

1. To successfully use the *Child Care Request* page to close a case as prescribed by policy, when appropriate.
2. To understand under which child care program subsidized child care may be provided when reopening a case.
3. To successfully use the *Case Reopen* page.

*Return to Manual Section “411.4 – Closing a Case”*
Questions – 411.1 – General Policy & Regulation

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services developed the following questions as a checkpoint to ensure comprehension of the information presented within this manual section. Upon review of the information within this section, CCIS staff should be able to answer all of the questions listed below.

1. TRUE or FALSE. The CCIS must never reopen a FS/SNAP case for purposes of providing subsidized child care under the FT, LI, HS or PK child care programs.

2. TRUE or FALSE. FS/SNAP cases may only be reopened to provide subsidized child care under the FS/SNAP child care program.

3. TRUE or FALSE. The CCIS must never reopen a TANF or TCA case that closed more than 90 days in the past or in which the “Budget Closure Date” update was not received from CIS for purposes of providing subsidized child care under the FT child care program.

4. TRUE or FALSE. The CCIS must never reopen a TANF or TCA case consisting of one type of TANF budget to provide subsidized child care under a different type of TANF budget.

5. TRUE or FALSE. The CCIS must never reopen a TANF or TCA case for purposes of providing subsidized child care under the LI, HS or PK child care programs.

6. TRUE or FALSE. When reopening a TANF or TCA case for purposes of providing subsidized child care under the FT child care program, the CCIS must assure the case contains the most recently closed TANF budget.

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Return to Manual Section “411.1 – General Policy & Regulation”

See Answers
411.8.4  **Answers – 411.1 – General Policy & Regulation**

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services provided the answers to all of the questions asked in Manual Section "411.8.3 – Section Checkpoint Questions".

1. **TRUE.**
   The CCIS must never reopen a FS/SNAP case for purposes of providing subsidized child care under the FT, LI, HS or PK child care programs.

2. **TRUE.**
   FS/SNAP cases may only be reopened to provide subsidized child care under the FS/SNAP child care program.

3. **TRUE.**
   The CCIS must never reopen a TANF or TCA case that closed more than 90 days in the past or in which the “Budget Closure Date” update was not received from CIS for purposes of providing subsidized child care under the FT child care program.

4. **TRUE.**
   The CCIS must never reopen a TANF or TCA case consisting of one type of TANF budget to provide subsidized child care under a different type of TANF budget.

5. **TRUE.**
   The CCIS must never reopen a TANF or TCA case for purposes of providing subsidized child care under the LI, HS or PK child care programs.

6. **TRUE.**
   When reopening a TANF or TCA case for purposes of providing subsidized child care under the FT child care program, the CCIS must assure the case contains the most recently closed TANF budget.

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