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Finalized 3/24/10

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500.1 GENERAL POLICY & REGULATION

The information in this manual section contains direction and procedure regarding the generation of correspondence for the Subsidized Child Care Program.

The Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) system is the formal record keeping system for the Subsidized Child Care program. The Office of Child Development and Early Learning (OCDEL), Bureau of Subsidized Child Care Services (BSCCS) expects the Child Care Information Services (CCIS) to use the Correspondence Subsystem within PELICAN CCW.

PELICAN CCW has the capacity to store all correspondences that generated by the CCIS and includes archive and purge functionality managed by the Department of Public Welfare's (DPW or Department) Bureau of Information Systems (BIS). BIS is responsible for the Information Technology (IT) needs of the Department which range from ensuring that DPW staff have personal computers to do their jobs, to planning, developing, implementing and managing very complex automated systems.

The CCIS may not print file copies of forms, letters or notices except as mandated by OCDEL BSCCS, when copies are required by the Office of the Inspector General (OIG) during an investigation of fraud, during an audit or when copies are required for participation in appeal or other hearings.

The following sections outline the policy and regulatory requirements of notification specific to the type of child care program under which the individual receives subsidized child care.

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See Manual Section "500.12.3.1 – Questions – 500.1 – General Policy & Regulation"

500.1.1 Temporary Assistance for Needy Families (TANF), Food Stamp (FS) & General Assistance (GA) Child Care Programs

The majority of the notification for individuals receiving child care related to the TANF, FS and GA/WS2 child care programs is generated within the Client Information System (CIS). However, there are circumstances in which PELICAN CCW automatically generates correspondence in response to:

1. A case and/or an individual in a case failing enrollment rules.
2. Limitations of CIS in generating a specific notice.
3. A TANF or Transitional Cash Assistance (TCA) case closing that is potentially eligible for Former TANF.
4. A p/c who is receiving TANF, FS or GA benefits requesting subsidized child care for the first time.

As set forth in § 165.43(a) (relating to requests for special allowances for supportive services and time frames for eligibility determinations), "The CAO shall document an oral or written request for a special allowance for supportive services. A written decision approving or denying the request shall be issued by the CAO no later than 15-calendar days following the request."

The CAO sends a notice from CIS informing the applicant of eligibility or ineligibility for TANF, FS or GA/WS2 benefits; however, not all notices generated from CIS address eligibility for child care. In addition, it is possible for an applicant to be determined ineligible for child care enrollment although the applicant is eligible for subsidized child care related to the benefits received through the CAO.

Per policy, the CCIS is responsible for issuing a notice to the p/c informing the p/c of eligibility or ineligibility for child care enrollment no later than15 calendar days following the request for child care (i.e., the date the TANF,FS or GA case appears in the CIS Inbox in PELICAN CCW).

As set forth in § 133.4(b)(2), "Advance notice is used to provide the client with timely and adequate advance notice of a proposed action so that the client has the opportunity either to provide or to clarify information needed to establish the client's continued eligibility or to appeal the decision." § 133.4(b)(3) clarifies that "The Advance Notice shall be mailed at least 10 days before the proposed action is taken."

The CAO is responsible for sending a Notice of Adverse Action (AA) from CIS informing the p/c of ineligibility for TANF, FS or GA/WS2 benefits, including the child care associated with the benefit; however, not all notices generated from CIS address eligibility for child care. In addition, it is possible for a case and/or individual child to be determined ineligible for child care enrollment although eligibility for the benefits received through the CAO continue.

Per policy, the CCIS is responsible for issuing an AA to the p/c when the case and/or an individual child becomes ineligible for child care enrollment. PELICAN CCW is designed to generate an AA when a CIS-generated AA does not address ineligibility for the child care related to the benefit. If the CIS-generated AA addresses child care ineligibility, PELICAN CCW will not generate an AA unless an enrollment rules failure exists also.

When PELICAN CCW does not generate an AA, the CCIS is required to manually discontinue/close all active enrollments, as appropriate, to generate a Child Care Stop Letter. See **Manual Section "500.8.10 – Child Care Stop Letter"** for additional information.

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See Manual Section "500.12.3.2 – Questions – 500.1.1 –TANF, FS & GA/WS2 Child Care Programs"

500.1.2 Former TANF (FT), Head Start/Prekindergarten (HS/PK) & Low-Income (LI) Child Care Programs

As set forth in § 3041.84 (relating to family file), "The eligibility agency shall establish and maintain a separate file for the family of each p/c who applies for subsidized child care. The family file shall contain documents pertaining to eligibility determination, redetermination, subsidized child care authorization, co-payment agreements and copies of written notices required by 55 Pa.Code, Chapter 3041. A p/c or an authorized representative has a right to examine the family file."

Per policy, the CCIS may not print file copies of forms, letters or notices except as mandated by OCDEL BSCCS, when copies are required by the Office of the Inspector General (OIG) during an investigation of fraud, during an audit or when copies are required for participation in appeal or other hearings.

As set forth in § 3041.85 (relating to record retention), "The eligibility agency shall retain family files, completed application forms, written notices, books, records and other fiscal and administrative documents pertaining to subsidized child care. Records shall be maintained for at least 6 years from the end of the fiscal year in which subsidized child care has been provided or until an audit or litigation is resolved. The fiscal year is a period of time beginning July 1 of any calendar year and ending June 30 of the following calendar year."

EXAMPLE: The CCIS begins paying subsidized child care for a family on 3/1/2010. The family continues to receive subsidized child care until determined ineligible. The AA expires on 12/29/2010. The CCIS must retain the family file until 6/30/2017 or until an audit or litigation is resolved.

As set forth in § 3041.124 (relating to notification of p/c and child care provider), "The eligibility agency shall notify the p/c of the family's eligibility status within 30 calendar days of receiving a signed application. If the eligibility agency determines a family eligible for subsidized child care, the eligibility agency shall notify the family's child care provider of the family's eligibility status."

Per policy, the CCIS must send a Child Care Eligible Notice to the p/c when the family is determined eligible. The CCIS must use the Enrollment Summary to notify the family's child care provider of the family's eligibility status and indicate information pertaining to the child(ren)'s enrollment(s).

As set forth in § 3041.161 (relating to general notification requirements), "The eligibility agency shall notify the p/c in writing no later than 10 calendar days prior to taking an action that affects the family's eligibility status for subsidized child care or results in a change in the amount of the family's subsidized child care benefit."

In addition, "Following the preparation of a written notice, the eligibility agency shall:

(1) Mail or hand-deliver within 1 working day of preparation, the original and one copy of the notice to the parent or caretaker;
(2) Notify the family's child care provider as soon as the family is determined eligible or ineligible for subsidized child care; and
(3) Retain a copy of the notice in the family file."

Prior to the generation of correspondence within PELICAN CCW, the notice template did not include an easily identifiable way in which the p/c could submit an appeal so the p/c was instructed to submit a copy of the notice. As a result of this design limitation, the regulation required the CCIS to mail the original and one copy of the notice to the p/c.

When the correspondence subsystem was designed in PELICAN CCW, the notice template was redesigned so the p/c could detach the bottom portion of the notice when submitting an appeal request, rather than having to return an entire copy of the notice. As a result of the notice redesign, the CCIS will mail the original notice only to the p/c. A copy of the notice may be generated for the p/c at any time, upon request. See **Manual Section "500.9.4.6 – Creating a Duplicate"** for additional information.

In addition, the CCIS *is not required* to notify the provider when a family is determined ineligible as the CCIS has not yet been given adequate information regarding the provider, such as name and address.

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See Manual Section "500.12.3.3 – Questions – 500.1.2 –FT, HS/PK & LI Child Care Programs"

500.2 DEFINITIONS AND ACRONYMS

See manual section "101 – Definitions and Acronyms" for a complete, alphabetical listing of definitions and a table of acronyms.

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500.3 GOALS & OBJECTIVES

See Manual Section "500.12.1 – Goals" and **"500.12.2 – Objectives"**

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500.4 CORRRESPONDENCE TYPES

Correspondence in PELICAN CCW falls into one of the following three categories:

1. Forms
2. Letters
3. Notices

The following subsections describe the differences between the types of correspondences generated by PELICAN CCW.

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See Manual Section "500.12.3.4 – Questions – 500.4 – Correspondence Types"

500.4.1 Forms

Forms expedite the capturing of information from a p/c or provider. The CCIS uses forms to:

1. Assist in the determination of initial or ongoing eligibility.
2. Establish or update an enrollment.
3. Notify the provider of modifications to an enrollment or a co-payment associated with an enrollment.
4. Assist in the processing of a payment request based upon the child(ren)'s attendance.
5. Notify the p/c and/or provider of details associated with payment for subsidized child care services provided to a child(ren).

PELICAN CCW generates the following forms:

1. Enrollment Summary
2. Attendance Invoice
3. Payment Summary
4. Redetermination Packet
5. Client Advance Payment Summary

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See Manual Section "500.12.3.5 – Questions – 500.4.1 – Forms"

500.4.2 Letters

Letters are correspondences designed for informational purposes.

Letters, unlike notices, do not include appeal rights for a p/c.

PELICAN CCW allows a CCIS user to add supplemental text to a letter, as appropriate.

PELICAN CCW generates the following letters:

1. CareCheck Appointment Letter
2. Change in Primary Worker Letter
3. Child Care Stop Letter
4. Funds Available Letter
5. Funds not Available Letter
6. Missing Information Letter
7. Non Compliance Letter
8. Outstanding Balance Letter
9. Recoupment Letter
10. TANF Transfer Letter
11. Waiting List Funds Available
12. Welcome Letter

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See Manual Section "500.12.3.6 – Questions – 500.4.2 – Letters"

500.4.3 Notices

Notices are a prescribed printed communication from the CCIS that include, but is not limited to, information for the p/c that informs the p/c of:

1. Eligibility or ineligibility for subsidized child care.
2. An increase or decrease in subsidized child care benefits
3. The need for additional verification or other information in order to maintain eligibility.
4. A change in the family's weekly co-payment amount.
5. The decision to grant or deny a co-payment waiver.
6. The decision to grant or deny a waiver based on domestic or other family violence.
7. Suspension or disruption of subsidized child care.
8. Confirmation of voluntary withdrawal from the Subsidized Child Care program.

Notices include the reason for the action, the regulatory citation for the authority to take the action, the appeal rights for the p/c and explanation regarding how the p/c may appeal a decision or action.

PELICAN CCW generates the following notices:

1. AA
2. Application Rejection Notice
3. Child Care Confirmation Notice
4. Eligible Notice
5. Enrollment Eligible Notice
6. Enrollment Ineligible Notice
7. Ineligible Notice

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See Manual Section "500.12.3.7 – Questions – 500.4.3 – Notices"

500.5 APPEAL RIGHTS

Pages 3 and 4 of *ALL* notices are the same and include the appeal rights for the p/c and explanation regarding how the p/c may appeal a decision.

This section of the notice informs the p/c of the address and telephone number of the local Legal Services Office the p/c may contact if the p/c wishes to secure legal aid to resolve the issue.

If a p/c has concerns regarding the location of the local Legal Services Office, the p/c may contact the CCIS to discuss whether there is another office located closer to the p/c's work or home.

This section also explains the p/c's appeal rights.

This section notifies the p/c of the following:

1. The p/c has 30 days from the date PELICAN CCW or the CCIS generates the notice to appeal the decision. There is also explanation for the p/c regarding how subsidized child care may continue during the appeal process if the CCIS receives the written appeal from the p/c no later than 10 days from the date of the notice. The date by which the p/c must submit the appeal in order to continue subsidized child care during the appeal process is displayed in bold.
2. If subsidized child care continues and the Hearing Officer finds in favor of the Department, the p/c may be required to pay back the funding that was paid on the p/c's behalf for child care.
3. The rights to appeal any CCIS or Departmental action, or failure to act, and to have a hearing if dissatisfied with any decision to deny, discontinue or change the subsidized child care request.
4. If a change in subsidized child care eligibility is caused by a State or Federal law, regulation or policy change, the p/c may appeal the change; however the p/c will not be granted a hearing unless the p/c is appealing the correctness of the eligibility determination. If the p/c is only challenging the law, regulation or policy, the p/c's appeal will be dismissed by the Department but may be appealed to a higher court.
5. At the hearing the p/c can present to the Hearing Officer the reason he thinks the decision made by the CCIS is incorrect and present evidence or witnesses in his behalf. The p/c has the right to represent himself or to have anyone represent him.

6. If the p/c speaks a language other than English and needs an interpreter, the p/c may contact the CCIS so the CCIS can arrange to provide an interpreter.

7. If the p/c and his representative would like to meet with the CCIS staff to discuss the matter informally or to present information, which might change the proposed action, the p/c may call the CCIS. This will not delay or replace the p/c's fair hearing.

8. The p/c's request for a hearing must be postmarked or received by the CCIS within 30 calendar days of the date of the notice. If the CCIS does not receive the request within the 30-day time limit, the p/c's appeal will be dismissed without a hearing.

9. To appeal and request a hearing the p/c must put the appeal in writing as follows:

    a. Include a copy of the notice.

    b. Provide a telephone number where the p/c may be reached and provide an exact address.

    c. Complete and return the bottom portion of the notice indicating if a telephone or face-to-face hearing is preferred; if a reasonable special accommodation is needed because of a hearing impairment or other disability; if an interpreter is needed and if so, for what language; the reason a hearing is requested; and if subsidized child care is requested to continue at the current amount pending the hearing decision.

10. The hearing locations are available as follows:

Location	County of Residence
Erie for:	Cameron; Clarion; Crawford; Elk; Erie; Forest; McKean; Mercer; Potter; Venango; and Warren
Harrisburg for:	Adams; Centre; Cumberland; Dauphin; Franklin; Fulton; Huntingdon; Juniata; Lancaster; Lebanon; Lycoming; Mifflin; Montour; Northumberland; Perry; Snyder; Union; and York
Philadelphia for:	Bucks; Chester; Delaware; Montgomery; and Philadelphia
Pittsburgh for:	Allegheny; Armstrong; Beaver; Bedford; Blair; Butler; Cambria; Clearfield; Fayette; Greene; Indiana; Jefferson; Lawrence; Somerset; Washington; and Westmoreland
Reading for:	Berks; Lehigh; Northampton; Schuylkill
Wilkes-Barre for:	Bradford; Carbon; Clinton; Columbia; Lackawanna; Luzerne, Monroe, Pike, Sullivan, Susquehanna, Tioga, Wayne, Wyoming

See the examples of pages 3 and 4 below.

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SECTION C: Appeal Information

LEGAL HELP AVAILABLE AT:

LEGAL SERVICES,INC.
213-A NORTH FRONT STREET

HARRISBURG, PA 17101
(717) 232-0581

IF YOU HAVE CONCERNS ABOUT THE LEGAL AID ADDRESS LISTED, CONTACT THE CCIS TO DISCUSS WHETHER THERE IS ANOTHER OFFICE LOCATED CLOSER TO YOUR HOME OR WORK.

APPEAL AND FAIR HEARING

If you disagree with our decision, you have the right to appeal. See attached form for a complete explanation of your right to appeal.

Although you have 30 days from the date above to appeal, the CCIS must receive your written appeal on or before **12/29/2005** in order for your subsidized child care to continue pending the hearing decision. Your child care will not continue pending the hearing decision when the change is due to State or Federal Law, regulation or policy.

If your subsidized child care continues and the Hearing Officer finds in favor of the Department you may be required to pay back the funding that was paid on your behalf for child care.

Detach here — Detach here

IF YOU WISH TO APPEAL, COMPLETE AND RETURN TO THE CCIS THE INFORMATION ON THE BACK OF THIS NOTICE .

Notice ID:

APPLICANT NAME AND ADDRESS

JOHN
9TH ST
HARRISBURG, PA 171

Please correct your address here if necessary

CO	RECORD	CAT
99	9999999	CC

CCIS ADDRESS

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

WORKER ID:
TELEPHONE:
DATE: 12/16/2005

Notice ID:

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YOUR RIGHT TO APPEAL TO A FAIR HEARING

You have the right to appeal any Child Care Information Services (CCIS) agency or Departmental action or failure to act, and to have a hearing if you are dissatisfied with any decision to deny, discontinue or change your subsidized child care request.

If a change in your subsidized child care eligibility is caused by a State or Federal law, regulation or policy change, you may appeal the change; however you will not be granted a hearing unless you are appealing the correctness of your eligibility determination. If you are only challenging the law, regulation or policy, your appeal will be dismissed by the Department but may be appealed to a higher court. At the hearing you can present to the Hearing Officer the reason you think the decision made by the CCIS is incorrect and present evidence or witnesses in your own behalf. You have the right to represent yourself or to have anyone represent you.

If you speak a language other than English and need an interpreter, please contact your CCIS so arrangements can be made to provide an interpreter.

If you and your representative would like to meet with the CCIS staff to discuss the matter informally or to present information which might change the proposed action, please call your CCIS worker. This will not delay or replace your fair hearing.

Your request for a hearing must be postmarked or received within 30 calendar days of the date of this notice. If your request is not received within the 30-day time limit, your appeal will be dismissed without a hearing.

If you appeal, the hearing will focus on your family's circumstances at the time of the CCIS agency's decision.

HOW TO REQUEST A FAIR HEARING

To appeal and request a hearing you must put the appeal in writing as follows:

1. Include a copy of your notice.
2. Give a number where you can be reached.
3. Give your exact address.
4. Complete and return the bottom portion of the notice.

HEARING LOCATIONS

Erie for: Cameron, Clarion, Crawford, Elk, Erie, Forest, McKean, Mercer, Potter, Venango, Warren.

Harrisburg for: Adams, Centre, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Lycoming, Mifflin, Montour, Northumberland, Perry, Snyder, Union, York.

Philadelphia for: Bucks, Chester, Delaware, Montgomery, Philadelphia.

Pittsburgh for : Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Clearfield, Fayette, Greene, Indiana, Jefferson, Lawrence, Somerset, Washington, Westmoreland.

Reading for: Berks, Lehigh, Northamton, Schuylkill.

Wilkes-Barre for: Bradford, Carbon, Clinton, Columbia, Lackawanna, Luzerne, Monroe, Pike, Sullivan, Susquehanna, Tioga, Wayne, Wyoming.

Detach here — Detach here

IF YOU WISH TO APPEAL, COMPLETE AND RETURN TO THE CCIS THE INFORMATION BELOW .

Notice ID:

Please check one of the boxes to show which type of hearing you want: ☐ I want a telephone hearing. ☐ I want a face-to-face hearing.

☐ Please check if you require any reasonable special accommodation because of a hearing impairment or other disability.

☐ Please check if you need an interpreter. What language? _____

NOTE: If you ask for an interpreter but later get your own interpreter, please call the Office of Hearings and Appeals (717) 783-3950.

I WANT TO REQUEST A HEARING BECAUSE: (Attach additional pages if necessary.) _____

☐ Check here if you do not want your subsidized child care to continue at the current amount pending the hearing decision.

Parent / Caretaker Signature Address Telephone No. (between 8 A.M. and 5 P.M.) Date

Parent / Caretaker Rep. Signature Address Telephone No. (between 8 A.M. and 5 P.M.) Date

Notice ID:

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See Manual Section "500.12.3.8 – Questions – 500.5 – Appeal Rights"

500.6 CORRESPONDENCE TEMPLATE VERSUS VERSION

PELICAN CCW automatically generates correspondences based upon predetermined templates. A correspondence template consists of fixed and variable text. The fixed text included in the template never changes. Variable text may change depending upon the actions taken by the CCIS user or the circumstances at the time PELICAN CCW generates the correspondence.

A correspondence template is different from a correspondence version.

A correspondence version indicates that PELICAN CCW generated the same correspondence multiple times. A correspondence may have multiple versions because the CCIS user generated a duplicate copy of the correspondence or so a copy may go to a different/secondary recipient. The primary recipient's version of the correspondence has a Correspondence ID that ends in a "-1"; the secondary and duplicate recipient versions are sequentially numbered, starting from "-2".

PELICAN CCW automatically generates a provider version of certain correspondences upon generation of the client version.

PELICAN CCW generates both versions using the same correspondence template. As a result, both versions include the same basic information.

The client version, however, may contain personal demographic information that is variable and is not included in the provider version, such as the specific reason for ineligibility (i.e., the failure reason(s)) or discontinuing an enrollment (i.e., disqualification details), or family income.

Examples of correspondences that PELICAN CCW generates with a client and provider version include:

1. Notice of Adverse Action (AA)
2. Child Care Stop Letter
3. Enrollment Summary

PELICAN CCW generates a "Group" version when the CCIS manually chooses to process multiple correspondences as a single Portable Document Format (PDF) rather than as multiple PDFs. The "Group" version applies to the following correspondences:

1. Attendance Invoices
2. Payment Summary
3. Recoupment Letter
4. Redetermination Letter/Packet

The following table lists each correspondence alphabetically and indicates the name of each correspondence and the version(s)s that are associated with the correspondence.

Correspondence Name	Version	
	Provider	**Client**
AA Notice	X	X
Application Rejection Notice		X
Application Transfer Letter		X
Attendance Invoice	X	
CareCheck Appointment Letter	X	
Change in Primary Worker Letter – *CLIENT*		X
Change in Primary Worker Letter – *PROVIDER*	X	
Child Care Confirmation Notice		X
Child Care Eligible Notice		X
Child Care Ineligible Notice		X
Enrollment Eligible Notice		X
Enrollment Ineligible Notice		X
Enrollment Summary	X	X
Former TANF Transfer Letter		X
Funds Available Letter		X
Funds Not Available Letter		X
Missing Information Letter – *CLIENT*		X
Missing Information Letter – *PROVIDER*	X	
Noncompliance Letter	X	
Outstanding Balance Letter	X	
Payment Summary	X	
Recoupment Letter	X	
Redetermination Letter/Packet		X
Waiting List Funds Available Letter		X
Welcome Letter		X

PELICAN CCW processes “Client” and “Provider” versions of a correspondence as separate requests. This means that each correspondence processes through the Correspondence Statuses separately.

CORRESPONDENCE

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PELICAN CCW consists of the following types of correspondence templates:

1. "Correspondence Type" Templates.
   - Form.
     - ✓ Dependent upon the type of form.
     - ✓ Varies from one form to the next based upon how the form is used.
   - Letter.
     - ✓ Standard letter-format.
     - ✓ Contains fixed and variable text.
     - ✓ Supplemental text may be entered for certain correspondences.
   - Notice.
     - ✓ Standard notice-format.
     - ✓ Includes appeal rights and information on how the p/c may appeal on pages 3 and 4.
2. "Client" versus "Provider" Templates.
   - PELICAN CCW determines the "Client" versus "Provider" correspondence template depending upon to whom PELICAN CCW will send the correspondence.
   - When the primary caretaker (i.e., the p/c designated as the primary caretaker on the Child Care Request page) is the intended recipient the version type is "Client".
   - When the provider is the intended recipient the version type is "Provider".
3. "CIS" versus "PELICAN CCW" Templates.
   - PELICAN CCW determines the "CIS" versus "PELICAN CCW" template depending upon the child care program associated with the case (i.e., the Co/Record Number).
   - "CIS" templates include regulatory cites related to 55 Pa.Code, Chapter 168 (relating to child care); whereas, "P" templates include regulatory cites related to 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility).
   - When the case is associated with the TANF, FS or GA/WS2 child care programs the version type is "CIS".
   - When the case is associated with the FT, HS/PK or LI child care programs the version type is "P".

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The following table lists each correspondence alphabetically and indicates the type(s) of correspondence templates are associated with the correspondence.

Correspondence Name	TEMPLATE						
	Form	Letter	Notice	Client	Provider	CIS	PELICAN CCW
AA Notice			X	X		X	X
Application Rejection Notice			X	X			
Application Transfer Letter		X		X		X	X
Attendance Invoice	X				X		
CareCheck Appt. Letter		X		X			
Change in Prim. Worker Letter		X		X	X		
Child Care Stop Letter		X		X			
Child Care Conf. Notice			X	X		X	X
Child Care Eligible Notice			X	X			X
Child Care Ineligible Notice			X	X			X
Enrollment Eligible Notice			X	X		X	
Enrollment Ineligible Notice			X	X		X	
Enrollment Summary	X			X			
Former TANF Transfer Letter		X		X			
Funds Available Letter		X		X			
Funds Not Available Letter		X		X			
Missing Information Letter		X		X	X		
Non Compliance Letter		X			X		
Outstanding Balance Letter		X			X		
Payment Summary	X			X	X		
Recoupment Letter		X		X	X		
Redetermination Letter/Packet	X	X		X			
WL Funds Available Letter		X		X			
Welcome Letter		X		X			

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See Manual Section "500.12.3.9 – Questions – 500.6 – Correspondence Template versus Version"

500.7 INDIVIDUAL FAILURE REASON CODES

PELICAN CCW generates the AA (related to all child care programs), Ineligible (related to PELICAN CCW child care programs only) and Enrollment Ineligible (related to CIS child care programs) notices using both "Individual" and "Family Composition" Failure Reason Codes. When PELICAN CCW generates an "Individual" Failure Reason Code, there are occasions during which PELICAN CCW pulls information from pages that capture individual demographic and other individual-specific information, including but not limited to:

- Individual Name
- Annual Income
- FPIG %
- Total Work Hours
- Total Training Hours
- Immunization Status
- Citizenship Status
- Disqualification Details

PELICAN CCW does not process data correctly when the CCIS applies an "Individual" Failure Reason Code at the "Family Composition" level because PELICAN CCW cannot determine from which page to pull the variable data. Therefore, the CCIS should never apply an "Individual" Failure Reason Code at the "Family Composition" level.

EXAMPLE: A CCIS processes a redetermination for a FT case and revises the employment and training hours based upon the verification the p/c submitted. The CCIS changes the employment hours from 15 hours/week to 10 hours/week, and changes the training hours from 10 hours/week to 5 hours/week. When assessing eligibility, PELICAN CCW fails the case for not meeting the work-hour requirement. The CCIS incorrectly applies Failure Reason Code "020" – Work/Training Combo at the "Family Composition" level. When PELICAN CCW processes Failure Reason Code "020" PELICAN CCW attempts to pull total number of work hours/week from the Employment & Wage page and the total number of training hours/week from the P/C Training Information page but is unable to do so because the level was incorrectly applied.

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See Manual Section "500.12.3.10 – Questions – 500.7 – Individual Failure Reason Codes"

500.8 CORRESPONDENCE DETAILS

The following subsections provide detailed descriptions for each of the correspondences generated by PELICAN CCW.

500.8.1 Adverse Action (AA) Notice

The CCIS sends an AA to inform a p/c the family or an individual in the family has become ineligible for subsidized child care. The CCIS may generate an AA only when a case or individual becomes ineligible for subsidized child care (i.e., the Eligibility Status is "Ineligible Adult" or "Ineligible Child").

A CCIS sends an AA to inform the p/c of ineligibility for subsidized child care due to a change in circumstances or lack of compliance and to notify the p/c that the p/c has 13 calendar days (i.e., the AA period) to provide new or needed information to resolve the AA.

As set forth in § 3041.165(c), "The AA must include the decision or proposed action; the date the action will occur; the reason for the decision or proposed action and information about how to become eligible; a citation, and brief explanation in simple, nontechnical language, of the applicable section of 55 Pa.Code, Chapter 3041 or other applicable law that is the basis for the decision or proposed action; the name, address and telephone number of the local legal services office where the p/c may obtain free legal representation; and the right of the p/c to appeal the decision and how to appeal as specified in §§ 3041.162 and 3041.171 (relating to notice of right to appeal; and appealable actions)."

The CCIS must generate *a Child Care Confirmation Notice* when:

1. Subsidy is suspended.
2. Subsidy is disrupted.
3. There is a change (i.e., an increase or decrease) in the assigned weekly co-payment.

For additional information regarding generation of the Child Care Confirmation Notice, see **Manual Section "500.8.7 – Child Care Confirmation Notice".**

The CCIS may not generate or send to the p/c an AA prior to the date the case or individual is ineligible.

PELICAN CCW automatically generates an AA using a standard notice template to ensure all regulatory requirements are met.

PELICAN CCW also generates a copy of the AA for the provider, if an enrollment currently exists for an affected child. The provider copy does not include confidential client information or appeal information. PELICAN CCW generates only one AA for each failed case and will not generate an additional AA unless the initial AA is satisfied. *This means that PELICAN CCW prevents generation of a second AA for a case if one is currently active.*

If PELICAN CCW generates an incorrect AA and the CCIS discovers the problem before the AA is printed, the CCIS user may correct the AA by satisfying the initial AA, creating the correct conditions to generate the second, corrected AA and assessing, and confirming eligibility again.

PELICAN CCW does not automatically cancel the first, incorrect AA; therefore, the CCIS user must manually suppress the initial AA. In the circumstances listed below, PELICAN CCW does not generate an AA and the individual's and/or case's eligibility ends that night during the nightly batch process.

PELICAN CCW does not generate an AA if child care is ended on the Child Care Request page due to any of the following reasons:

1. Voluntary Withdrawal;
2. Moved Out of Household;
3. Worker Error;
4. Change in custody; or
5. Lost appeal.

Section A of the AA lists all individuals for the case and their eligibility statuses. Section B lists calculations for all the household income information entered into PELICAN CCW. Section C provides all information related to the appeal process as discussed in Manual Section **"500.5 – Appeal Rights"**.

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The following table includes a complete listing of the current conditions that cause generation of the AA for a case receiving subsidized child care under the FT, HS/PK or LI child care programs. The yellow highlighted rows indicate "Individual" Failure Reason Codes.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
001	§ 3041.48(a)	Single p/c disability - AA - P	You failed to return to work no later than 183 calendar days from the date you were excused from the work requirement due to a disability; therefore, your family is ineligible for subsidized child care.	System; Tracks 183 days from the disability onset date and if no end date entered prior to 184th day fails when eligibility is assessed and confirmed.
002	§ 3041.12(b) § 3041.12(c)	Child Over Age - AA - P	The information you submitted to the CCIS indicates that <NAM_CHLD> is 13 years of age or older and does not have a disability or delay and is not incapable of caring for himself; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Fails when assessing and confirming eligibility if DOB indicates that the child is > 13 without a disability.
003	§ 3041.51(f)(1)	Work Req - Head Start - AA	You are not meeting the work requirement of a minimum of 20 hours of work per week as specified in § 3041.43 (relating to work, education and training); therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
004	§ 3041.70	Verification - Disability - AA	You failed to submit acceptable verification of the parent's or caretaker's disability to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for disability verification on the Parent Disability page, clicking save, assessing and confirming eligibility.
005	§ 3041.12 (b)	Verification - DOB - AA	You failed to self certify the child's age and the CCIS is unable to determine whether the child is under 13 years of age; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for DOB verification on the Individual Info. Page, clicking save, assessing and confirming eligibility.
006	§ 3041.67	Verification - Education - AA	You failed to submit acceptable verification regarding the education requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for education verification on the Teen Parent Education page, clicking save, assessing and confirming eligibility.
007	§ 3041.43(b)	Work Req - Teen - AA - P	You are not meeting the work-hour requirement as specified in the regulations for a teen parent; therefore, your family is ineligible for subsidized child care.	System; Assessing and confirming eligibility when no employment or teen parent education information is entered.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
008	§ 3041.65(a) § 3041.65(b) § 3041.67	Verification - Work - AA	You failed to submit acceptable verification regarding income and/or the work-hour requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for employment verification on the Employment & Wage page, clicking save, assessing and confirming eligibility.
009	§ 3041.41(b)	Over Income - AA	Following an initial determination of eligibility, a family shall remain financially eligible for subsidized child care as long as the annual income does not exceed 235% of the FPIG. You reported adjusted annual income of $<ANUL_INC> that is <PCT_OF_FPIG>% of FPIG; therefore, your family is ineligible for subsidized child care.	System; Assessing and confirming eligibility.
010	§ 3041.72 § 3041.3	Verification - Foster Child - AA	You have indicated the child for whom subsidy is requested is a foster child and you failed to submit acceptable verification to the CCIS regarding your relationship to the child; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for foster child verification on the Relationship page after selecting a "foster" relationship, clicking save, assessing and confirming eligibility.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
011	§ 3041.46(b)	Immunization - 90 Days - AA - P	Your 90-day time period has expired and your child does not have age-appropriate immunizations and is not exempt from immunization; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Tracks 90 days from the date selected "No. In, Process" and fails on the 91st day when eligibility is assessed and confirmed.
012	§ 3041.46(a)	Immunization - Not Willing - AA - P	Our records indicate that your child, <CHLD_NOT_IMZ_EXMT>, does not have age-appropriate immunizations, you are not willing to immunize your child and you failed to submit to the CCIS the necessary self-certification of exemption from immunization; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "No. Not willing to immunize" or "NA" for immunization verification on the Child Care Request page and clicking save. Then assessing and confirming eligibility.
013	§ 3041.31 (c)	Joint Custody - AA - P	You are requesting subsidized child care for a child who is currently receiving subsidy in another case and you failed to submit verification of joint custody; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Not checking joint custody indicator on the Child Care Request page, clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
014	§ 3041.77	Verification - Maternity Leave - AA - P	You failed to submit acceptable verification of family leave to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for maternity leave verification on the Employment & Wage page, clicking save, assessing and confirming eligibility.
016	§ 3041.43(a)	Work-hour Req - AA - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Entering hours < 20 with no training and clicking save on the Employment & Wage screen, then assessing and confirming eligibility.
017	§ 3041.20(2)	Return from Maternity - AA - P	You failed to return to work no later than 84 calendar days from the first day of family/maternity leave; therefore, your family is ineligible for subsidized child care.	System; Tracks 84 days from the maternity leave begin date on the Employment & Wage page and fails on 85th day when eligibility is assessed and confirmed, if no "date returned from break" is entered.
018	§ 3041.65(c)	Verification - Other Income - AA - P	You failed to submit acceptable verification of unearned income to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for verification of other income on the Other Income Detail page, clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
019	§ 3041.65(a) § 3041.65(b) § 3041.67	Verification - Income - AA - P	You failed to submit acceptable verification regarding income and/or the work-hour requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "008 *(Verification – Work – AA)*" as generic.
020	§ 3041.43(b)(3)	Work/Training Combo - AA - P	When a parent or caretaker attends training and works at least 10 hours per week, the eligibility agency shall count the time spent in the training toward the 20 hour per week work requirement. You reported a combination of <NUM_WRK_HRS> work hours and <NUM_TRAN_HRS> training hours per week. This combination does not meet the work-hour requirement as stated above; therefore, your family is no longer eligible for subsidized child care.	System; Totals the employment/self-employment hours and training hours entered and fails when eligibility is assessed and confirmed if the total is < 20.
021	§ 3041.47	Child's Citizenship - AA - P	You failed to self-certify that your child, <CHLD_NOT_CITZ>, is a citizen of the United States or is an alien lawfully admitted for permanent residence or is otherwise permanently residing in the United States under color of law; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NCZ" for citizenship status on the Individual Information Detail page, clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
022	§ 3041.65(a) § 3041.65(b) § 3041.67	Verification - Self-Employment - AA - P	You failed to submit acceptable verification regarding income and/or the work-hour requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for employment verification on the Self-employment page, clicking save, assessing and confirming eligibility.
024	§ 3041.48(a)	Return from Disability - AA - P	You failed to return to work no later than 183 calendar days from the date you were excused from the work requirement due to a disability; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Tracks 183 days from the disability onset date and if no end date entered prior to 184th day fails when eligibility is assessed and confirmed.
025	§ 3041.67	Verification - Training - AA - P	You failed to submit acceptable verification regarding the training requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for training verification on the Parent Training page, clicking save, assessing and confirming eligibility.
026		Rollup reason	A family is ineligible for subsidized child care when one parent or caretaker or both parents or caretakers, or all children in the family fail to meet eligibility requirements under 55 Pa.Code, Chapter 3041.	System; generic. Added when both p/cs or all children in the case are determined ineligible in Open/Ongoing mode/status.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
027	§ 3041.42(a) § 3041.66	Verification - Residence - AA - P	You failed to submit to the CCIS verification of Pennsylvania residency; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "no" to the question "Does p/c live in PA?" on the Household Information screen, clicking save, then assessing and confirming eligibility.
028	§ 3041.131(d)	Verification - Redetermination - P	You failed to submit information required to complete your redetermination of eligibility; therefore, your family is ineligible for subsidized child care.	System; Selecting "No" to the question "Has the Redetermination packet been returned?" on the Full Redetermination page, clicking save, assessing and confirming eligibility.
031	§ 3041.105	Delinquent Co-pay - P	You failed to pay your co-payment to the provider; therefore, your family is ineligible for subsidized child care. If you pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will continue without interruption. If you do not pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will be terminated on <DT_NTC_14>.	System; Deselecting cc request on the Child Care Request page with a reason of "Delinquent Co-pay", clicking save, assessing and confirming eligibility.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
033	§ 3041.19(a) § 3041.19(b)	Absence - AA - P	Your child has been absent for more than 10 consecutive days; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "10-day absence", clicking save, assessing and confirming eligibility.
035	§ 3041.21(b)	Suspension - 91st Day - AA - P	Your child failed to return to care within 90 calendar days from the date your child's subsidy was suspended; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Uncheck cc request using the reason "90 days suspended subsidy" and click save. Then assess and confirm eligibility.
036	§ 3041.3	No Need for Care - AA - P	The verification you submitted to the CCIS indicates there is no need for subsidized child care; therefore, your family is ineligible for subsidized child care. Should you need subsidized child care at any time in the future, you may reapply.	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026 *(Rollup Reason)*".
037	§ 3041.43(a)	Disability - Permanent - AA - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Single p/c with a permanent disability.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
038	§ 3041.43(a)	Disability - Temporary - AA - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Tracks 183 days from the disability onset date and fails on the 184th day when eligibility is assessed and confirmed if no employment information is entered.
039	§ 3041.43(a)	Maternity Leave - AA - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Tracks 84 days from the maternity leave begin date on the Employment & Wage page and fails on the 85th day when eligibility is assessed and confirmed if there is no end date entered.
040	§ 3041.76	Verification - Child's Disability - AA - P	You failed to submit acceptable verification of your child's incapability of caring for himself to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for child disability verification on the Child Disability page, clicking save, assessing and confirming eligibility.
041	§ 3041.20(3)	Break Expired - AA - P	You failed to return to work no later than 30 calendar days from the first day of your regularly scheduled break in work, education or training; therefore, your family is ineligible for subsidized child care.	System; Uncheck cc request using the reason "failure to return from break" and click save. Then assess and confirm eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
042	§ 3041.16(a)	P/C Receiving TANF - AA	Our records indicate that you are currently receiving TANF; therefore, your family is ineligible for subsidized child care as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility).	System; Deselecting cc request on the Child Care Request page with a reason of "Parent receiving TANF", clicking save, assessing and confirming eligibility.
043	§ 3041.16(e)	Enrollment - AA - P	You failed to select an eligible provider and enroll your child within 30 calendar days following the date the eligibility agency notifies the parent or caretaker that funding is available or that the family's current child care provider is ineligible to participate in the subsidized child care program; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Child not enrolled", clicking save, assessing and confirming eligibility.
044	§ 3041.108(d) § 3041.109(b)	Co-pay Exceeds COC - AA - P	Your co-payments for 1 month are equal to or exceed the monthly payment of care; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Co-pay exceeds cost of care", clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
045	§ 3041.133(c)	Enrollment - WL - AA	You failed to select a provider and enroll your child no later than 30 calendar days following the date funding is available; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Child not enrolled from WL", clicking save, assessing and confirming eligibility.
046	§ 3041.142(a)(1)	Work Req - FT - AA	The information you submitted to the CCIS indicates that a parent or caretaker in your family is not meeting the work requirement as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility); therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.
048	§ 3041.144(a)	F2F - AA - P	You failed to attend a face-to-face interview and have not requested an extension based on hardship; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Face to face requirements", clicking save, assessing and confirming eligibility.
422	§ 3041.14	P/C Available - AA - P	Based on the verification you submitted to the CCIS, it appears that a parent or caretaker in the home is available to care for the child(ren); therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "P/C Available for Care", clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
426	§ 3041.16(c)	P/C Owner/Operator - AA - P	Our records indicate that you are the operator of a child care facility and space is available to enroll your child(ren) in the facility you operate; therefore, your child(ren) are ineligible for child care enrollment.	System; Deselecting cc request on the Child Care Request page with a reason of "P/C is Owner/Operator", clicking save, assessing and confirming eligibility.
427	§ 3041.16(b)	Publicly-funded Ed Prog - AA - P	Subsidized child care may not be used as a substitute for a publicly funded educational program, such as kindergarten or a specialized treatment program. Our records indicate that a publicly funded educational program is available; therefore, your child is ineligible for child care enrollment.	System; Deselecting cc request on the Child Care Request page with a reason of "Publicly-funded Edu Available", clicking save, assessing and confirming eligibility.
428	§ 3041.189(a), (b)(1), (c)	Disqualification - 6 months - AA	Our records indicate that you have been disqualified for 6 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Disqualified six months", clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
429	§ 3041.189(a), (b)(2), (c)	Disqualification - 12 months - AA	Our records indicate that you have been disqualified for 12 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Disqualified twelve months", clicking save, assessing and confirming eligibility.
430	§ 3041.189(a), (b)(3), (c)	Disqualification - Permanent - AA	Our records indicate that you have been permanently disqualified from the Subsidized Child Care program; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Disqualified permanently", clicking save, assessing and confirming eligibility.
901	§ 3041.3	Caretaker Definition - AA	You failed to submit verification of legal custody of the child for whom subsidy is requested; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.

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902	§ 3041.3	DV Waiver Denied - AA	The information you provided to the CCIS regarding domestic and other violence does not meet the definition of domestic violence as specified in the regulation; therefore, you are not eligible for a domestic violence waiver. You must meet all eligibility requirements; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
903	§ 3041.3	Prospective Start Date - AA	The verification you submitted to the CCIS indicates that a parent or caretaker in your family has reported prospective employment or enrollment in an education or training program that will not begin within 30 calendar days following the date the parent or caretaker signs and dates the application for subsidized child care or no later than 60 calendar days following the loss of current employment; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
904	§ 3041.3 § 3041.64(d)	Self-Declaration Expired - AA	You self-declared an eligibility requirement and failed to submit another form of acceptable verification within 30 calendar days as required; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
905	§ 3041.3	Training Definition - AA	You have reported to the CCIS that you are working and participating in training in order to meet the work-hour requirement. The training you have reported does not meet the definition of training as specified in the regulation; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code. System uses "020 *(Work/Training Combo)*" as generic
906	§ 3041.14(1) § 3041.14(2)	Child Care Need - Work/Train/Ed/Travel/Sleep - AA	You reported a need for child care that does not coincide with hours of work, education, training or travel between work, education or training and the child care facility; or uninterrupted sleep time; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code. Deselecting cc request using "No need for care" will result in "026 *(Rollup Reason)*".

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
907	§ 3041.14(2)	Uninterrupted Sleep Definition - AA	You reported a need for child care during uninterrupted sleep time only but your work shift does not end between the hours of 12 a.m. and 9 a.m.; therefore, your family or a member of your family is ineligible for subsidized child care	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026 *(Rollup Reason)*".
908	§ 3041.16(b)	Publicly-funded Ed Prog - AA - P	The information you submitted to the CCIS indicates that you are requesting subsidized child care during school hours for a child who is of kindergarten age when there is space available to enroll the child in kindergarten; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Publicly-funded Edu Available", clicking save, assessing and confirming eligibility.
909	§ 3041.16(c)	P/C Owner/Operator - AA - P	Our records indicate that a parent or caretaker in your family is the owner or operator of a child care facility and space is available to enroll your child(ren) at that facility; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "P/C is Owner/Operator", clicking save, assessing and confirming eligibility.

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910	§ 3041.20(1)	Return from Loss of Work - AA	You failed to return to work no later than 60 calendar days from the date of an involuntary loss of work, the date a strike begins or the date the parent or caretaker graduates or completes an education or training program; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "P/C is Owner/Operator", clicking save, assessing and confirming eligibility. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic. Manual; Update failure reason code.

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911	§ 3041.48(b) § 3041.70	Verification - P/C Disability - AA	A two-parent or caretaker family may be eligible for subsidized child care when one parent or caretaker is working and the other parent or caretaker is unable to work or participate in education or training and is also unable to care for the child receiving subsidy due to a disability or the need to attend treatment for the disability. The disability must be verified as specified in § 3041.70 (relating to verification of inability to work) at the time of application or at the time the parent or caretaker becomes disabled and at each subsequent redetermination. In a two-parent or caretaker family, if the parent or caretaker with a disability submits written verification of disability payments from Social Security, Supplemental Security Income (SSI), Worker's Compensation, 100% of Veteran's Disability or 100% of another type of work-related disability, that verification shall serve as permanent verification of the parent's or caretaker's inability to work. You failed to meet the requirements stated above; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "004 *(Verification – Disability – AA)*" as generic.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
912	§ 3041.43(c)	Work-hour Req - 20-hour Average - AA	The verification you submitted indicates that you are no longer scheduled to work at least an average of 20 hours per week; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.
913	§ 3041.51(f)(4)	Delinquent Co-pay - Head Start - AA	You failed to pay your co-payment to the provider; therefore, your family is ineligible for subsidized child care. If you pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will continue without interruption. If you do not pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will be terminated on <DT_NTC_14>.	Manual; Update failure reason code. System uses "031 *(Delinquent co-pay – P)*" as generic.
914	§ 3041.51(h)	Return from Loss of Work - Head Start - AA	When a parent or caretaker loses work, the family remains eligible for the Head Start expansion program for up to 60 calendar days following the loss of work. Your 60-day period has expired and you are not meeting the work requirement as as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility) for the Head Start program; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.

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915	§ 3041.52(d)(1)	Work Req - PreK - AA	You are not meeting the work requirement as set forth in 55 Pa.Code, Chapter 3041 (related to subsidized child care eligibility) for the Prekindergarten program; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.
916	§ 3041.52(d)(5)	Delinquent Co-pay - PreK - AA	You failed to pay your co-payment to the provider; therefore, your family is ineligible for subsidized child care. If you pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will continue without interruption. If you do not pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will be terminated on <DT_NTC_14>.	Manual; Update failure reason code. System uses "031 *(Delinquent co-pay – P)*" as generic.
917	§ 3041.52(g)	Return from Loss of Work - PreK - AA	When a parent or caretaker whose child receives subsidized child care and is enrolled in a pre-kindergarten program loses work, the family remains eligible for the pre-kindergarten program for up to 60 calendar days following the loss of work. Your 60-day period has expired and you are not meeting the work requirement as described above; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "016 *(Work)* / 020 *(Work/Training Combo)*" as generic.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
918	§ 3041.64(d)	Self-Declaration Expired - AA	If a parent or caretaker uses self-declaration as verification, the parent or caretaker to provide another form of acceptable verification no later than 30 calendar days following the date the written self-declaration is accepted by the eligibility agency unless otherwise specified in this chapter. Your 30-day self-declaration period has expired and you have not submitted another form of acceptable verification; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
919	§ 3041.68	Verification - Invol Loss of Work - AA	You failed to submit acceptable verification of involuntary loss of work, education, training or enrollment in an education or training program to the CCIS; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
920	§ 3041.69	Verification - Identity - AA	You failed to submit acceptable verification of identity to the CCIS; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.

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921	§ 3041.71	Verification - Subsidy Continuation/Suspension - AA	You failed to submit acceptable verification of reasons for subsidy continuation or suspension to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
923	§ 3041.91(b) § 3041.91(e)	DV Waiver Expired - AA	You requested and were granted a domestic violence waiver for a period of 183 days. Your 183-day waiver period expired and you do not meet all eligibility requirements; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code.
924	§ 3041.91(d)	DV Waiver of Income Expired - AA	You requested and were granted a domestic violence waiver related to the verification of income as specified in § 3041.65 (relating to verification of income). This waiver may not exceed 60 days. Your 60-day waiver period expired and you failed to submit verification of the amount of income you receive; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
925	§ 3041.126(a)	F2F - AA - P	You failed to attend a face-to-face meeting no later than 30 calendar days following the date the eligibility agency notifies the family of eligibility for subsidized child care; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "048 *(F2F – AA – P)*" as generic.
926	§ 3041.126(b)	F2F - WL - AA - P	You failed to attend a face-to-face meeting no later than 30 calendar days following the date the first child from a family is enrolled in subsidized child care; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "048 *(F2F – AA – P)*" as generic.
927	§ 3041.126(d)	F2F - Extension Expired - AA	The CCIS granted a 30-day extension for the face-to-face requirement but you failed to keep your scheduled appointment following the extension; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "048 *(F2F – AA – P)*" as generic.
928	§ 3041.127(b) § 3041.129(f)	Ineligibility - Reported Change - AA	You reported a change which resulted in your family's or a family member's ineligibility for subsidized child care; therefore, your family's or family member's subsidy is terminated.	Manual; Update failure reason code.

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929	§ 3041.133(d)	Redetermination Incomplete - WL - AA	You failed to complete a redetermination of eligibility prior to enrollment of your child(ren); therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "028 *(Verification – Redetermination – P)*" as generic.
930	§ 3041.133(d)	Redetermination Failed - WL - AA	The information you submitted to complete a redetermination of eligibility prior to enrollment of your child(ren) indicates that your family or a member of your family is no longer eligible for subsidized child care; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "028 *(Verification – Redetermination – P)*" as generic.
931	§ 3041.131(d) § 3041.142(d)	Redetermination Incomplete - FT - AA	You failed to complete a redetermination of eligibility following the 183-day period of TANF eligibility; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "028 *(Verification – Redetermination – P)*" as generic.
932	§ 3041.144(a) § 3041.144(b)	F2F - FT - AA	You failed to meet the face-to-face requirement; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "048 *(F2F – AA – P)*" as generic.

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933	§ 3041.173(b) § 3041.174(e)	Delinquent Co-pay - Appeal - AA	You failed to pay the weekly co-payment; therefore, your family is ineligible for subsidized child care and subsidy will no longer continue until a final decision is made by the Department.	Manual; Update failure reason code. System uses "031 *(Delinquent Co-pay – P)*" as generic.
934	§ 3041.3	Failure to Report - Family Comp - AA	It came to our attention that you failed to submit information regarding a family member and you were given a time period in which to provide this information in order to maintain your family's eligibility for subsidized child care. You failed to submit the required information within the time period; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
935	§ 3041.3	Self-Employment - No Profit - AA	You have reported and submitted verification indicating that you are self-employed but are not making a profit; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.

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936	§ 3041.44(a)(2) § 3041.67	Verification - Prospective Work/Train/Ed - AA	You failed to submit to the CCIS verification of prospective work, education or training within 60 calendar days following the loss of work for a parent who is receiving child care; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses as generic: "006 *(Verification – Education – AA)* / 008 *(Verification – Work – AA)* / 025 *(Verification – Training – AA)*"
937	§ 3041.78	Verification - Care and Control - AA	You failed to submit acceptable verification of care and control to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
938	§ 3041.104(b)	Delinquent Co-pay - FT Advance - AA	You failed to pay your advance co-payment as required; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "031 *(Delinquent Co-pay – P)*" as generic.
939	§ 3041.150(a)	TANF Expiration - 60 Days - AA	Your 60-day period of subsidized child care to seek work has expired and you continue to be unemployed; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
940	§ 3041.12(b)	No Child in Family Comp - AA - P	Our records indicate that you do not currently have a child for which you may request subsidized child care benefits; therefore, your family is ineligible for subsidized child care. You may request child care benefits at any time in the future should you have a child who needs child care while you work, participate in education or training.	System; When there is no child entered in the family composition within PELICAN CCW.
941	§ 3041.106(d)	Outstanding Delinquency during Application - AA - P	A family whose subsidy is terminated for failure to make required co-payments may not be reauthorized for subsidy until all outstanding co-payments have been paid in full. Our records indicate that you have not paid your outstanding delinquent co-payment. You were given 30 calendar days to pay your delinquent co-payment and enroll your child with a child care provider so you could maintain your eligibility for subsidized child care benefits. The 30-day period has expired and you have not met the above requirements; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. System uses "031 *(Delinquent Co-pay – P)*" as generic.

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The following table includes a complete listing of the current conditions that cause generation of the AA for a case receiving subsidized child care under the TANF, FS or GA/WS2 child care programs. The yellow highlighted rows indicate "Individual" Failure Reason Codes. PELICAN CCW is designed to automatically fail based on some verification requirements that do not apply to TANF, FS or GA/WS2 cases. The blue highlighted rows indicate that PELICAN CCW did not generate a notice and the failure occurred in error; therefore, the CCIS must correct the failure and reassess/confirm eligibility for enrollment.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
001	§ 168.00	Single p/c disability - AA - CIS	Child care must be needed to enable a member of the budget group to participate in a work-related activity. Based on the information we received from the County Assistance Office, you are the only adult member of the budget group and you are not participating in a work-related activity due to a disability; therefore, your child is ineligible for subsidized child care enrollment and your child's enrollment will be discontinued.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
002	§ 168.17(3)	Child Over Age - AA - CIS	You do not have a child who is under 13 years of age OR is 13 years of age or older but under 19 years of age and is incapable of caring for himself as verified by a physician or licensed psychologist; therefore, your child(ren) are ineligible for child care enrollment.	System; Based on child's DOB and developmental age, as appropriate

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
011	§ 168.17(5)	Immunization - 90 Days - AA - CIS	Our records indicate that your child does not have age-appropriate immunizations and you have not claimed an exemption from immunization no later than <DTE_MUST_IMMUZ>; therefore, your child is ineligible for subsidized child care enrollment and your child's enrollment will be discontinued.	System; Based on selection of immunization status on the child care request screen
012	§ 168.17(4)	Verification - Immunization - AA - CIS	Our records indicate that your child does not have age-appropriate immunizations and you have not claimed an exemption from immunization. In order for your child to continue to receive child care your child must be immunized no later than <DTE_MUST_IMMUZ> or you must claim an exemption from immunization.	System; Based on selection of immunization status verification field on the child care request screen
013	§ 168.00	Joint Custody - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if "joint custody/multiple case" checkbox was missed. Should *NEVER* be used
014	§ 168.00	Verification - Maternity Leave - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if NA was chosen in the maternity leave verification field on the employment & wage screen. Should *NEVER* be used

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
019	§ 168.00	Verification - Income - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if NA was chosen in the paystub verification field on the employment & wage screen. Should *NEVER* be used
021	§ 168.00	Residency - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if the worker indicated the case did not reside in PA. Should *NEVER* be used
022	§ 168.00	Verification - Self-Employment - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if NA was chosen in the verification field on the self-employment screen. Should *NEVER* be used
025	§ 168.00	Verification - Training - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if NA was chosen in the verification field on the training screen. Should *NEVER* be used

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
026		Rollup reason	A family is ineligible for subsidized child care enrollment when one parent or caretaker or both parents or caretakers, or all children in the family fail to meet the requirements for enrollment under 55 Pa.Code, Chapter 168.	System; generic. Should *NEVER* be used alone. Additional, appropriate failure reason codes *MUST* be added.
027	§ 168.00	Verification - Residence - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if NA was chosen in the verification field on the household information screen. Should *NEVER* be used
031	§ 168.20(a)&(b) § 168.21(a)	Delinquent Co-pay - CIS	You failed to pay your co-payment to the provider; therefore, your family is ineligible for subsidized child care. If you pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will continue without interruption. If you do not pay the delinquent co-payment by <DT_NTC_13>, subsidized child care will be terminated on <DT_NTC_14>.	Would result if worker deselected cc request using the reason "delinquent co-payment," saved, assessed and confirmed eligibility for enrollment.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
033	§ 168.18(a) § 168.72(2)	Absence - AA - CIS	Your child care provider reported that your child(ren) have been absent for more than 10 consecutive days on which the child(ren) were scheduled to attend. Child care is not considered to be needed to enable you to participate in a work activity when a child is absent for more than 10 consecutive days; therefore, your child(ren) is/are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "10-day absence," saved, assessed and confirmed eligibility for enrollment.
034	§ 168.00	Change in Custody - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	Would result if worker deselected cc request using the reason "moved out of household," saved, assessed and confirmed eligibility for enrollment. Should NEVER be used.
035	§ 168.61	Suspension Period Expired - AA - CIS	Your child's enrollment was suspended and our office sent you a Confirmation Notice notifying you of the date your child must return to care in order to maintain your eligibility for subsidized child care enrollment. Your child failed to return to care when the suspension period expired; therefore, your family or a member of your family is ineligible for subsidized child care.	Would result if worker deselected cc request using the reason "Suspension Period Expired," saved, assessed and confirmed eligibility for enrollment.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
036	§ 168.18(b)	No Need for Care - AA - CIS	The verification you submitted to the CCIS indicates there is no need for subsidized child care; therefore, your family is ineligible for subsidized child care. Should you need subsidized child care at any time in the future, you may reapply.	Would result if worker deselected cc request using the reason "P/C available," saved, assessed and confirmed eligibility for enrollment.
040	§ 168.43	Verification - Child's Disability - AA - CIS	Our records indicate that you failed to submit a written statement from a physician or licensed psychologist which confirms that the child has a physical or mental injury or impairment which prevents the child from caring for himself; therefore, your child is ineligible for child care enrollment.	Would result if NA selected in the verification field on the child disability screen.
041	§ 168.18(c)	Break Expired - AA - CIS	Our records indicate that you have received care for up to 30 days during a break in your work activity and have not returned to participation in a work activity; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "break expired," saved, assessed and confirmed eligibility for enrollment.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
043	§ 168.18(g)	Enrollment - AA - CIS	You failed to indicate a need for child care, select an eligible provider and/or enroll your child(ren) within 30 calendar days following the date the Department informed you that the child may be enrolled or that the family's current child care provider is ineligible to participate in the subsidized child care program; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "child not enrolled," saved, assessed and confirmed eligibility for enrollment.
044	§ 168.20(e)	Co-pay Exceeds COC - AA - CIS	Our records indicate that your co-payments for 1 month are equal to or exceed our monthly payment to your provider; therefore, you are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "co-payment exceeds cost of care," saved, assessed and confirmed eligibility for enrollment.
048	§ 168.18(f)	F2F - AA - CIS	Our records indicate that you did not attend a face-to-face interview and did not participate in a telephone contact as required; therefore, your child is ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "face-to-face requirement," saved, assessed and confirmed eligibility for enrollment.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
400	§ 168.1(a)	CIS Budget Closed - AA	Our records indicate that you are no longer receiving benefits through the County Assistance Office; therefore, you are no longer eligible for child care related to those benefits.	System
401	§ 168.00	Self-Declaration Expired - Address - AA - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
402	§ 168.1(a)	Training - AA - CIS	Our records indicate that you are not currently participating in a CAO-approved work activity; therefore, the CCIS may not enroll your child(ren) in care.	System; generic 431 is used. Would result if added as a failure reason code during eligibility determination.
403	§ 168.1(a)	Sanction - AA	Our records indicate that a parent in your family is sanctioned; therefore, your child(ren) are ineligible for child care enrollment	System
404	§ 168.17(1)	Sanction - Child - AA - CIS	Our records indicate that a child or children in your family is sanctioned; therefore, your child(ren) are ineligible for child care enrollment.	System

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
405	§ 168.1(a)	CIS Ineligibility - AA	Our records indicate that you are not currently eligible for food stamps or cash assistance; therefore, your child(ren) are ineligible for child care enrollment related to those benefits.	System
414	§ 168.43	Self-Declaration Expired - Child Disability - AA - CIS	N/A; Failure reason code exists with short description only; No notice generated.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
415	§ 168.17(4)	Self-Declaration Expired - Immunization - AA - CIS	Our records indicate that your child does not have age-appropriate immunizations, you have not claimed an exemption from immunization and you are not willing to obtain immunizations within the next 90 days; therefore, your child is ineligible for subsidized child care enrollment.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
419	§ 168.1(a)	Work Req - Teen - AA - CIS	Our records indicate that you are not currently participating in a CAO-approved work activity; therefore, you are ineligible for child care enrollment.	Manual; Override eligibility to fail and update the failure reason code.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
421	§ 168.1(a)	CIS Ineligibility of Child - AA	Our records indicate that your child(ren) is/are not currently eligible for food stamps or cash assistance or the child care related to those benefits; therefore, your child(ren) are ineligible for child care enrollment.	System
422	§ 168.19(2)(i)	P/C Available - AA - CIS	Our records indicate that a parent in the home is unemployed and is not participating in a CAO-approved work activity; therefore, there is no need for care and your family is ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "p/c available," saved, assessed and confirmed eligibility for enrollment.
423	§ 168.19(2)(ii)	Provider in Budget Group - AA	Our records indicate that you are a member of the TANF budget group and you are providing care for a child who is also in the TANF budget group; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "provider in BG," saved, assessed and confirmed eligibility for enrollment.
424	§ 168.19(2)(iii)	Stepparent Available - AA - CIS	Our records indicate that your child(ren) is/are being cared for by your child(ren)'s stepparent who is living in your home; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "provider is stepparent," saved, assessed and confirmed eligibility for enrollment.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
425	§ 168.11(b)	Ineligible Provider - AA - CIS	You failed to select a provider that meets the requirements of 55 Pa.Code, Chapter 168, and who meets the Department's standards for provider participation as set forth in the Provider Agreement; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "ineligible provider," saved, assessed and confirmed eligibility for enrollment.
426	§ 168.18(d)	P/C Owner/Operator - AA - CIS	Our records indicate that you are the operator of a child care facility and space is available to enroll your child(ren) in the facility you operate; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "p/c is owner or operator," saved, assessed and confirmed eligibility for enrollment.
427	§ 168.18(e)	Publicly-funded Ed Prog - AA - CIS	Subsidized child care may not be used as a substitute for a publicly funded educational program, such as kindergarten or a specialized treatment program. Our records indicate that a publicly funded educational program is available; therefore, your child is ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "publicly funded edu program available," saved, assessed and confirmed eligibility for enrollment.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
428	§ 275.51 § 501.13	Disqualification - 6 month - AA	Our records indicate that you have been disqualified for 6 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System
429	§ 275.51 § 501.13	Disqualification - 12 months - AA	Our records indicate that you have been disqualified for 12 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System
430	§ 275.51 § 501.13	Disqualification - Permanent - AA	Our records indicate that you have been permanently disqualified from the Subsidized Child Care program; therefore, your family is ineligible for subsidized child care.	System

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
431	§ 168.1(a)	No Work Activity - AA - CIS	Our records indicate that you are not currently participating in a CAO-approved work activity; therefore, you are ineligible for child care enrollment.	System; Would result if p/c is NOT in a work activity.
433	§ 168.1(a)	No "E" Status Parent in Family Comp - AA - CIS	Our records indicate that the CAO and CIS have determined your family ineligible for food stamps or cash assistance child care; therefore, your child(ren) is/are ineligible for child care enrollment.	System
700	§ 168.18(a)	FS Working Only - AA	Our records indicate that you are not currently participating in an approved unpaid activity; therefore, you are ineligible for subsidized child care and your child(ren)'s enrollment will be discontinued.	System in a 1-p/c or 2-p/c family in which the p/c (s) are working only *OR* manual depending who is designated "Head of Household" when one p/c is working only and the other is participating in a CAO-approved training program. Manual; Override eligibility to fail and update failure reason code.

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
701	§ 168.1(a)	Child with No "E" Status Parent - AA - CIS	Our records indicate that the CAO and CIS have determined the child(ren) for whom an ineligible parent is solely responsible, ineligible for food stamps or cash assistance child care; therefore, the child(ren) listed in this notice as ineligible may not receive subsidized child care.	System in a 1-p/c or 2-p/c family in which the p/c (s) have an "N" or "D" status *OR* manual depending who has "Care & Control" over the child(ren) when one p/c hass an "N" or "D" status and the other has an "E" status. Manual; Override eligibility to fail and update failure reason code.
750	§ 168.1(a)	No Child in Family Comp - AA - CIS	Our records indicate that you do not currently have a child for which you may request subsidized child care benefits; therefore, your family is ineligible for child care enrollment. You may request child care benefits at any time in the future should you have a child who needs child care while you participate in your CAO-approved work-related activity.	System

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Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
751	§ 168.1(a)	FS Working Only - Care for Teen Parent's Child - AA - CIS	Our records indicate that you are the head of the household and you currently are working only. Therefore, your grandchild is ineligible for child care enrollment even though your teenager (the parent of the child) is attending school. You may request child care benefits for your grandchild at any time in the future should you begin participation in a CAO-approved unpaid activity.	System in a 1-p/c or 2-p/c family in which the p/c (s) are working only *OR* manual depending who is designated "Head of Household" when one p/c is working only and the other is participating in a CAO-approved training program. Manual; Override eligibility to fail and update failure reason code.
752	§ 168.1(a)	FS Care - Teen Parent NOT Attending School - AA - CIS	Our records indicate that you are the head of the household and you currently participate in a CAO-approved unpaid activity; however, your teenager is not attending school as required. Therefore, your grandchild is ineligible for child care enrollment. You may request child care benefits for your grandchild at any time in the future if your grandchild need child care while you participate in a CAO-approved unpaid activity and your teenager (the parent of the child) begins attending school.	Manual; Override eligibility to fail and update failure reason code.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
753	§ 168.1(a)	FS Working Only - Teen Parent NOT Attending School - AA - CIS	Our records indicate that you are the head of the household, you currently are working only and your teenager (the parent of the child) is not attending school as required. Therefore, your grandchild is ineligible for child care enrollment. You may request child care benefits for your grandchild at any time in the future should you begin participation in a CAO-approved unpaid activity and your teenager (the parent of the child) begin attending school as required.	Manual; Override eligibility to fail and update failure reason code. System uses "751 *(FS Working Only - Care for Teen Parent's Child - AA - CIS)*" as generic.
754	§ 168.1(a)	N/D Status P/C and Teen Parent NOT Attending School - AA - CIS	Our records indicate that you are the head of the household and you currently are meeting the employment and training requirements established by the CAO; however, your teenager (the parent of the child) is not attending school as required. Therefore, your grandchild is ineligible for child care enrollment. You may request child care benefits for your grandchild at any time in the future should your teenager (the parent of the child) begin attending school.	System in a 1-p/c or 2-p/c family in which the p/c (s) have an "N" or "D" status <u>*OR*</u> manual depending who has "Care & Control" over the child(ren) when one p/c hass an "N" or "D" status and the other has an "E" status. System uses "701 *(Child with No "E" Status Parent - AA - CIS)*" as generic. Manual; Override eligibility to fail and update failure reason code.

See the examples of pages 1 and 2 of the AA related to ***PELICAN CCW child care programs*** below.

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CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

CCIS RETURN ADDRESS | CASELOAD:

TELEPHONE: (717) 233-8454

JOHN
9TH ST
HARRISBURG, PA 171

NOTICE OF ADVERSE ACTION

Notice ID:

CO	RECORD	CAT
99	9999999	CC

DATE: 12/16/2005

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

Eligibility in the subsidized child care program for your family or a member of your family will end on 12/29/2005. The individuals named in Section A of this notice are ineligible to participate in the subsidized child care program in accordance with 55 Pa. Code, Chapter 3041. If you are able to resolve the issue(s) by 12/29/2005, contact your CCIS.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
, JOHN.	Ineligible Adult	12/29/2005
, JOHNNY	Ineligible Child	12/29/2005

A family is ineligible for subsidized child care when one parent or caretaker or both parents or caretakers, or all children in the family fail to meet eligibility requirements under 55 Pa.Code, Chapter 3041.

Individual Name: JOHN

§ Applicable Regulatory Cite

Description of the reason for the failure and the related regulation in plain language the p/c can easily understand

Notice ID:

Finalized 3/24/10

Page 2

Individual Name: JOHN

Description continued

SECTION B: Household Income

Name	Gross Annual	
JOHN	Earned	$17,544.00
	Other	$0.00
JOHNNY	Earned	$0.00
	Other	$0.00
SUPPORT/ALIMONY		$0.00
MEDICAL		$0.00
GROSS ANNUAL INCOME		**$17,544.00**
CALCULATED ANNUAL DEDUCTIONS		**$0.00**
ADJUSTED ANNUAL INCOME		**$17,544.00**
FAMILY SIZE		2

Notice ID:

See the example of the ***Provider Version of the AA (PELICAN CCW)*** below.

NOTE: The provider copy includes only one page of limited information.

Page 1 of 1

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

CCIS RETURN ADDRESS	CASELOAD:

TELEPHONE: (717) 233-8454

NOTICE OF ADVERSE ACTION

Notice ID:

CO	RECORD	CAT
99	9999999	CC

DATE: 12/16/2005
Provider ID: 999999999-9

INC.
INC.
ST
HARRISBURG, PA 171

Eligibility in the subsidized child care program for your family or a member of your family will end on 12/29/2005. The individuals named in Section A of this notice are ineligible to participate in the subsidized child care program in accordance with 55 Pa. Code, Chapter 3041. If you are able to resolve the issue(s) by 12/29/2005, contact your CCIS.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
, JOHN	Ineligible Adult	12/29/2005
, JOHNNY	Ineligible Child	12/29/2005

See the examples of pages 1 and 2 of the AA related to ***CIS child care programs*** below. Pages 1 and 2 are the only pages that differ from the AA related to PELICAN CCW child care programs that were displayed earlier in this section.

Page 1

Page 1 of 4

CCIS of Lebanon County
730 Locust Street
Lebanon, PA 17042-5479

CCIS RETURN ADDRESS | CASELOAD:

TELEPHONE: (717) 274-6552

OLIVIA

LEBANON, PA 17123

NOTICE OF ADVERSE ACTION

Notice ID:

CO	RECORD	CAT
38	7	CC

DATE: 07/26/2006

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

Enrollment in the subsidized child care program for your child or children will end on 08/08/2006. The individuals named in Section A of this notice are ineligible to participate in the subsidized child care program in accordance with 55 Pa. Code, Chapter 168. If you are able to resolve the issue(s) by 08/08/2006, contact your CCIS.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
, OLIVIA	Eligible Adult	N/A
, PAULA	Not Requesting Child	N/A
, LINDA	Ineligible Child	08/08/2006
, MARK	Eligible Child	N/A

Individual Name:

§ 168.20(e) If the co-payments for 1 month are equal or exceed the monthly payment for care, the family is not eligible for subsidized child care with that provider.
Our records indicate that your co-payments for 1 month are equal to or exceed our monthly payment to your provider; therefore you are ineligible for child care enrollment.

Regulatory cite is specific to the type of child care program

Notice ID:

Page 2

Page 2 of 4

SECTION B: Household Income

Name	Gross Annual	
	Earned	$10,568.0
	Unearned	$1,290.00
	Earned	$0.00
	Unearned	$0.00
	Earned	$0.00
	Unearned	$0.00
	Earned	$0.00
	Unearned	$0.00
SUPPORT/ALIMONY		$0.00
MEDICAL		$0.00
GROSS ANNUAL INCOME		$11,858.00
TOTAL GRANT		$7,872.00
ADJUSTED ANNUAL INCOME		$19,730.00

The only difference between the PELICAN CCW and CIS versions on page 2 is that the Total Grant Amount is displayed.

See the example of the ***Provider Version of the AA (CIS)*** below.

NOTE: The provider copy includes only one page of limited information.

Page 1 of 1

CCIS of Lebanon County
730 Locust Street
Lebanon, PA 17042-5479

CCIS RETURN ADDRESS | CASELOAD:

TELEPHONE: (717) 274-6552

NOTICE OF ADVERSE ACTION

Notice ID:

CO	RECORD	CAT
38		CC

DATE: 07/26/2006
Provider ID: -1

CHILD CARE
DRIVE
LEBANON, PA 17123

Enrollment in the [illegible] child care program for your child or children will end on 08/08/2006. The individuals named in Section A of this notice are ineligible to participate in the subsidized child care program in accordance with 55 Pa. Code, Chapter 168. If you are able to resolve the issue(s) by 08/08/2006, contact your CCIS.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
, OLIVIA	Eligible Adult	N/A
, PAULA	Not Requesting Child	N/A
, LINDA	Ineligible Child	08/08/2006
, MARK	Eligible Child	N/A

Return to Table of Contents

See Manual Section "500.12.3.11 – Questions – 500.8.1 – AA Notice"

500.8.2 Application Rejection Notice

The Application Rejection Notice is sent to a p/c who has applied for subsidized child care via the Commonwealth of Pennsylvania Access to Social Services (COMPASS) system and whose Application cannot be processed.

PELICAN CCW generates the Application Rejection Notice when the CCIS user selects a "Rejection Reason" on the Application Summary page and then selects "Reject Application". Only *some* of the "Rejection Reasons" trigger generation of the Application Rejection Notice.

The reasons for rejecting a COMPASS Application that *will* result in the generation of the Application Rejection Notice are:

1. Active Case/Receiving Services – CIS
2. Active Case/Receiving Services – P
3. Active Case/Waitlisted
4. Applied in Error – CIS
5. Applied in Error – P

Each of the five rejection reasons listed above trigger PELICAN CCW to display specific language on the notice. The specific language displayed on the notice based upon the rejection reason is listed in the table below.

PELICAN CCW *will not* generate an Application Rejection Notice when the CCIS user selects any of the following rejection reasons on the Application Summary page:

1. Using Existing Co/Record Number
2. Incorrect Individual Match

PELICAN CCW will create a request for the notice, which is accessible via the Correspondence Search page.

The Application Rejection Notice is printed and mailed centrally by default.

Page 1 of the notice provides explanation regarding the reason the CCIS rejected the COMPASS Application and is the only page that is displayed. Page 2 is "Intentionally Left Blank" so appeal information aligns correctly on pages 3 and 4. Pages 3 and 4 contain the appeal rights information and are displayed in Manual Section "500.7.1 – AA".

Finalized 3/24/10

The following table includes a complete listing of the specific language that is displayed on the Application Rejection Notice for each of the Rejection Reasons.

Failure Reason Number	Regulatory Cite	Rejection Reason (as listed on the Application Summary page)	Language Displayed on the Application Rejection Notice
1	§ 168.1(c)&(d)	Active Case/Receiving Services - CIS	Our records indicate that your family has an active case with our agency and is currently receiving subsidized child care services; therefore, your recent COMPASS Application will be rejected. If you have any questions regarding this action, please contact us.
2	§ 3041.122(b)	Active Case/Receiving Services - P	Our records indicate that your family has an active case with our agency and is currently receiving subsidized child care services; therefore, your recent COMPASS Application will be rejected. If you have any questions regarding this action, please contact us.
3	§ 3041.122(b)	Active Case/Waitlisted	Our records indicate that your family has an active case with our agency and is currently on the waiting list to receive subsidized child care services; therefore, your recent COMPASS Application will be rejected. If you have any questions regarding this action, please contact us.
6	§ 168.1(c) & (d)	Applied in Error - CIS	You reported to our agency that you applied for subsidized child care services through COMPASS in error; therefore, your recent COMPASS Application will be rejected. If you have any questions regarding this action, please contact us.
7	§ 3041.122(b)	Applied in Error - P	You reported to our agency that you applied for subsidized child care services through COMPASS in error; therefore, your recent COMPASS Application will be rejected. If you have any questions regarding this action, please contact us.

The CCIS may generate an Application Rejection Notice in PELICAN CCW by selecting one of the "Rejection Reasons" on the Application Summary page when processing the COMPASS Application. See a screen shot of the Application Summary page below.

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Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home | OCDEL Policy

Application Summary

Application Number: W
Application Date: 6/20/2008 1:55:00 AM

Address and Contact Information

Address: 28 STREET, , PA
Phone Number:
Preferred Method of Contact: Home Phone

Workload Assignment

Workload* c-a -
County* Dauphin
SAVE

Additional Information

Simultaneously applying for TANF/CASH Benefits	Yes
Simultaneously applying for Food Stamp Benefits	Yes
Receiving TANF/Cash Assistance	No
Receiving Food Stamps	No
Received TANF/Cash Assistance in past 183 days in PA	No

Case Members

Individual Name	DOB	Citizen Status	Gender	Race	Ethnicity	Need Care?
, TARA		Citizen	Female	White	Non-Hispanic	No
, TRAVIS		Citizen	Male	White	Non-Hispanic	No
, TIM		Citizen	Male	White	Non-Hispanic	Yes

Child Care Schedules/Immunization Information

Individual Name	Schedule Type	Hours	Immunization
, TIM	Weekdays	20	Yes. Immunized

Disability Information

Individual Name	Disability Type	Disability Begin Date	Able to take care of children	Able to meet work hours requirement
No Data Found				

Employment Information

Individual Name	Employer	Begin Date	Hours per Week	Hourly Pay Rate	Calculated Weekly Pay	Pay Frequency	Gross Amount	Estimated Monthly Amount
, TRAVIS		11/12/2007	40	$13.80	$552.00	Every Two Weeks	$1,116.00	$2,232.00

Training Information

Individual Name	Program Name	Hours/Week	Begin Date	Anticipated Completion Date
No Data Found				

Education Information

Individual Name	School Name	School Type	Attendance Type	Graduation Date
No Data Found				

Other Income Information

Individual Name	Income Type	Income Amount	Income Frequency
No Data Found			

Self Employment Information

Individual Name	Begin Date	Hours per Week	Hourly Pay Rate	Calculated Weekly Pay	Pay Frequency	Gross Amount	Estimated Monthly Amount
No Data Found							

Deductions

Individual Name	Deduction Type	Deduction Amount	Deduction Frequency
No Data Found			

Comments

Comments
No Data Found

Reason for Rejecting Application : Select...

CONTINUE PRINT CANCEL REJECT APPLICATION

PLEASE ENSURE YOU HAVE PRINTED THE APPLICATION BEFORE CONTINUING.

CCIS Transfer

Current:CCIS of Dauphin County

Select...

TRANSFER APPLICATION

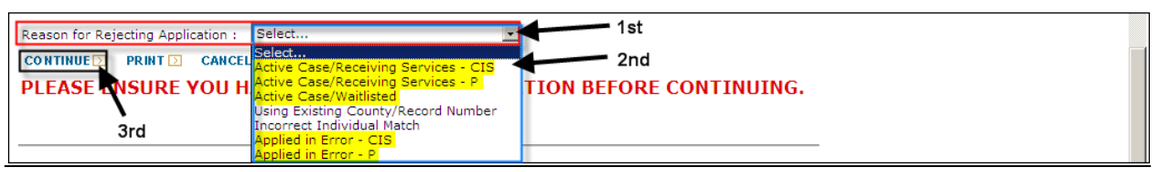
UserID: t-test221 | Office: CCIS of Dauphin County — System Acceptance Test | Version 8.0.2.100

As discussed earlier, only some of the "Rejection Reasons" generate an Application Rejection Notice.

In order to generate an Application Rejection Notice, the CCIS must:

1. Click the "Reason for Rejecting Application" drop-down.
2. Select one of the following:
    a. Active Case/Receiving Services – CIS
    b. Active Case/Receiving Services – P
    c. Active Case/Waitlisted
    d. Applied in Error – CIS
    e. Applied in Error – P
3. Click "Continue" to complete the application processing.

See the screen shot below.



See the example of page 1 of the Application Rejection Notice below.

Finalized 3/24/10

Page 1 of 4

APPLICATION REJECTION NOTICE

Notice ID:

CCIS of Dauphin County
110 North 26th Street
Harrisburg, PA 17103

CCIS RETURN ADDRESS	CASELOAD:

TELEPHONE: (717) 233-8454

APPLICATION NO.	CAT
	CC

DATE: 03/10/2009

Harrisburg, PA 17109

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

OUR OFFICE IS UNABLE TO PROCESS YOUR APPLICATION.

SECTION A: Individuals

Name

§

Applicable Regulatory Cite depending upon the child care program

Explanation of the reason the COMPASS Application cannot be processed and was rejected by the CCIS. The language varies depending upon the rejection reason selected by the CCIS user.

Notice ID:

Return to Table of Contents

See Manual Section "500.12.3.12 – Questions – 500.8.2 – Application Rejection Notice"

500.8.3 Application Transfer Letter

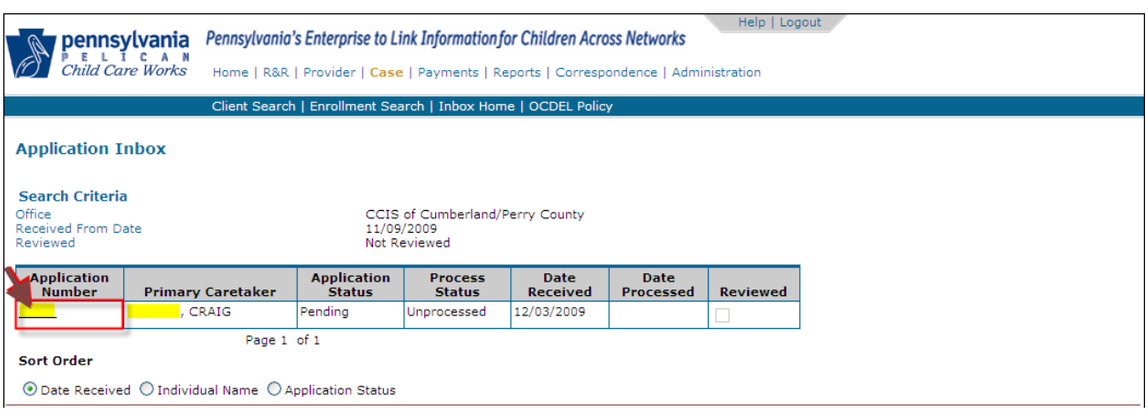
The CCIS sends the Application Transfer Letter to the p/c when the CCIS receives a COMPASS Application in the Application Inbox but the address implies it should have been sent to another CCIS.

When a p/c applies for subsidized child care via COMPASS and inadvertently chooses an incorrect "County", there is no check in COMPASS to verify the "County" selection matches the address provided. As a result, there are instances in which the CCIS may receive a COMPASS Application that should be processed by another CCIS. When this occurs, the CCIS must transfer the COMPASS Application to the appropriate CCIS using the "Transfer" button on the Application Summary page in PELICAN CCW.

The CCIS may access the Application Summary page by completing the following steps in PELICAN CCW:

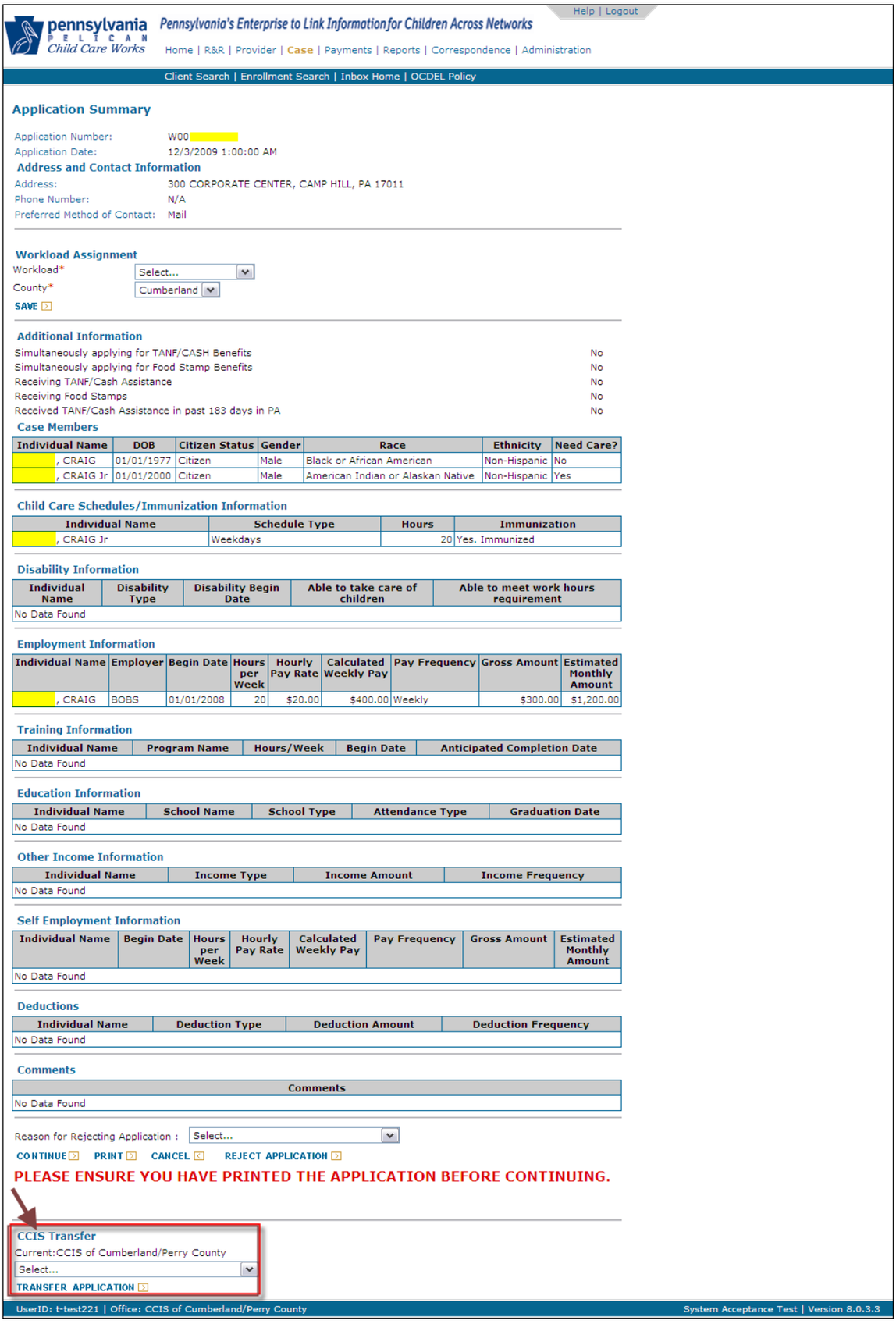
1. Click "Case" on the Main Navigation bar.
2. Click on "Inbox Home" on the Sub Navigation bar.
3. Click on the "Applications" hyperlink under the "Application Inbox" section to the left.

4. Click on the "Application Number" hyperlink on the Application Inbox page.



The CCIS must complete the following steps on the Application Summary page to transfer a COMPASS Application and cause generation of the Application Transfer Letter:

1. Scroll to the bottom of the page.



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Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home | OCDEL Policy

Application Summary

Application Number: W00[redacted]
Application Date: 12/3/2009 1:00:00 AM

Address and Contact Information

Address: 300 CORPORATE CENTER, CAMP HILL, PA 17011
Phone Number: N/A
Preferred Method of Contact: Mail

Workload Assignment

Workload* Select...
County* Cumberland
SAVE

Additional Information

Simultaneously applying for TANF/CASH Benefits	No
Simultaneously applying for Food Stamp Benefits	No
Receiving TANF/Cash Assistance	No
Receiving Food Stamps	No
Received TANF/Cash Assistance in past 183 days in PA	No

Case Members

Individual Name	DOB	Citizen Status	Gender	Race	Ethnicity	Need Care?
[redacted], CRAIG	01/01/1977	Citizen	Male	Black or African American	Non-Hispanic	No
[redacted], CRAIG Jr	01/01/2000	Citizen	Male	American Indian or Alaskan Native	Non-Hispanic	Yes

Child Care Schedules/Immunization Information

Individual Name	Schedule Type	Hours	Immunization
[redacted], CRAIG Jr	Weekdays	20	Yes. Immunized

Disability Information

Individual Name	Disability Type	Disability Begin Date	Able to take care of children	Able to meet work hours requirement
No Data Found				

Employment Information

Individual Name	Employer	Begin Date	Hours per Week	Hourly Pay Rate	Calculated Weekly Pay	Pay Frequency	Gross Amount	Estimated Monthly Amount
[redacted], CRAIG	BOBS	01/01/2008	20	$20.00	$400.00	Weekly	$300.00	$1,200.00

Training Information

Individual Name	Program Name	Hours/Week	Begin Date	Anticipated Completion Date
No Data Found				

Education Information

Individual Name	School Name	School Type	Attendance Type	Graduation Date
No Data Found				

Other Income Information

Individual Name	Income Type	Income Amount	Income Frequency
No Data Found			

Self Employment Information

Individual Name	Begin Date	Hours per Week	Hourly Pay Rate	Calculated Weekly Pay	Pay Frequency	Gross Amount	Estimated Monthly Amount
No Data Found							

Deductions

Individual Name	Deduction Type	Deduction Amount	Deduction Frequency
No Data Found			

Comments

Comments
No Data Found

Reason for Rejecting Application : Select...

CONTINUE PRINT CANCEL REJECT APPLICATION

PLEASE ENSURE YOU HAVE PRINTED THE APPLICATION BEFORE CONTINUING.

CCIS Transfer

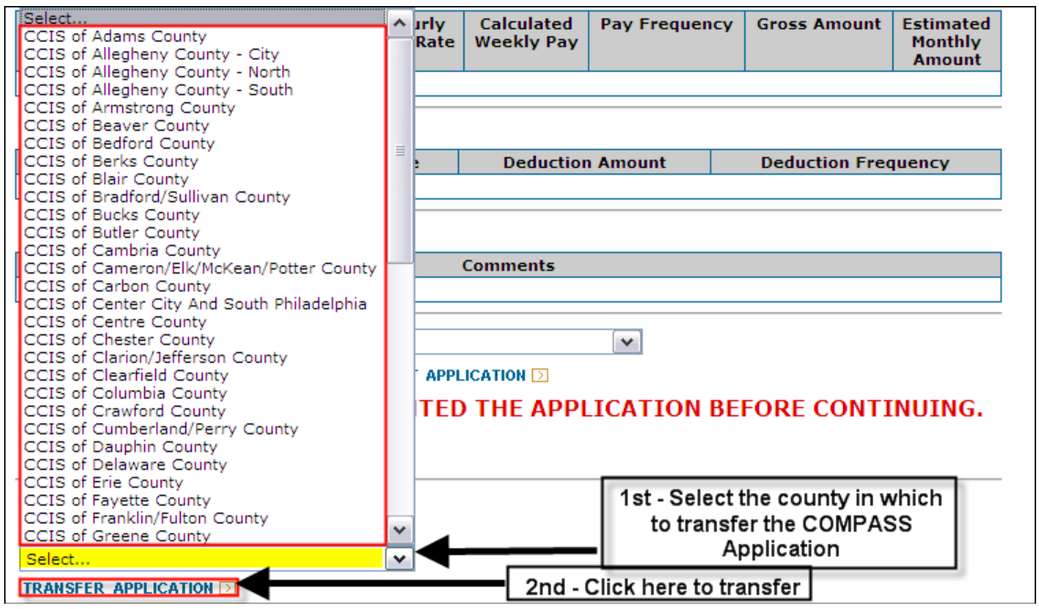
Current:CCIS of Cumberland/Perry County

Select...

TRANSFER APPLICATION

UserID: t-test221 | Office: CCIS of Cumberland/Perry County — System Acceptance Test | Version 8.0.3.3

2. Select the county to which the COMPASS Application must be transferred and click the "Transfer Application" button.



PELICAN CCW automatically generates the Application Transfer Letter when the CCIS transfers the COMPASS Application.

See an example of the Application Transfer Letter below.

APPLICATION TRANSFER LETTER

CCIS of Dauphin County
999 North 99th Street
Harrisburg, PA 17103

Date: 01/08/2010

CRAIG
300 Corporate Center
Camp Hill, PA 17011

Dear CRAIG .

We received your online application for child care assistance. The information you submitted in the online application indicates that you do not reside in the county/geographic area of our CCIS agency. Therefore, we have forwarded your application to the CCIS of Cumberland/Perry County for review. Please submit documentation and/or direct any questions regarding your application to the CCIS of Cumberland/Perry County at:

CCIS of Cumberland/Perry County
Trindle Rd,
Carlisle, PA 17015-9718
( ) -

Sincerely,

CCIS of Dauphin County

Correspondence ID:

Return to Table of Contents

See Manual Section "500.12.3.13 – Questions – 500.8.3 – Application Transfer Letter"

500.8.4 Attendance Invoice

The CCIS sends an Attendance Invoice to any provider who has an enrollment for a child or children for the current service period.

The CCIS uses the Attendance Invoice as a reporting tool to confirm a child's attendance at the provider location.

The Attendance Invoice contains the following provider information:

- Provider ID
- Provider Type
- Provider Legal Entity
- Provider Location
- Invoice ID
- District/Office
- Fiscal Load

The Attendance Invoice lists each child enrolled at the provider location according to the child's care level. Each child's monthly schedule is included. By each child's name, there is a double row of boxes corresponding to each day of the month. The upper box indicates the type of care (i.e., Full-time *(FT)* or Part-time *(PT)*) for each day of the month the child is expected to be in attendance. A shaded box indicated the child is not expected to attend on that day. The lower box is blank. The provider is expected to mark "A" in the lower box if the child was absent on that day.

If a child attended each scheduled day, the provider is required to place a checkmark in the "NC" column to indicate "No Change" in attendance compared to the schedule.

If the provider was closed on a day during the month and has reported the closure as a "Paid Closure" in accordance with the conditions set forth in the Provider Agreement, a box marked "PC" will display for that day.

The Invoice ID and Provider ID appear at the top of each page and a unique Correspondence ID and Creation Date appear at the bottom of each page.

PELICAN CCW automatically generates all Attendance Invoices on the night of the 24th of each month.

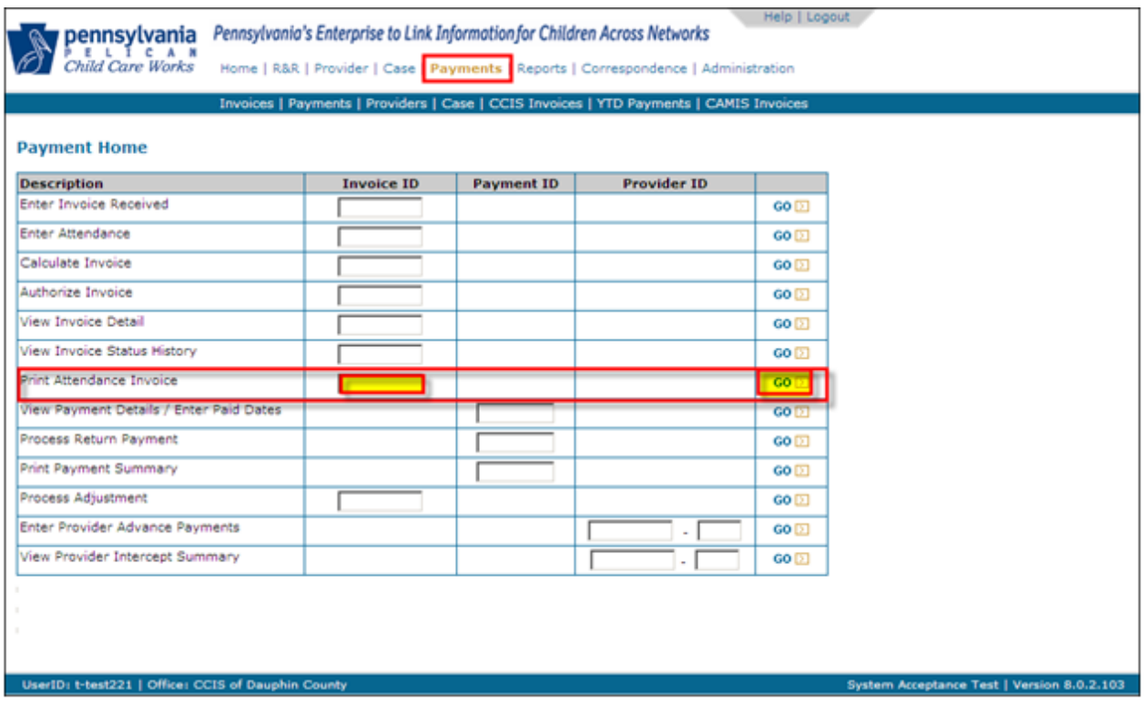
The CCIS can also print a new Attendance Invoice, if the CCIS splits the invoice and determines the need to print a new invoice.

The CCIS staff can open Attendance Invoice correspondence files after the 25th of the month, print all invoices and mail them to the appropriate provider(s).

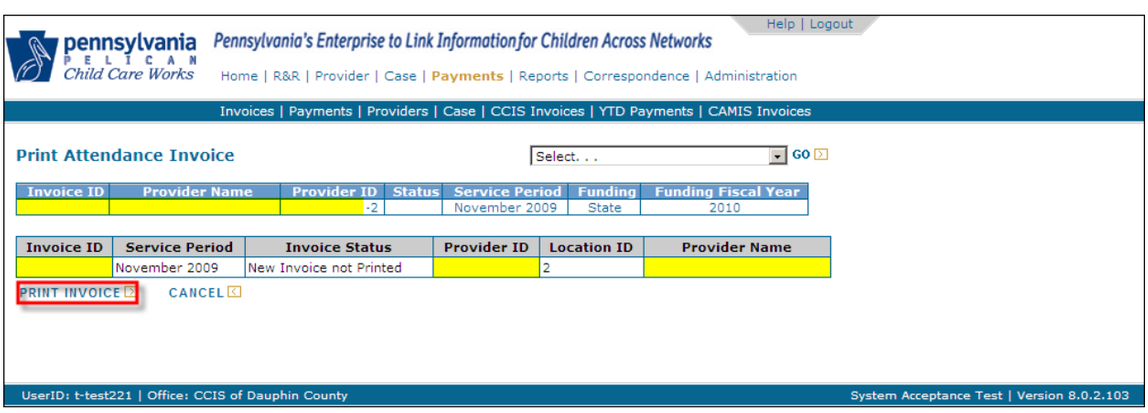
The CCIS may print the Attendance Invoice by completing the following steps in PELICAN CCW:

Single Attendance Invoice Process

1. Navigate to the Payment Home page, enter the "Invoice ID" and click "Go".

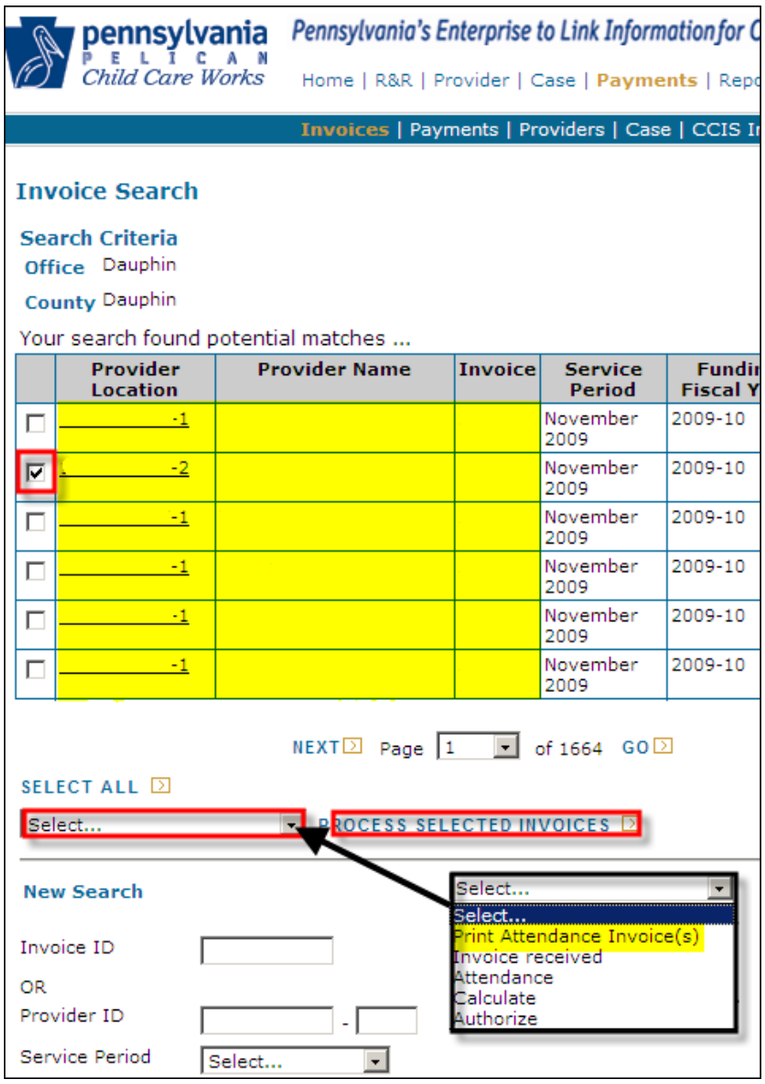


2. On the Print Attendance Invoice page, click "Print Invoice".

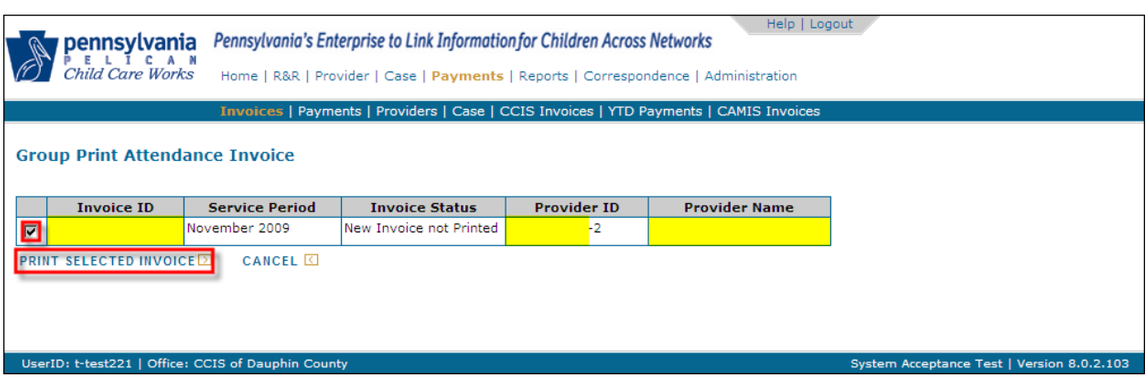


Group Attendance Invoice Process

1. Navigate to the Invoice Search page, enter the search parameters desired, select the appropriate invoice(s), select "Print Attendance Invoice(s)" from the "Select…" drop-down box and click "Process Selected Invoices".



2. On the Group Print Attendance Invoice page, select the appropriate invoice(s) and click "Print Selected Invoice".



Finalized 3/24/10

See the example of the Attendance Invoice below.

CHILD CARE ATTENDANCE INVOICE

Provider ID: 2 ·1
Provider Type: Center
Provider Legal Entity: C W
Provider Location: DAYCARE
Provider Location Phone: (717) 236-

CCIS of Dauphin County
110 North 26th Street
Harrisburg, PA 17103

Address: C W DAYCARE LN HARRISBURG, PA 17

C W DAYCARE LN HARRISBURG, PA 17

Invoice #: 1
District/Office: CCIS of Dauphin County
Fiscal Load:

INSTRUCTIONS

For this service period, our records indicate the schedule shown below. Using the following codes, mark any corrections needed in the white box for each day. A child is shown under the care level you are providing. If no change is needed, check the NC box to the right of the child's name.

Codes

A - Absent	FT - Full-time, 5 or more hours	NFT - Non-tradicional full-time, 5 or more hours	PC - Paid Closures	T - Last day attended
NC - No Change	PT = Part-time, less than 5 hours	NPT - Non-tradicional part-time, between 3 and 5 hours	C - Non-paid Closures	

CERTIFICATION

I certify that all the information provided is true, correct, and complete under "penalty of perjury" or subject to the penalties in 18PA CS 4904.

Provider Signature Date

Correspondence ID: Date: 08/20/2008 Page 1 of1

Finalized 3/24/10

Provider ID: 2 -1 Invoice ID: 1

Service Period: July, 2008

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th
Older Toddler (25-36 mos.) Care Level																															
B , J Individual #1 CO/Record #22/	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
Preschool (37 mos.-K) Care Level																															
B , D Individual #2 CO/Record #22/	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
	NC	NFT	NFT	NFT	NFT			NFT	NFT	NFT	NFT	NFT			NFT	NFT	NFT	NFT	NFT			NFT	NFT	NFT	NFT	NFT			NFT	NFT	NFT	NFT
					PC																										
	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
	NC	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT	FT			FT	FT	FT	FT
					PC																										
Young School-Age (1st-3rd gr.) Care Level																															
C , N Individual #3 CO/Record #22/	NC		FT					FT	FT	FT					FT		FT					FT	FT	FT					FT		FT	
					PC																										
Older School-Age (4th gr.-13 yrs.) Care Level																															
C , N Individual #4 CO/Record #22/	NC		FT							FT							FT							FT							FT	
					PC																										

Correspondence ID: 4 Date: 08/20/2008 Page 2 of

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See Manual Section "500.12.3.14 – Questions – 500.8.4 – Attendance Invoice"

500.8.5 CareCheck Appointment Letter

PELICAN CCW does not automatically generate a CareCheck Appointment Letter.

The CCIS can manually request a CareCheck Appointment Letter for a first-time unregulated provider.

The CareCheck Appointment Letter instructs the provider to come to the CCIS office for a face-to-face interview and provides information regarding the requirements for participation in the Subsidized Child Care program.

Specifically the CareCheck Appointment Letter notifies the provider of the items the provider must bring to the face-to-face interview and explains the requirements to establish/sign a Provider Agreement and complete the Pennsylvania State Police Criminal Background Check, Pennsylvania Child Abuse History Clearance and the Federal Criminal History Clearance.

The CareCheck Appointment Letter also explains that the CCIS will not pay the provider for subsidized child care services when the provider:

1. Does not complete a face-to-face interview.
2. Does not bring all of the required items to the face-to-face interview.
3. Does not complete the Pennsylvania State Police Criminal Background Check, Pennsylvania Child Abuse History Clearance or the Federal Criminal History Clearance.
4. Has an “Indicated” or “Founded” child abuse history.
5. Has been convicted of certain crimes that prohibit persons from caring for children as per the **Child Protective Services Law**.

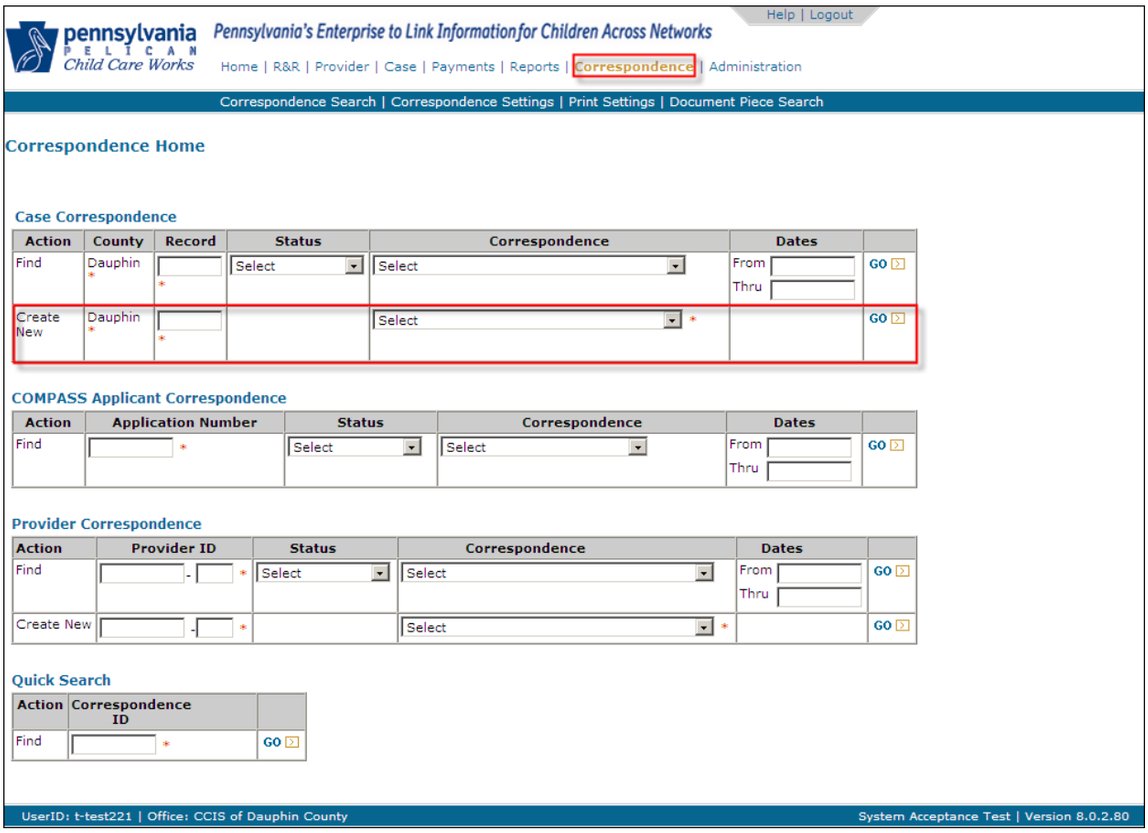
The CCIS must include the OCDEL-prescribed listing of the crimes that prohibit persons from caring for children.

The CareCheck Appointment Letter also notifies the provider of the requirement to complete a W-9 for tax purposes.

PELICAN CCW allows the CCIS user to include additional text in the “Supplemental Text” field, as appropriate.

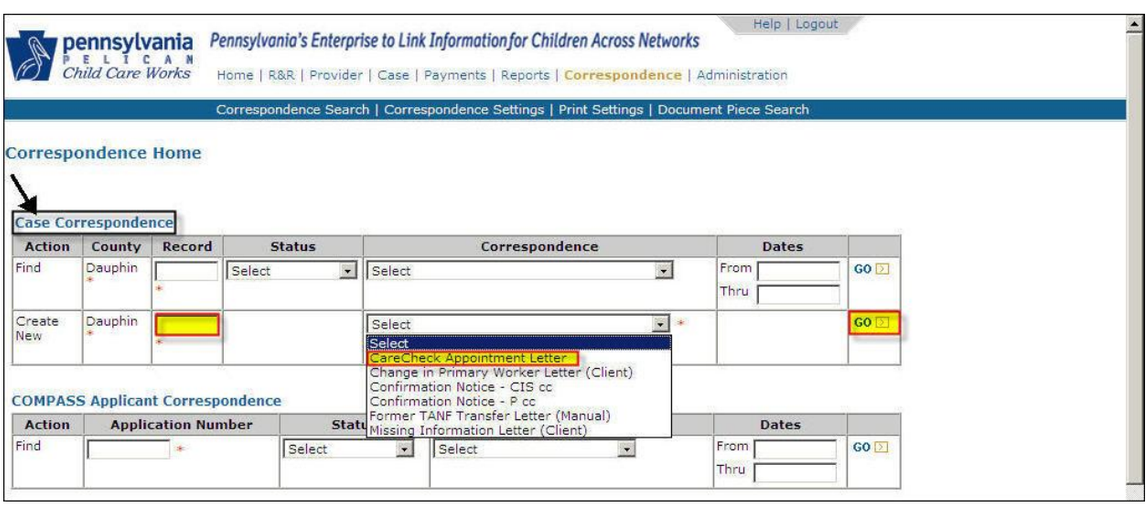
The CareCheck Appointment Letter is printed centrally by default but the letter can also be printed locally, when needed.

The CCIS can manually generate a Care Check Appointment Letter within PELICAN CCW by navigating to the Correspondence Home page.

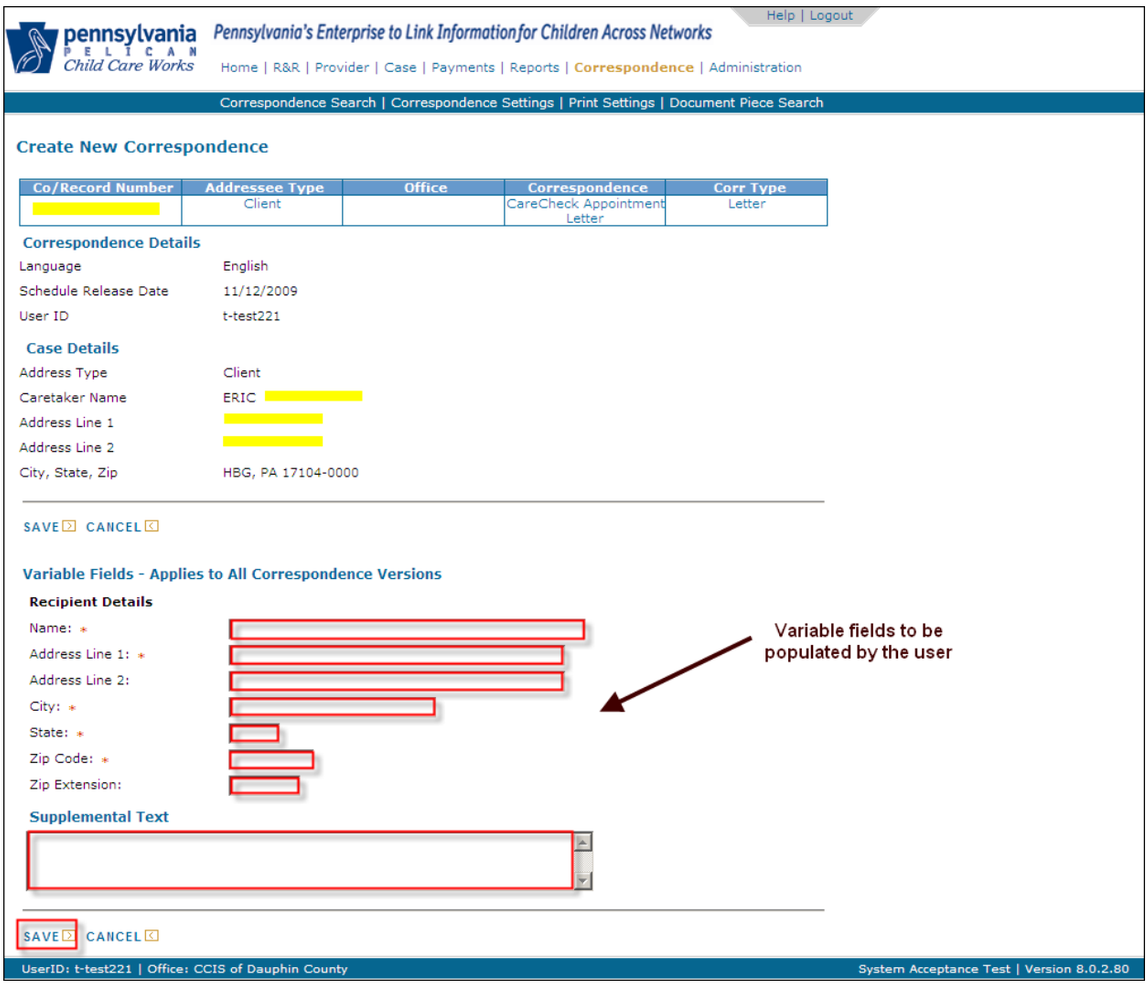


From the Correspondence Home page, the CCIS must enter the Record Number (*The County should be pre-populated*) in the "Create New" row under the "Case Correspondence" section of the page, selecting "CareCheck Appointment Letter" from the "Correspondence" drop-down box and clicking "Go". PELICAN CCW will automatically navigate to the Create New Correspondence page.

<u>NOTE:</u> The CareCheck Appointment Letter is generated under "Case" correspondence not "Provider" correspondence.



The Create New Correspondence page automatically displays the correspondence details and information about the client in the top section.



The CCIS user must manually enter the name and address for the provider in the "Variable Fields" section. This is where the letter will be sent. The CCIS user can also enter additional instructions or information for the provider in the Supplemental Text field, as appropriate. The CareCheck Appointment Letter is automatically generated when the CCIS user clicks "Save". When a CCIS user clicks "Cancel", PELICAN CCW will automatically navigate the CCIS user back to the Correspondence Home page and the generation of the CareCheck Appointment Letter will be cancelled (i.e., no letter will be generated).

Finalized 3/24/10

See the example of the CareCheck Appointment Letter below.

CARECHECK APPOINTMENT LETTER

CCIS of Dauphin County
110 North 26th Street
Harrisburg, PA 17103

Date: 03/04/2009

Camp Hill, PA 17011

Dear ,

Thank you for your interest in becoming a Relative/Neighbor (R/N) provider for the Subsidized Child Care program. You have been selected by to care for his/her child(ren). The Child Care Information Services (CCIS) will explain the program rules and help you complete the necessary paperwork.

Before we can pay you to provide child care services, you must come into our office for a face-to-face interview by 04/03/2009. When you come to your face-to-face interview, you **MUST** bring the following items:

- Photo identification with a signature
- Social Security card or other proof of your Social Security Number
- Proof of address
- Proof of an operating telephone with "call-out" capabilities.
- Federal Criminal History Clearance Results Letter issued by ChildLine (See attached instructions for obtaining Federal Criminal History Clearances).

The CCIS cannot pay you for child care services unless you bring **ALL** of the items listed above.

Once you have gathered all of the items listed above, please call our office at (717) 233-8454 to schedule a face-to-face interview. It is very important for you to call our office. If you do not appear for your face-to-face interview, you will **NOT** be paid for child care services.

When you come to our office, you will need to sign a Provider Agreement. The Provider Agreement includes a requirement to complete an application for a Pennsylvania State Police Criminal Background Check and a Pennsylvania Child Abuse History Clearance. These clearances are in addition to the Federal Criminal History Clearance and, unlike the Federal Criminal History Clearance, are free to you. The CCIS will request these clearances for you; you **DO NOT** need to bring these additional clearances with you to your face-to-face interview.

The CCIS will **NOT** pay you if you have an "indicated" or "founded" child abuse history or have been convicted of certain crimes. We have also attached a list of crimes that prohibit persons from caring for children. Please be advised that you must also complete and sign a W-9 Tax Form.

Our office looks forward to hearing from you.

Sincerely,

CCIS of Dauphin County

Correspondence ID: -1

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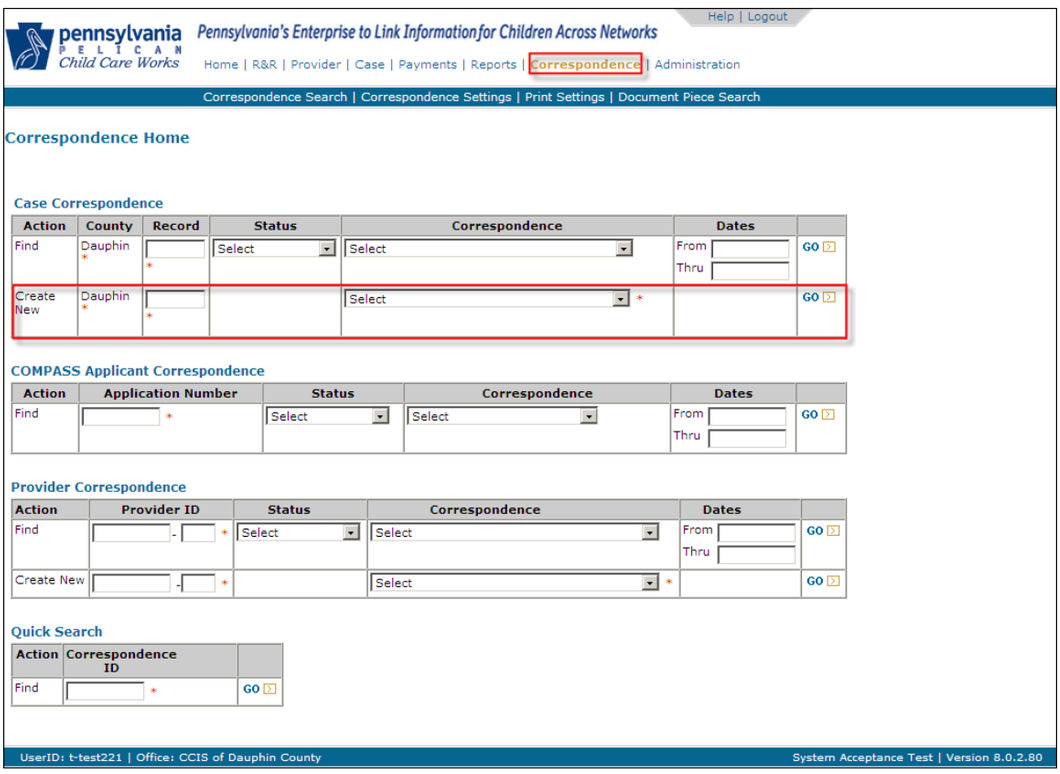
See Manual Section "500.12.3.15 – Questions – 500.8.5 – CareCheck Appointment Letter"

500.8.6 Change in Primary Worker Letter

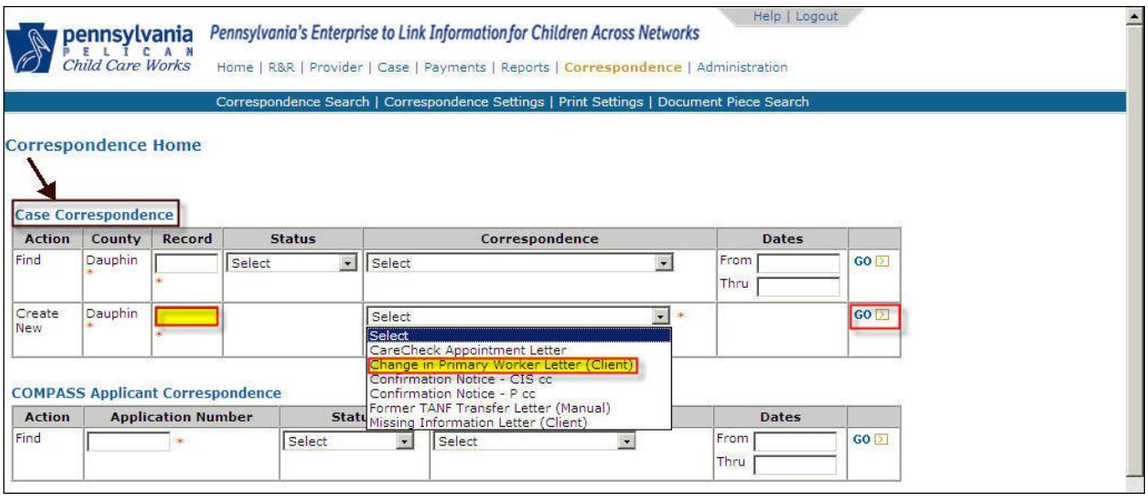
PELICAN CCW contains two distinct templates for the Change in Primary Worker Letter depending upon the recipient of the letter (i.e., p/c or provider).

PELICAN CCW allows the CCIS to create a Change in Primary Worker Letter to send to a p/c or provider to indicate a change in the primary worker. PELICAN CCW also allows the CCIS user to include additional text in the Supplemental Text field, as appropriate.

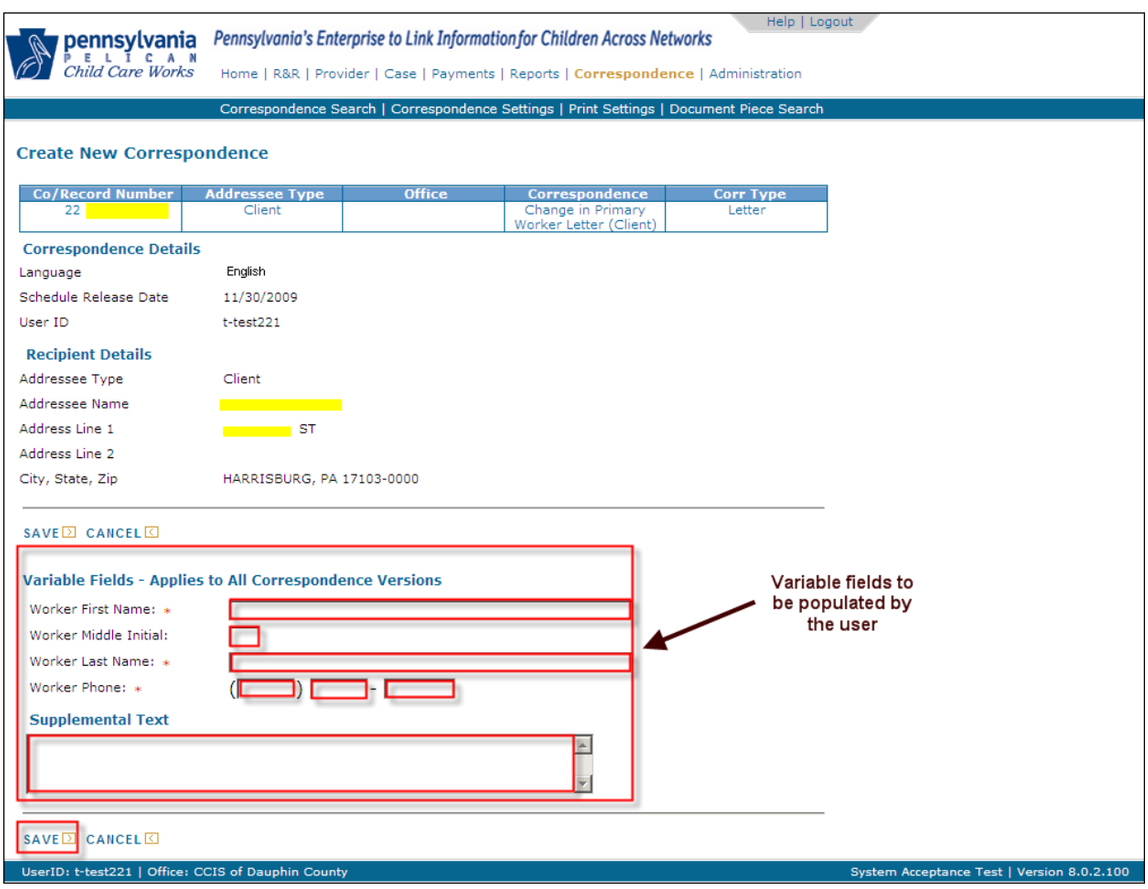
The CCIS can manually generate a Change in Primary Worker Letter within PELICAN CCW by navigating to the Correspondence Home page.



When generating the P/C (Client) Version of the Change in Primary Worker Letter from the Correspondence Home page, the CCIS must enter the Record Number (*The County should be pre-populated*) in the "Create New" row under the "Case Correspondence" section of the page, select "Change in Primary Worker Letter" from the "Correspondence" drop-down box and click "Go".

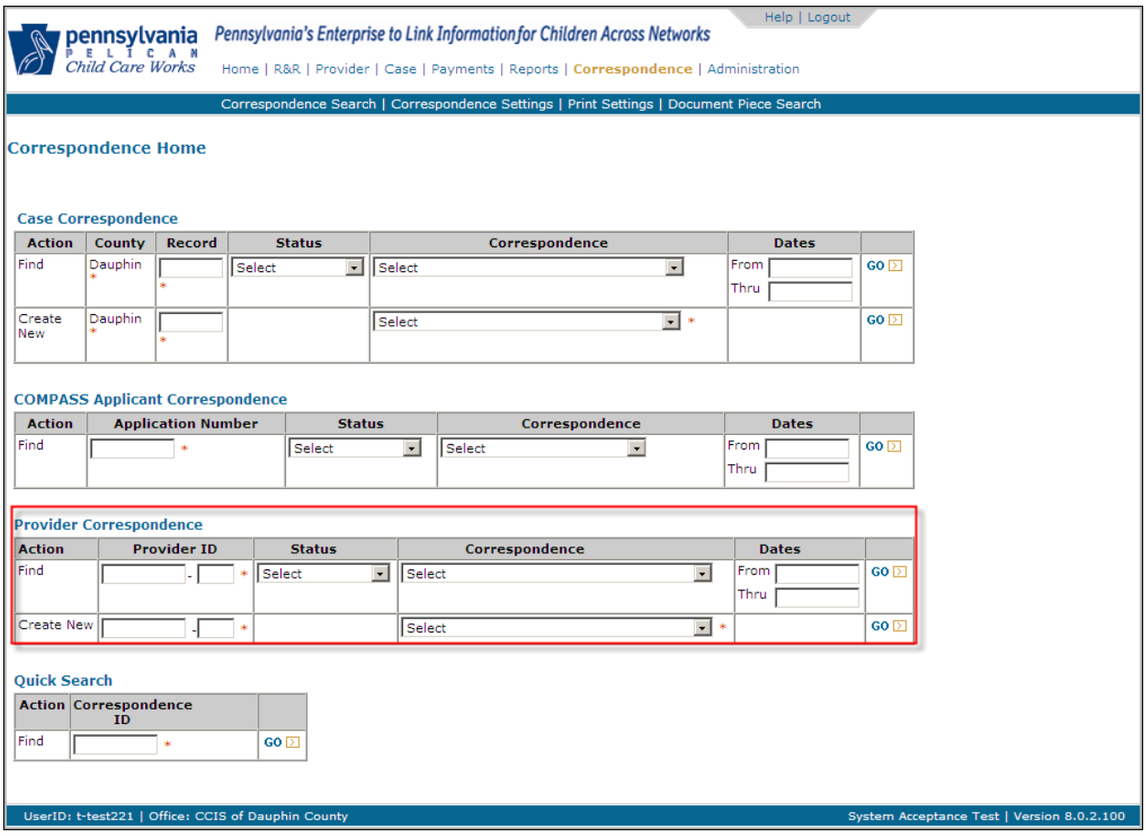


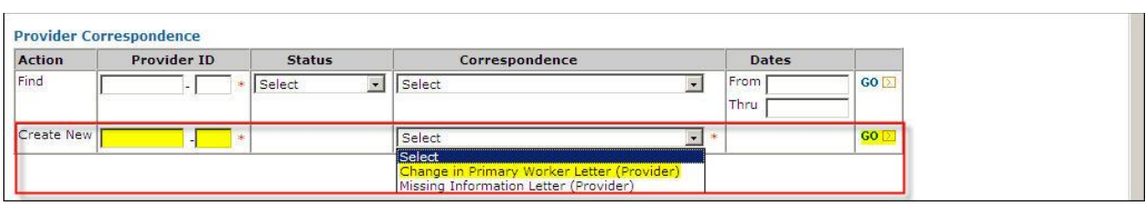
PELICAN CCW will automatically navigate to the Create New Correspondence page.



On the Create New Correspondence page, the CCIS must populate the variable fields and click "Save". Once the CCIS user clicks "Save", PELICAN CCW will automatically generate the Change in Primary Worker Letter (Client) version.

When generating the Provider Version of the Change in Primary Worker Letter from the Correspondence Home page, the CCIS must enter the Provider ID in the "Create New" row under the "Provider Correspondence" section of the page, select "Change in Primary Worker Letter" from the "Correspondence" drop-down box and click "Go".

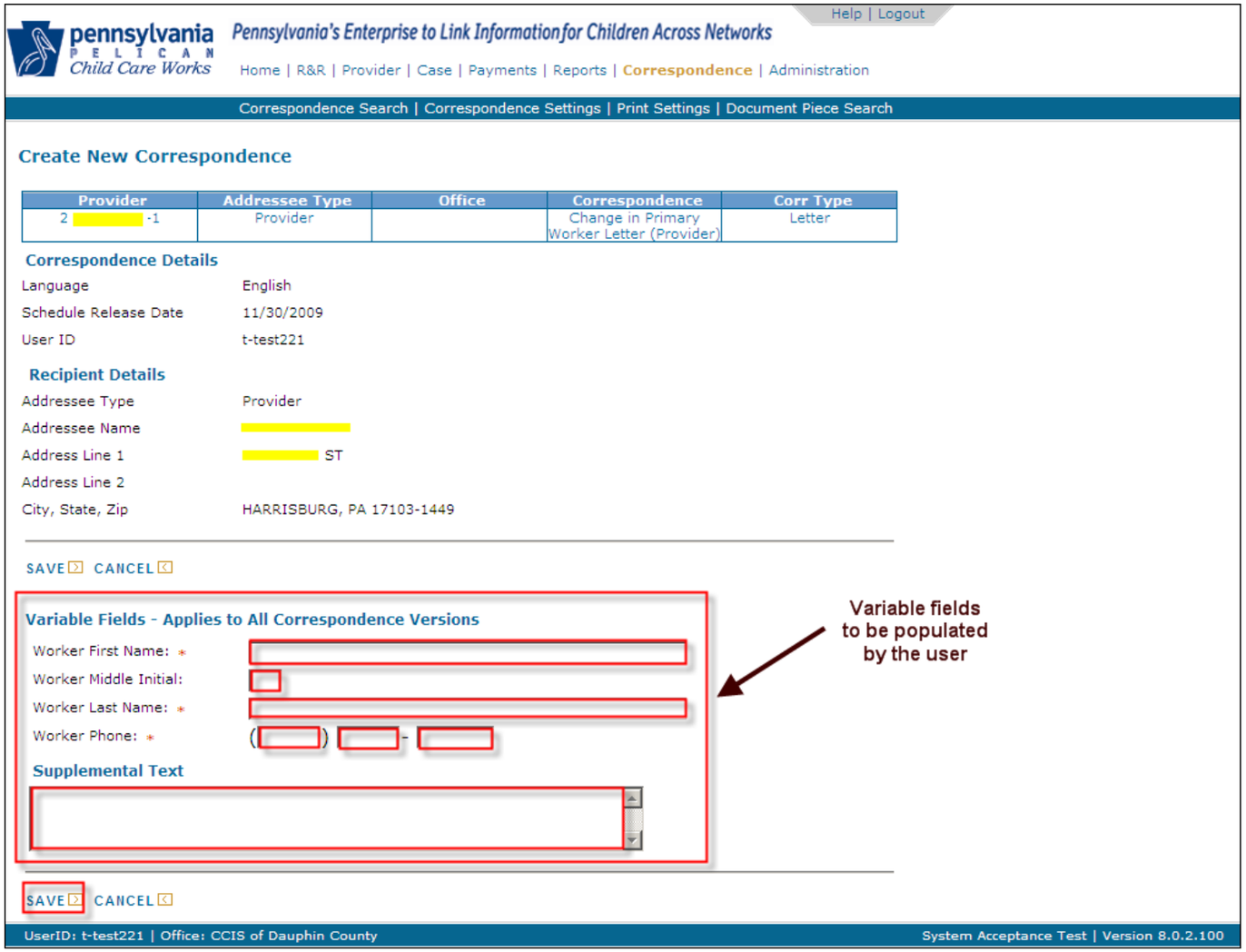




PELICAN CCW will automatically navigate to the Create New Correspondence page.

On the Create New Correspondence page, the CCIS must populate the variable fields and click "Save". Once the CCIS user clicks "Save", PELICAN CCW will automatically generate the Change in Primary Worker Letter (Provider) version.

Finalized 3/24/10



See the examples of the Change in Primary Worker Letter below.

P/C (Client) Version

CHANGE IN PRIMARY WORKER LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-7103

Date : 12/07/2005

CO RECORD
22

MIGUEL
3600 VARTAN WAY
HARRISBURG, PA 17110-9440

Dear MIGUEL ,

Effective 12/07/2005 your case has been assigned to a new worker.

Your new worker is: Greta

Phone: (717) 555-

If you have any questions, please contact your worker at the above number.

Please check in with the Receptionist when you arrive.

Supplemental text may be added as appropriate

Sincerely

CCIS of Dauphin County

Correspondence ID:

Provider Version

CHANGE IN PRIMARY WORKER LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Provider ID: 4 - 1

Date : 09/11/2006

MEADOW

HARRISBURG, PA 17110

Dear MEADOW ,

Effective 09/11/2006 your case has been assigned to a new Provider Specialist.

Your new Provider Specialist: WENDY

Phone: (717) 243-4014

If you have any questions, please contact your Provider Specialist at the above number.

Supplemental text may be added as appropriate

(Sample Supplemental Text follows:)
We tried to contact you by phone several times, but your telephone number was disconnected. You have been transferred to a new Provider Specialist.

Please submit to our office verification of your new telephone number. The verification should be sent to your new Provider Specialist no later than 9/21/06. Failure to submit verification of your new telephone number may result in our inability to process your payment for the child care you provided.

Sincerely

CCIS of Dauphin County

Correspondence ID:

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See Manual Section "500.12.3.16 – Questions – 500.8.6 – Change in Primary Worker Letter"

500.8.7 Child Care Confirmation Notice

The CCIS may manually generate a Child Care Confirmation Notice within PELICAN CCW for various reasons to inform the p/c of important information required to maintain eligibility for subsidized child care or provide advance notice of a change in the assigned weekly co-payment.

The CCIS must generate *a Child Care Confirmation Notice* in the following circumstances which include, but are not limited to:

1. Subsidy suspension.
2. Subsidy disruption.
3. Continued eligibility following a redetermination of eligibility.
4. Decision to grant or deny a domestic and other family violence waiver.
5. Increase or decrease in the assigned weekly co-payment.
6. Decision to grant or deny a co-payment waiver.
7. Voluntary request to terminate subsidized child care benefits.
8. Transfer to another child care program within PELICAN CCW.
9. Overpayment notification.

PELICAN CCW automatically generates the variations of the Child Care Confirmation Notice using a standard notice template to ensure all regulatory requirements are met.

The reasons for which the CCIS may manually generate a Child Care Confirmation Notice are listed in the tables below by child care program. The gray highlighted rows indicate reasons that require variable text fields to be populated by the CCIS user for generation.

Former TANF, HS/PK or LI child care programs:

DocPiece ID	Citation	Short Description	Long Description
700	§ 3041.3	Not a caretaker	You self-declared that you had legal custody of the child for whom care is requested. You must submit verification that you have legal custody of the child for whom subsidy is requested no later than (30th calendar day from the date of the self-declaration) in order to maintain your eligibility for subsidized child care.
701	§ 3041.3	Request for domestic violence waiver denied.	The information you provided to the CCIS regarding domestic and other violence does not meet the definition as specified in the regulation; therefore, you are not eligible for a domestic and other violence waiver. You must meet all eligibility requirements and submit to the CCIS verification that you meet all eligibility requirements no later than _____ in order to maintain your family's eligibility for subsidized child care.
702	§ 3041.3	Failure to report a family member	It has come to our attention that you failed to submit information regarding a family member. You are required to submit information regarding all individuals in your family no later than _____ in order to maintain your family's eligibility for subsidized child care.
703	§ 3041.3 § 3041.31(a)	Change in family size/composition, family remains eligible	You reported a change in family size and composition. Our records reflect this change. Your family continues to be eligible for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
704	§ 3041.3	Prospective employment/education/training	The verification you submitted to the CCIS indicates that a parent or caretaker in your family has reported prospective employment or enrollment in an education or training program. Your prospective employment, education or training must begin no later than [ ] in order to maintain your family's eligibility for subsidized child care.
705	§ 3041.3 § 3041.64(d)	Self-declaration	You have self-declared an eligibility factor. You must submit to the CCIS another form of acceptable verification no later than [ ] in order to maintain your family's eligibility for subsidized child care.
707	§ 3041.3	Training program does not meet definition	The information you submitted to the CCIS indicates that your training does not meet the definition of training as specified in the regulation; therefore, you must submit verification that you are working at least 20 hours per week no later than [ ] in order to maintain your family's eligibility for subsidized child care.
708	§3041.12(c)	No documentation for a 13 year old with a disability	You have reported that your 13 year old child has a physical, developmental or behavioral disability. You must provide documentation of the disability by a physician or psychologist no later than [ ] in order to maintain your child's eligibility for subsidized child care.
709	§3041.12(c)	Documentation needed for a change in care level for a child with a disability	You have reported that your child has a developmental disability. You must provide documentation of the disability by a physician or psychologist no later than [ ] in order for the CCIS to update your child's enrollment information.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
710	§3041.12(c)	Confirmation of change in care level for a child with a disability	You have reported that your child has a developmental disability and have provided documentation of the disability by a physician or psychologist; therefore, the CCIS will update your child's enrollment information. You will receive an Enrollment Summary reflecting this updated information.
711	§ 3041.13(b) § 3041. 51(e)	Ineligible Head Start provider	You are eligible for Head Start expansion, but you did not choose an eligible provider as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility). You must select an eligible provider no later than _____ in order to maintain your family's eligibility for Head Start expansion.
713	§ 3041.15(d)	Additional charges	The eligibility agency may not pay for any additional charge assessed by the provider, beyond the cost of child care. Based on regulation, the CCIS may not assist you in paying additional charges assessed by the provider beyond the cost of child care.
779	§ 3041.16(b)	Decrease in Days/Hours - Publicly Funded Ed. Prog Available	Your child remains eligible; however, your child's schedule has been modified to part-time care only since the kindergarten program in your school district is a full-time program. Because there is a full-time education program available for your child, your child is not eligible for full-time subsidized child care.
771	§ 3041.16(e)	Ineligible Provider - 30 days	Your family continues to be eligible for subsidized child care, but your child care provider is ineligible to participate in the subsidized child care program. In order to maintain eligibility for your child(ren)'s subsidized child care, you must select another provider AND inform the CCIS of your child care arrangements no later than _____. If you need help in locating another provider, please contact the CCIS immediately.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
778	§ 3041.18(b)	Child not attending based on need	Our records indicate that your child has not been attending the child care provider based on the schedule you established with our office; therefore, your child(ren)'s schedule has been modified to reflect the attendance indicated by the provider. Should you have any questions, please contact our office.
715	§ 3041.20(1)	60 day period following loss of work/graduation	You reported an involuntary loss of work or graduation from an education or training program. You are entitled to up to 60 calendar days of continued eligibility. You must return to/begin to work by _____ in order to maintain your family's eligibility for subsidized child care.
716	§ 3041.20(2)	Maternity leave	You reported that you are on maternity leave. You are entitled to up to 84 calendar days of continued eligibility during your maternity leave. You must return to work no later than _____ in order to maintain your family's eligibility for subsidized child care
717	§ 3041.20(3)	Break in work/education/training	You reported that you are on a break from work, education or training. You are entitled to up to 30 calendar days of continued eligibility during your regularly scheduled break. You must return to work no later than _____ in order to maintain your family's eligibility for subsidized child care.
718	§ 3041.21	Reason for suspended subsidy request not defined	Your child(ren)'s subsidy has been suspended for a reason that is not included in the regulation. Your child(ren) must return to care no later than _____ in order to maintain your child(ren)'s/family's eligibility for subsidized child care.
719	§ 3041.21	Confirmation of suspended subsidy	Your child(ren)'s subsidy has been suspended based upon the regulation for up to 90 calendar days. Your child(ren) must return to care no later than _____ in order to maintain your child(ren)'s/family's eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
720	§ 3041.22(a) § 3041.22(b)	Confirmation of suspension following disruption - loss of certification	Your child(ren)'s subsidy has been suspended following disruption of care due to the provider's loss of the Department's certification or registration as stated above. Your child(ren)'s subsidy may be suspended for up to 90 calendar days while you select another provider. Your child(ren) must return to care no later than _____ in order to maintain your child(ren)'s/family's eligibility for subsidized child care.
721	§ 3041.22(c)	Placement on a waiting list following the disruption of care	At this time, subsidy must be disrupted for all families exceeding ____ % of FPIG due to insufficient State or Federal funding. The information in our file indicates that your family is at ____ % of FPIG. Each of your children will be placed on the waiting list as of the date the child was initially determined eligible for subsidized child care. You will receive further notification regarding the dates each of your children are placed on the waiting list.
722	§ 3041.33(5)	Unable to apply step-parent deduction	You failed to submit verification of the step-parent's relationship to the child; therefore, the CCIS will not apply the step-parent deduction when determining your family's adjusted income. In order for the CCIS to apply the step-parent deduction, you must submit verification of the step-parent's relationship to the child.
723	§ 3041.33(6)	Unable to apply other deductions	You failed to submit verification of the deductions listed in Appendix A, Part II; therefore, the CCIS will not apply the deductions when determining your family's adjusted income. In order for the CCIS to apply the deductions, you must submit verification of the deductions.
724	§ 3041.42	Sent application to the wrong CCIS	The information you submitted to the CCIS indicates that you do not reside in the county/geographic area of our CCIS; therefore, we have forwarded your information to the CCIS of _____ for review. If you have any questions regarding your application for subsidized child care, please contact the CCIS of Repeated at _____.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
725	§ 3041.42	Transfer to another CCIS	You have reported that your family is moving to another county/geographic area and you have requested that the CCIS forward your eligibility information to that county/geographic area; therefore, we have forwarded your information to the CCIS of [ ] for review. If you have any questions regarding your application for subsidized child care, please contact the CCIS of [Repeated] at [ ].
726	§ 3041.44(a)(1) § 3041.44(b)	Ongoing - Prospective work/education/training confirmation - 30 days	You reported to the CCIS that [ ] has prospective work, education or training. The prospective work, education or training must begin within 30 calendar days, OR BY [ ], in order to maintain your family's eligibility for subsidized child care. Subsidy may not begin until the parent or caretaker begins work, education or training.
727	§ 3041.44(a)(1) § 3041.44(b)	Ongoing - Prospective work/education/training confirmation - 60 days	You reported to the CCIS that [ ] has lost current employment but will begin prospective work, education or training. The prospective work, education or training must begin within 60 calendar days, OR BY [ ], in order to maintain your family's eligibility for subsidized child care.
728	§ 3041.103(c) § 3041.45	Intake/single p/c - waiver of co-payment for prospective employment	You reported prospective employment; therefore, your $[ ] co-payment will be waived until [ ]. Effective [ ], you must begin paying your $ [Repeated] co-payment. You must also notify the CCIS of the actual amount of payment no later than [ ] in order to maintain your family's eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
729	§ 3041.103(d) § 3041.45	Ongoing/single p/c - minimum co-payment for prospective employment	You are a recipient of subsidy who reported an involuntary loss of work and prospective employment; therefore, your $ co-payment will be reduced to $ until . Effective , you must begin paying your $ Repeated co-payment. You must also notify the CCIS of the actual amount of payment no later than in order to maintain your family's eligibility for subsidized child care.
730	§ 3041.46(a) § 3041.46(b)	Immunization exemption does not meet requirements/90 days	Your child does not have age-appropriate immunizations. You have requested exemption from the immunization requirement for your child, but your request for exemption does not meet the requirements as specified in the regulation. Exemptions are granted only on religious grounds or when a child's medical condition contraindicates immunization. Your child must have age-appropriate immunizations by in order to maintain your family's eligibility for subsidized child care.
731	§ 3041.46(a) § 3041.46(b)	No immunization/no exemption/ 90 days	Your child does not have age-appropriate immunizations and is not exempt from immunization. Your child must have age-appropriate immunizations by in order to maintain your family's eligibility for subsidized child care.
761	§ 3041.48(a)	Ongoing - Single p/c with a disability	You reported and provided verification of a disability and are entitled to up to a maximum of 183 calendar days of continued eligibility. Your 183-day period of eligibility will expire on . You must return to work or begin participating in education or training no later than in order to maintain your eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
762	§ 3041.48(b) § 3041.70	Ongoing - 2 p/c family with a disability and no disability benefits	You reported and provided verification of a disability. The verification you submitted indicates that you are not receiving disability benefits; therefore, you must submit a Medical Assessment at your next redetermination and each subsequent redetermination in order to maintain your eligibility for subsidized child care benefits.
763	§ 3041.48(b) § 3041.70	Ongoing - 2 p/c family with a disability and disability benefits	You reported and provided verification of a disability. The verification you submitted indicates that you are receiving disability benefits; therefore, you are not required to submit any additional verification regarding your disability status. However, you must continue to submit verification of the amount of the disability benefit you receive.
776	§ 3041.51	Transfer to HeadStart	Our records indicate that your family is eligible for subsidized child care under the HeadStart Expansion program. Should you have any questions about this program, please contact our office.
764	§ 3041.51(a)	Head Start - Child does not meet age requirement	Head Start is a Federally-funded program designed to prepare at-risk children, three years of age or older but under five years of age, for school success. You have applied for the Head Start Expansion program; however, your child does not meet the age requirement for this program. Your family will be assessed for regular subsidized child care eligibility.
732	§ 3041.51(c)	Head Start p/c did not provide Head Start verification	You did not submit to the CCIS verification that the Head Start expansion program meets the Federal Head Start standards; therefore, your family will be assessed for regular subsidized child care eligibility. If you want to be assessed for eligibility for the Head Start expansion program, you must submit the verification required above no later than [ ].
733	§ 3041.51(f)(5) § 3041.51(h)	Head Start p/c - 60 days to find work	You have reported the involuntary loss of work on [ ]. Your family will remain eligible for up to 60 calendar days following the loss of work on [Repeated]. You must meet the work requirement no later than [ ] in order to maintain your family's eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
734	§ 3041.51(f)(6) § 3041.51(i)	Head Start - child's enrollment ends	Our records indicate the child's Head Start enrollment ended on [ ]. You must complete a partial redetermination or a redetermination in order to maintain your family's eligibility for subsidized child care. You will receive information from the CCIS regarding what you must do to complete a redetermination.
777	§ 3041.52	Transfer to PreK	Our records indicate that your family is eligible for subsidized child care under the Prekindergarten program. Should you have any questions about this program, please contact our office.
765	§ 3041.52(a)	Pre-K program is not recognized	You applied for the prekindergarten program; however, the prekindergarten program you specified does not meet the requirements set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility); therefore, your family will be assessed for regular subsidized child care eligibility.
712	§ 3041.52(c)	Ineligible Pre-K provider	You are eligible for the pre-kindergarten program, but you did not choose an eligible provider as set forth in 55 Pa.Code, Chapter 3041 (related to subsidized child care eligibility). You must select an eligible provider no later than [ ] in order to maintain your family's eligibility for the pre-kindergarten program.
735	§ 3041.52(d)(6) § 3041.52(g)	Pre-K p/c - 60 days to find work	You have reported the involuntary loss of work on [ ]. Your family will remain eligible for up to 60 calendar days following the loss of work on [Repeated]. You must meet the work requirement no later than [ ] in order to maintain your family's eligibility for subsidized child care.
736	§ 3041.52(d)(7) § 3041.52(h)	Pre-K/child's enrollment ends	CCIS records indicate the child's pre-kindergarten enrollment ended on [ ]. You must complete a partial redetermination or a redetermination in order to maintain your family's eligibility for subsidized child care. You will receive information from the CCIS regarding what you must do to complete a redetermination.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
738	§ 3041.73	Transfer of TANF benefits not verified	You failed to submit acceptable verification of transfer of TANF benefits to the CCIS; therefore, your family is ineligible for the TANF provisions and you must apply for low-income subsidized child care.
739	§ 3041.74	Expiration of TANF benefits not verified	You failed to submit acceptable verification of transfer of TANF benefits to the CCIS; therefore, your family is ineligible for the TANF provisions and you must apply for low-income subsidized child care.
740	§ 3041.75	DV not verified	You failed to submit acceptable verification of domestic violence to the CCIS; therefore, you are ineligible for a domestic violence waiver and you must meet all eligibility requirements no later than [ ] in order to maintain your family's eligibility for subsidized child care.
741	§ 3041.91(b) § 3041.91(d) § 3041.91(g)	Granture of a domestic violence waiver due to inability to participate in ork/education/training	You requested and were granted a domestic and other violence waiver from the work requirement. Your waiver period will expire on [ ]. You must be participating in work, education or training no later than [Repeated] in order to maintain your family's eligibility for subsidized child care.
743	§ 3041.91(c)	Domestic violence waiver of an eligibility requirement that may not be waived	You requested a domestic and other violence waiver based on an eligibility requirement that may not be waived; therefore, your request has been denied. You must meet all eligibility requirements no later than [ ] in order to maintain your family's eligibility for subsidized child care.
744	§ 3041.91(d)	Domestic violence waiver of income verification	You requested and were granted a domestic and other violence waiver related to the verification of income as specified in § 3041.65 (relating to verification of income). This waiver period may not exceed 60 days. Your waiver period will expire on [ ]. You must submit verification of the amount of income you receive no later than [Repeated] in order to maintain your family's eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
766	§ 3041.102(c) § 3041.16(e)	Dept weekly payment less than $5	Our weekly payment to your provider will be less than $5; therefore, you are ineligible for subsidized child care with your current provider. You must select another provider and enroll your child no later than [ ] in order to maintain your eligibility for subsidized child care.
745	§ 3041.103(a) § 3041.103(b)	Co-payment adjustment for prospective employment	You reported the receipt of payment from employment as required. Your co-payment has been adjusted accordingly. You should begin to pay $[ ] effective [ ].
746	§ 3041.104(b)	TANF advance co-payment	Your advance co-payment must be paid by [ ] in order to maintain your family's eligibility for subsidized child care.
747	§ 3041.104(c)	Co-payment Decrease	Based on the information you provided, your co-payment has decreased. You should begin to pay $[ ] effective [ ].
782	§ 3041.104(c)	WL Redetermination - Decreased Co-pay	You continue to be placed on the waiting list for subsidized child care. However, based on the information you provided, your co-payment has decreased from $[ ] to $ [ ].
748	§ 3041.104(e)	Co-payment Increase	Based on the information you provided, your co-payment has increased. You should begin to pay $[ ] effective [ ].
783	§ 3041.104(e)	WL Redetermination - Increased Co-pay	You continue to be placed on the waiting list for subsidized child care. However, based on the information you provided, your co-payment has increased from $[ ] to $ [ ].

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
775	§ 3041.106(d)	Outstanding Delinquency during Application	A family whose subsidy is terminated for failure to make required co-payments may not be reauthorized for subsidy until all outstanding co-payments have been paid in full. Our records indicate that you have not paid your outstanding delinquent co-payment. You must pay your outstanding delinquent co-payment and enroll your child(ren) with a child care provider within 30 calendar days to maintain your eligibility for subsidized child care benefits.
758	§ 3041.107(b) § 3041.108(b)	Decrease of co-payment based on FPIG	Based on the revised FPIG, your co-payment will decrease from $ to $ effective the first service day in the week of May 4, 2009.
759	§ 3041.107(b) § 3041.108(b)	Increase of co-payment based on FPIG	Based on the revised FPIG, your co-payment will increase from $ to $ effective the first service day in the week of May 18, 2009.
749	§ 3041.108(c)	Half Co-pay - Increase - School Year Ends	Based on the end of the school year, your co-payment has increased. You should begin to pay $ effective .
784	§ 3041.108(c)	Half Co-pay - Decrease - School Year Begins	Based on the beginning of the school year, your family is eligible for a half co-payment. As a result, your family's co-payment has decreased. You should begin to pay $ effective .
785	§ 3041.108(c)	Half Co-pay - Eligible During School Year	Your family is eligible for a half co-payment so your co-payment has decreased. You should begin to pay $ effective .
786	§ 3041.108(c)	Half Co-pay - Ineligible During School Year	Your family is no longer eligible for a half co-payment so your co-payment has increased. You should begin to pay $ effective .
767	§ 3041.108(d)	Co-payment exceeds cost of care	Our records indicate that your co-payments for 1 month are equal to or exceed our monthly payment to your provider; therefore, you are ineligible for subsidized child care with your current provider. You must select another provider and enroll your child no later than in order to maintain your eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
750	§ 3041.126(d)	Granting an extension for the face-to-face	You have requested an extension of the timeframe for the face-to-face interview. You now have up to an additional 30 days to complete a face-to-face interview; therefore, you must complete a face-to-face interview no later than [ ] in order to maintain your family's eligibility for subsidized child care.
751	§ 3041.127(b)(3)	Decrease in hours / days of care	Our records indicate there has been a decrease in the number of days or hours for which subsidized child care is needed. Your child's enrollment schedule has been adjusted to reflect the change.
752	§ 3041.132	Voluntary withdrawal of a family	Our records indicate that you have requested your family's subsidy to be voluntarily terminated. Effective [ ], your family will be ineligible for subsidized child care. You may re-apply at any time.
787	§ 3041.132	Voluntary Withdrawal of Child or Children	Our records indicate that one or more of your children no longer needs subsidized child care; therefore, the CCIS has taken steps to terminate your child's subsidy. Your child(ren)'s enrollment will be discontinued. You may re-apply for subsidized child care for the child(ren) at any time.
753	§ 3041.132	Child no longer in household	Our records indicate that your child is no longer living in your household; therefore, the CCIS has taken steps to terminate your child(ren)'s subsidy. Effective [ ], your child(ren) will be ineligible for subsidized child care. You may re-apply for subsidized child care for the child(ren) at any time.
774	§ 3041.133(d)	WL Redetermination - Eligible	The information you submitted to complete a redetermination of eligibility prior to enrollment of your child(ren) indicates that your family continues to be eligible for subsidized child care so your child(ren) will remain on the waiting list until funds become available for enrollment with a child care provider.
754	§ 3041.142(c)	TANF exceptions end	Your 183 day period of TANF eligibility will expire on [ ]. You must meet all eligibility requirements as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility) no later than [Repeated] in order to maintain your family's eligibility for subsidized child care.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
755	§ 3041.144(a) § 3041.144(b)	TANF granting an extension for the face-to-face	You have requested an extension of the timeframe for the face-to-face interview. You now have up to an additional 30 days to complete a face-to-face interview; therefore, you must complete a face-to-face interview no later than [ ] in order to maintain your family's eligibility for subsidized child care.
768	§ 3041.150(a)	P/C has 60 days following TANF expiration	Your 5-year limit on TANF benefits has expired; therefore, your family is eligible for subsidized child care for up to 60 calendar days to find work. In order to maintain your eligibility beyond the 60-day period, you must meet all eligibility requirements no later than [ ].
756	§ 3041.163(b)	Eligible following redetermination	You completed your redetermination and your family continues to be eligible for subsidized child care. Your co-payment amount is $[ ].
770	§ 3041.167(a)	P/C Overpayment	We have determined that there was an overpayment based on the following information: Reason: [ ] From: [ ] To: [ ] Amount: [ ] Explanation: [ ] You will receive a letter indicating your options regarding repayment.
757	§ 3041.172	Subsidy may not continue due to lack of funding	You have appealed a decision regarding the disruption of subsidy due to a lack of funding; therefore, your subsidized child care will not continue.
769	§ 3041.173	Appeal received	We have received your appeal and your child care may continue at this time. If you do not continue to make timely payment of your co-payment, your subsidized child care will be terminated for the remainder of the appeal process.

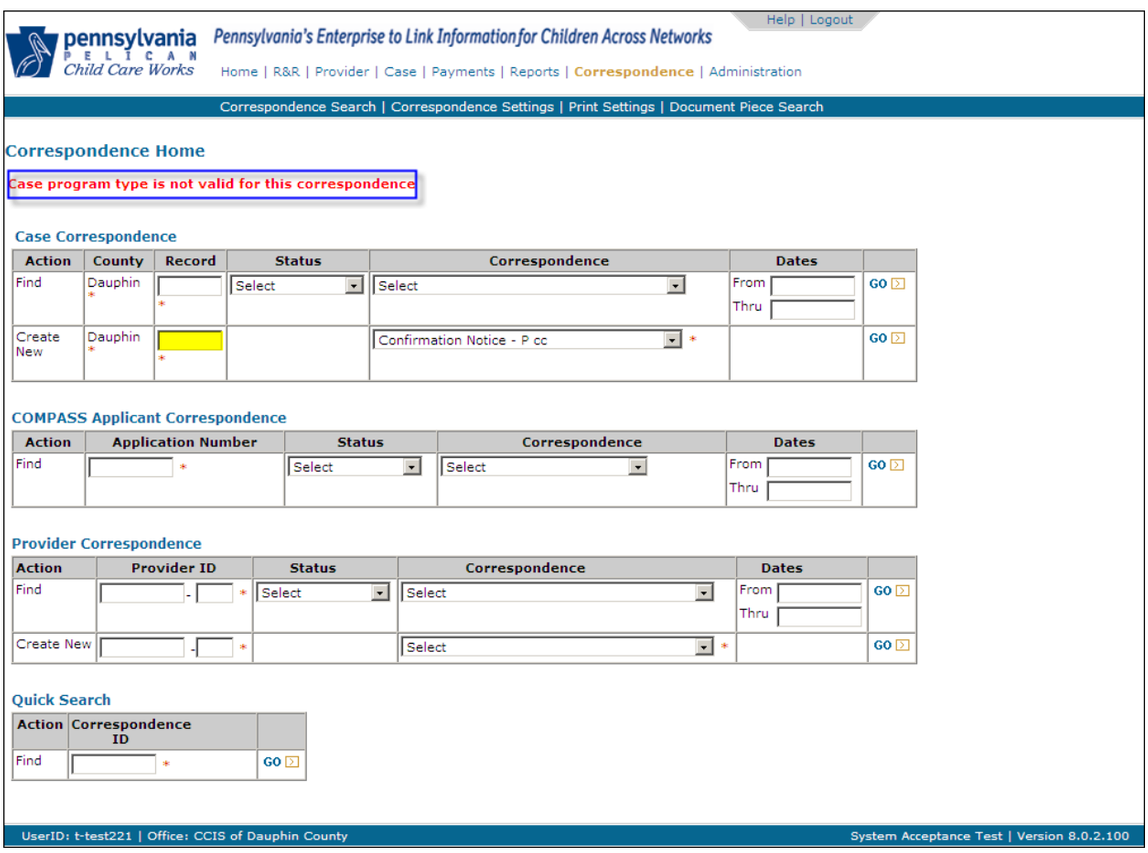
Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
780	§ 3041.186	CCIS Collection of Overpayment	Our office identified an overpayment and sent a letter to you requesting that you select a repayment option. You have opted to repay your overpayment by increasing your co-payment amount until the repayment is complete. Please see the enclosed letter for details about your specific payment plan.
781	§ 3041.186	CCIS Collection of Overpayment - Failure to Select a Repayment Option	Our office identified an overpayment and sent a letter to you requesting that you select a repayment option. You failed to select a repayment option so our office has increased your co-payment. Your co-payment will be increased until the repayment of your overpayment is complete. Please see the enclosed letter for details about your specific payment plan.
772	§ 168.1(a)	Child Care Program Transfer - TANF to FT	You currently qualify for child care payment under the child care program; therefore, your child(ren)'s enrollment(s) will be transferred to that program.
773	§ 168.1(a)	Child Care Program Transfer to LI	Per our discussion with you on , you currently qualify for child care payment under the for care during the hours you participate in education or training AND under the Low Income program for care during the hours of education, training and employment. During our discussion regarding the benefits of each program, we explained that you may continue to receive child care under the Repeated while you wait for funding to become available for child care under the Low-Income child care program. If your family is eligible, you will receive an eligibility notice and further notification regarding whether funding is available to enroll your child(ren). Please contact us with any questions you may have regarding this process.

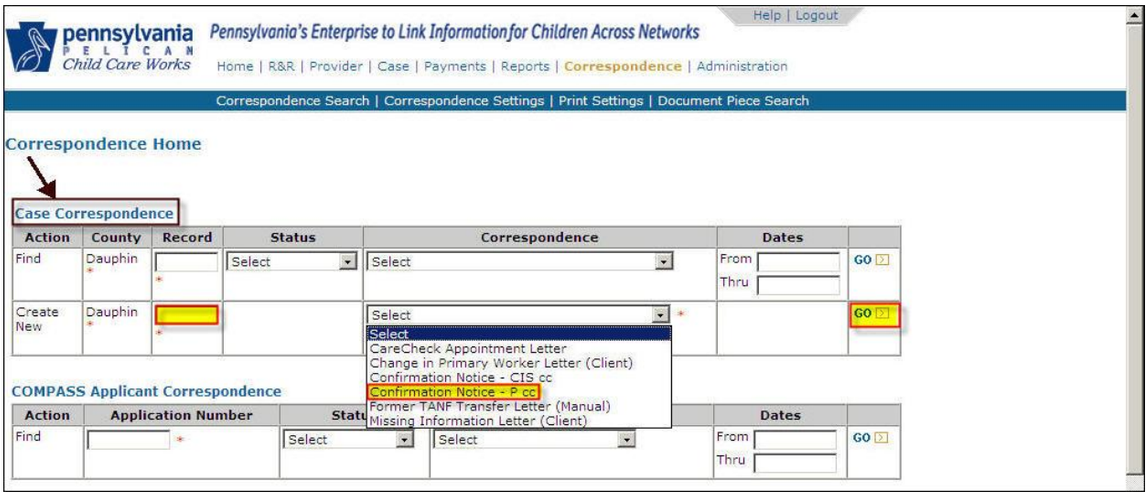
The CCIS can manually generate a Child Care Confirmation Notice within PELICAN CCW by navigating to the Correspondence Home page.

The notice template used for generation is dependent upon the child care program for which the case is receiving subsidized child care (i.e., the *Child Care Confirmation Notice – P cc* is generated for FT, LI and HS/PK cases; whereas, the *Child Care Confirmation Notice – CIS cc* is generated for TANF, FS and GA/WS2 cases).

PELICAN CCW ensures the appropriate template is used during generation. PELICAN CCW will not allow a CCIS user to generate the Child Care Confirmation Notice using the wrong template. If a CCIS user attempts to generate the wrong template of the notice, PELICAN CCW will display a hard error message as follows:



When generating the Child Care Confirmation Notice – P cc (PELICAN CCW template) of the Child Care Confirmation Notice from the Correspondence Home page, the CCIS must enter the Record Number (*The County should be pre-populated*) in the "Create New" row under the "Case Correspondence" section of the page, select "Child Care Confirmation Notice – P cc" from the "Correspondence" drop-down box and click "Go".

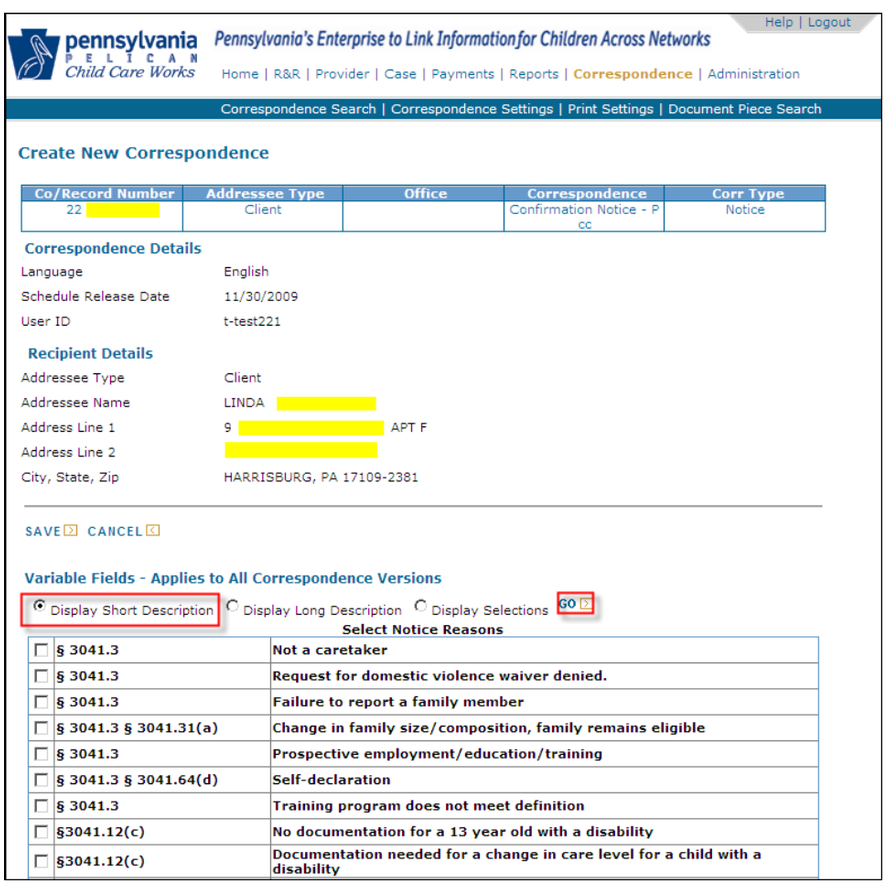


PELICAN CCW will automatically navigate to the Create New Correspondence page.

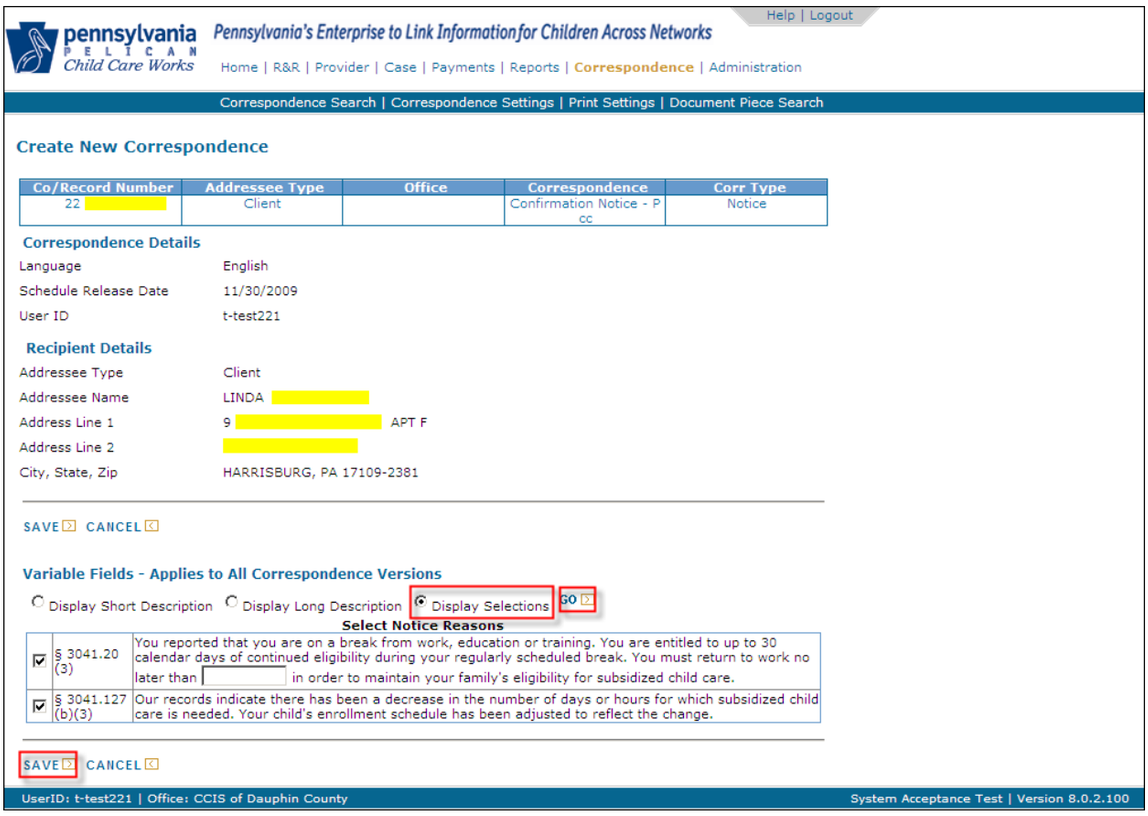
On the Create New Correspondence page, the CCIS must select the appropriate reason and click "Save". Once the CCIS user clicks "Save", PELICAN CCW will automatically generate the Child Care Confirmation Notice – P *(PELICAN CCW template).*

The Correspondence Details section of the page indicates the scheduled release date for the letter.

The Recipient Details section indicates the client information.



PELICAN CCW defaults to displaying the "Confirmation Notice Reasons" by "Short Description". Once the CCIS user determines the appropriate reason(s) to select, the CCIS user must select the checkbox next to the appropriate reason(s), select the radial button next to "Display Selections" and click "Go". This will ensure the CCIS user remembers to populate all variable text fields that may be required for generation.



Once the CCIS user ensures all variable fields are populated appropriately, the CCIS user must click "Save" to complete the generation of the Child Care Confirmation Notice.

The CCIS user may also choose to display the reasons by "Long Description" if the CCIS user must complete additional research to determine which language is appropriate to use. PELICAN CCW will display the reasons by "Long Description" if the CCIS user selects the radial button next to "Display Long Description" and clicks "Go".

Help | Logout

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Correspondence Search | Correspondence Settings | Print Settings | Document Piece Search

Create New Correspondence

Co/Record Number	Addressee Type	Office	Correspondence	Corr Type
22	Client		Confirmation Notice - P cc	Notice

Correspondence Details

Language	English
Schedule Release Date	11/30/2009
User ID	t-test221

Recipient Details

Addressee Type	Client
Addressee Name	LINDA
Address Line 1	9 APT F
Address Line 2	
City, State, Zip	HARRISBURG, PA 17109-2381

SAVE CANCEL

Variable Fields - Applies to All Correspondence Versions

Display Short Description | Display Long Description | Display Selections | GO

Select Notice Reasons

☐	§ 3041.3	You self-declared that you had legal custody of the child for whom care is requested. You must submit verification that you have legal custody of the child for whom subsidy is requested no later than (30th calendar day from the date of the self-declaration) in order to maintain your eligibility for subsidized child care.You self-declared that you had legal custody of the child for whom care is requested. You must submit verification that you have legal custody of the child for whom subsidy is requested no later than (30th calendar day from the date of the self-declaration) in order to maintain your eligibility for subsidized child care.
☐	§ 3041.3	The information you provided to the CCIS regarding domestic and other violence does not meet the definition as specified in the regulation; therefore you are not eligible for a domestic and other violence waiver. You must meet all eligibility requirements and submit to the CCIS verification that you meet all eligibility requirements no later than _____ in order to maintain your family's eligibility for subsidized child care.
☐	§ 3041.3	It has come to our attention that you failed to submit information regarding a family member. You are required to submit information regarding all individuals in your family no later than _____ in order to maintain your family's eligibility for subsidized child care.
☐	§ 3041.3 § 3041.31 (a)	You reported a change in family size and composition. Our records reflect this change. Your family continues to be eligible for subsidized child care.You reported a change in family size and composition. Our records reflect this change. Your family continues to be eligible for subsidized child care.
☐	§ 3041.3	The verification you submitted to the CCIS indicates that a parent or caretaker in your family has reported prospective employment or enrollment in an education or training program. Your prospective employment, education or training must begin no later than _____ in order to maintain your family's eligibility for subsidized child care.
☐	§ 3041.3 § 3041.64 (d)	You have self-declared an eligibility factor. You must submit to the CCIS another form of acceptable verification no later than _____ in order to maintain your family's eligibility for subsidized child care.
☐	§ 3041.3	The information you submitted to the CCIS indicates that your training does not meet the definition of training as specified in the regulation; therefore you must submit verification that you are working at least 20 hours per week no later than _____ in order to maintain your family's eligibility for subsidized child care.
☐	§3041.12 (c)	You have reported that your 13 year old child has a physical, developmental or behavioral disability. You must provide documentation of the disability by a physician or psychologist no later than _____ in order to maintain your child's eligibility for subsidized child care.
☐	§3041.12 (c)	You have reported that your child has a developmental disability. You must provide documentation of the disability by a physician or psychologist no later than _____ in order for the CCIS to update your child's enrollment information.
☐	§3041.12 (c)	You have reported that your child has a developmental disability and have provided documentation of the disability by a physician or psychologist; therefore the CCIS will update your child's enrollment information. You will receive an Enrollment Summary reflecting this updated information.You have reported that your child has a developmental disability and have provided documentation of the disability by a physician or psychologist; therefore the CCIS will update your child's enrollment information. You will receive an Enrollment Summary reflecting this updated information.
☐	§ 3041.13 (b) § 3041. 51 (e)	You are eligible for Head Start expansion, but you did not choose an eligible provider as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility). You must select an eligible provider no later than _____ in order to maintain your family's eligibility for Head Start expansion.

Finalized 3/24/10

The reasons for which the CCIS may manually generate a Child Care Confirmation Notice are listed in the tables below by child care program. The gray highlighted rows indicate reasons that require variable text fields to be populated by the CCIS user for generation.

TANF, FS or GA/WS2 child care programs:

DocPiece ID	Citation	Short Description	Long Description
1020	§ 147.24(a)(4)	Transfer to another CCIS	You have reported that your family is moving to another county/geographic area and you have requested that the CCIS forward your eligibility information to that county/geographic area; therefore, we have forwarded your information to the CCIS of _____ for review. If you have any questions regarding your application for subsidized child care, please contact the CCIS of Repeated at _____.
1000	§ 168.1(a)	Child Care Program Transfer - TANF to FT	You currently qualify for child care payment under the _____ child care program; therefore, your child(ren)'s enrollment(s) will be transferred to that program.
1001	§ 168.1(a)	Child Care Program Transfer to LI	Per our discussion with you on _____, you currently qualify for child care payment under the _____ for care during the hours you participate in education or training AND under the Low Income program for care during the hours of education, training and employment. During our discussion regarding the benefits of each program, we explained that you may continue to receive child care under the Repeated while you wait for funding to become available for child care under the Low-Income child care program. If your family is eligible, you will receive an eligibility notice and further notification regarding whether funding is available to enroll your child(ren). Please contact us with any questions you may have regarding this process.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
1013	§ 168.1(a)	"N/D" Status Parent	Our records indicate that the CAO and CIS have determined you and the child(ren) for whom you are solely responsible ineligible for food stamp or cash assistance child care; therefore, your child(ren) is/are ineligible for child care enrollment.
1002	§ 168.17(5)	Immunization Pending (90 days)	Our records indicate that your child(ren) do not have age-appropriate immunizations. In order for your child(ren) to continue to receive child care your child(ren) must be immunized no later than _____.
1003	§ 168.18(c)	Care during Break	You have reported a break in a work activity and have requested that care continue for up to 30 days. You must resume participation in a work activity no later than _____ in order for your child(ren)'s enrollment(s) to continue.
1004	§ 168.18(f)	F-t-F Extension	Our records indicate that you requested an extension for the face-to-face interview due to hardship on _____. You must complete a face-to-face interview or participate in a telephone contact no later than _____ in order to continue to receive subsidized child care.
1012	§ 168.18(g)	Suspended Subsidy	Your current child care provider is ineligible to participate in the subsidized child care program; therefore, the CCIS will no longer pay your current provider for your child(ren)'s child care. You must select a new eligible provider and enroll your child(ren) no later than 30 calendar days following the date of this notice or your family will become ineligible. Your child(ren)'s enrollment(s) have been suspended and will continue to be suspended for up to 30 days while you find a new eligible provider. The CCIS will begin to pay your child care costs on the date the CCIS determines that you have chosen a new eligible provider.
1019	§ 168.18(g)	Suspended Subsidy - Ineligible Provider	Your family continues to be eligible for subsidized child care, but your child care provider is ineligible to participate in the subsidized child care program. In order to maintain eligibility for your child(ren)'s subsidized child care, you must select another provider AND inform the CCIS of your child care arrangements no later than _____. If you need help in locating another provider, please contact the CCIS immediately.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
1005	§ 168.20(c)	Co-pay Decrease	Our records indicate that you provided information that resulted in a decreased co-payment. You should begin to pay $ [ ] effective [ ].
1015	§ 168.20(c)	Half Co-pay - Decrease - School Year Begins	Based on the beginning of the school year, your family is eligible for a half co-payment. As a result, your family's co-payment has decreased. You should begin to pay $[ ] effective [ ].
1016	§ 168.20(c)	Half Co-pay - Eligible During School Year	Your family is eligible for a half co-payment so your co-payment has decreased. You should begin to pay $[ ] effective [ ].
1006	§ 168.20(d)	Co-pay Increase	Our records indicate that you provided information that resulted in an increased co-payment. You should begin to pay $ [ ] effective [ ].
1014	§ 168.20(d)	Half Co-pay - Increase - School Year Ends	Based on the end of the school year, your co-payment has increased. You should begin to pay $[ ] effective [ ].
1017	§ 168.20(d)	Half Co-pay - Ineligible During School Year	Your family is no longer eligible for a half co-payment so your co-payment has increased. You should begin to pay $ [ ] effective [ ].
1007	§ 168.20(e)	Co-pay Exceeds Cost of Care	Our records indicate that your co-payments for 1 month are equal to or exceed our monthly payment to your provider; therefore, you are ineligible for child care enrollment with your current provider. You must select another eligible provider and enroll your child no later than [ ] in order to maintain eligibility for child care enrollment.

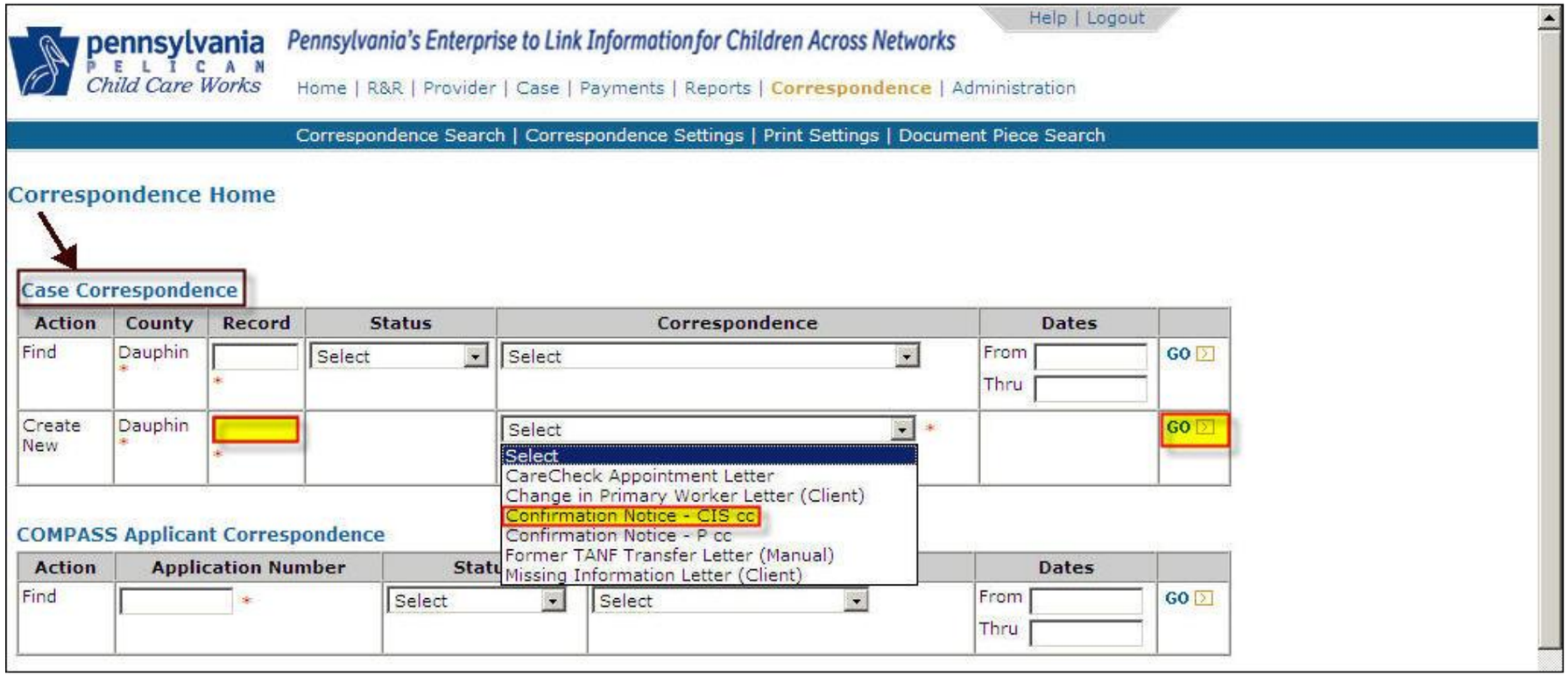
Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
1008	§ 168.61	Decrease in days/hours of care	Our records indicate there should be a decrease in the number of days or hours for which subsidized child care is needed to participate in work activities. Your child's enrollment schedule has been adjusted to reflect the change.
1018	§ 168.61	Confirmation of suspended subsidy	Based upon the change you reported in your child care arrangements, your child(ren)'s subsidy has been suspended for up to 90 calendar days. Your child(ren) must return to care no later than [ ] in order to maintain your child(ren)'s/family's eligibility for subsidized child care enrollment.
1009	§ 168.71(1)(ii)(A)	Co-pay Waiver/Prosp. Ineligible	Our records indicate that the TANF budget group has been determined prospectively ineligible for TANF benefits as a result of starting employment and that you reported timely; therefore, your co-payment of $[ ] will be waived until [ ]. Effective [Repeated], you must begin to pay your co-payment of $[Repeated] to your provider.
1010	§ 168.71(1)(ii)(B)	Co-pay Waiver/Prosp. Eligible	Our records indicate that the TANF budget group has been determined prospectively eligible for TANF benefits as a result of starting employment and that you reported timely; therefore, your co-payment of $[ ] will be waived until [ ]. Effective [Repeated], you must begin to pay your co-payment of $[Repeated] to your provider.
1011	§ 168.18(a)	Voluntary Withdrawal	Our records indicate that you no longer need child care to enable you to participate in a work activity and have requested that your subsidized child care be voluntarily terminated; therefore, your child(ren)'s enrollment(s) have been discontinued. You may contact the CCIS at any time to request subsidized child care should you need child care to enable you to participate in a work activity.

Finalized 3/24/10

DocPiece ID	Citation	Short Description	Long Description
1021	§§ 255.4 & 257.21	P/C Overpayment	We have determined that there was an overpayment based on the following information: Reason: [ ] From: [ ] To: [ ] Amount: [ ] Explanation: [ ] You will receive a letter indicating your options regarding repayment.
1022	§§ 255.4 & 257.21	CCIS Collection of Overpayment	Our office identified an overpayment and sent a letter to you requesting that you select a repayment option. You have opted to repay your overpayment by increasing your co-payment amount until the repayment is complete. Please see the enclosed letter for details about your specific payment plan.
1023	§§ 255.4 & 257.21	CCIS Collection of Overpayment - Failure to Select a Repayment Option	Our office identified an overpayment and sent a letter to you requesting that you select a repayment option. You failed to select a repayment option so our office has increased your co-payment. Your co-payment will be increased until the repayment of your overpayment is complete. Please see the enclosed letter for details about your specific payment plan.

When generating the Child Care Confirmation Notice – C (CIS template) of the Child Care Confirmation Notice from the Correspondence Home page, the CCIS must enter the Record Number (*The County should be pre-populated*) in the "Create New" row under the "Case Correspondence" section of the page, select "Child Care Confirmation Notice – C" from the "Correspondence" drop-down box and click "Go".



Generating the Child Care Confirmation Notice – CIS cc occurs in the same manner as the generation of the Child Care Confirmation Notice – P cc, discussed earlier in this section.

See the example of the Child Care Confirmation Notice below.

Page 1 of 4

CONFIRMATION NOTICE

Notice ID:

CCIS of Northumberland County
601 ½ Pennsylvania Avenue
Sunbury, PA 17801-2382

CCIS RETURN ADDRESS	CASELOAD:

TELEPHONE: (717) 555-1212

CO	RECORD	CAT
		CC

DATE: 1/31/2007

12345 WEST MAIN AVE.
ANYTOWN, PA 17000-0000

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

OUR OFFICE HAS TAKEN THE FOLLOWING ACTION CONCERNING YOUR CHILD CARE BENEFITS:

SECTION A: Individuals		
Name	Eligibility Status	Eligibility End Date
	Eligible Adult	N/A
	Eligible Child	N/A
	Eligible Child	N/A

§ Regulatory Cite

Regulatory language decribed in plain English explaining what is required by the p/c in order to maintain eligibility for subsidized child care enrollment.

Notice ID:

The only differences between the Child Care Confirmation templates (i.e., PELICAN CCW versus CIS) is the regulatory cite and regulatory language. A Child Care Confirmation Notice generated for a FT, LI or HS/PK case will display § 3041 cites and language; whereas, a notice generated for a TANF, FS or GA/WS2 case will display § 168 cites and language. Page 2 of the Child Care Confirmation Notice templates is identical and displays the income information for the case.

Return to Table of Contents

See Manual Section "500.12.3.17 – Questions – 500.8.7 – Child Care Confirmation Notice"

500.8.8 Child Care Eligible Notice

As set forth in § 3041.124 (relating to notification of p/c and provider), "The eligibility agency shall notify the p/c of the family's eligibility status within 30 calendar days of receiving a signed application. If the eligibility agency determines a family eligible for subsidized child care, the eligibility agency shall notify the family's child care provider of the family's eligibility status."

Per policy, the CCIS must send a Child Care Eligible Notice to the p/c when the family is determined eligible. The CCIS must use the Enrollment Summary to notify the family's child care provider of the family's eligibility status and indicate information pertaining to the child(ren)'s enrollment(s).

A CCIS provides the Child Care Eligible Notice to the p/c as a confirmation that the case, each p/c and at least one child passed eligibility (i.e., the "Eligibility Status" for subsidized child care *under the FT, HS/PK, or LI child care programs only* is "Eligible Adult" or "Eligible Child"). A child may also be listed as a "Not Requesting" child. If the p/c later requests care for a "Not Requesting Child", the eligibility assessment process will change the child's "Eligibility Status" to "Eligible Child" or "Ineligible Child", as appropriate, and subsequent notices (i.e., a Child Care Confirmation Notice or an AA) will display the revised "Eligibility Status" that is active at the time PELICAN CCW generates that notice.

PELICAN CCW automatically generates the Child Care Eligible Notice *when a case and at least one child is determined eligible*.

The Child Care Eligible Notice includes the CCIS return address information, telephone number and the caseload. The Correspondence ID and the new Co/Record appears for the case along with the client's address and the date PELICAN CCW generated the correspondence.

If some of the children included in the case pass eligibility (i.e., the "Eligibility Status" is "Eligible Adult" or "Eligible Child") and other children fail, the case will receive a Child Care Eligible Notice *and* a Child Care Ineligible Notice. Each notice will list all family members and will indicate the family member's Eligibility Status.

Section A of the notice lists all individuals included in the family composition and the respective "Eligibility Status" and "Eligibility Effective Date" associated with each individual. If the worker overrides the "Effective Date" associated with an individual, the new "Effective Date" will appear on the notice.

Section B lists all the calculations for the household income information the CCIS entered into PELICAN CCW. PELICAN CCW also displays the family's weekly co-payment amount on the Eligible Notice in Section B.

Section C provides all information related to the appeal process as discussed in section **"500.5 – Appeal Rights"**.

See the examples of pages 1 and 2 of the Child Care Eligible Notice below.

Page 1

Page 1 of 4

CCIS of York County
13 W. Market Street
York, PA 17401-1229

CCIS RETURN ADDRESS	CASELOAD:

TELEPHONE: (717) 555-1234

AMANDA
DR
YORK, PA 17403-0000

CHILD CARE ELIGIBLE NOTICE

Notice ID:

CO	RECORD	CAT
67		CC

DATE: 09/08/2006

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

THIS NOTICE IS NOT AN AUTHORIZATION FOR PAYMENT

Effective 06/03/2005, the individuals named in Section A of this notice are eligible to participate in the subsidized child care program.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
, AMANDA	Eligible Adult	N/A
, LINDSEY	Eligible Child	N/A
, PETER	Eligible Child	N/A

Notice ID:

Page 2

SECTION B: Household Income

Name	Gross Annual	
, AMANDA	Earned	$26,316.00
	Other	$0.00
	Earned	$0.00
	Other	$0.00
	Earned	$0.00
	Other	$0.00
SUPPORT/ALIMONY		$0.00
MEDICAL		$0.00
GROSS ANNUAL INCOME		**$26,316.00**
CALCULATED ANNUAL DEDUCTIONS		**$0.00**
ADJUSTED ANNUAL INCOME		**$26,316.00**
FAMILY SIZE		3

Your total family co-payment is $45.00 per week.

You are responsible for paying your co-payment to your child care provider.

The child care co-payment is based upon your income and household size. Refer to Section B above for the income and other factors used in determining your child care allowance and co-payment amount. Regulation: 55 PA CODE 3041.101(a).

Notice ID:

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See Manual Section "500.12.3.18 – Questions – 500.8.8 – Child Care Eligible Notice"

500.8.9 Child Care Ineligible Notice

A CCIS provides the Child Care Ineligible Notice to inform the p/c that either the entire case or an individual in the case is ineligible for subsidized child care *under the FT, HS/PK, or LI child care programs*.

PELICAN CCW automatically requests this correspondence when the CCIS assesses eligibility *during intake* and the case or an individual in the case fails.

PELICAN CCW generates the Child Care Ineligible Notice when any or all of the following conditions have occurred:

1. The case does not meet eligibility requirements.
2. The p/c does not meet individual eligibility requirements.
3. The child does not meet individual eligibility requirements.

If some of the children included in the case pass eligibility (i.e., the "Eligibility Status" is "Eligible Adult" or "Eligible Child") and other children fail, the case will receive a Child Care Eligible Notice *and* a Child Care Ineligible Notice. Each notice will list all family members and will indicate the family member's Eligibility Status.

Eligibility Statuses include:

1. *"Eligible Adult"* which is displayed when an adult is eligible.
2. *"Eligible Child"* which is displayed when a child is eligible.
3. *"Not Requesting"* when a child is eligible but subsidized child care has not been requested for the child.
4. *"Ineligible Adult"* when an adult is ineligible.
5. *"Ineligible Child"* when a child is ineligible.

Section A of the Child Care Ineligible Notice lists all individuals for the case and their eligibility statuses.

Section B lists calculations for all the household income information entered into PELICAN CCW.

Section C provides all information related to the appeal process as discussed in section **"500.5 – Appeal Rights"**.

Finalized 3/24/10

The following table includes a complete listing of the current conditions that cause generation of the Ineligible Notice for a case receiving subsidized child care under the FT, HS/PK or LI child care programs. The yellow highlighted rows indicate "Individual" Failure Reason Codes.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
001	§ 3041.48(a)	Single p/c disability - Inelig - P	The verification you submitted to the CCIS indicates that <CTK_DSBL> is the only parent or caretaker in the family and is unable to work and/or is unable to care for the child(ren) for whom subsidized child care is requested; therefore, your family is ineligible for subsidized child care.	System; Entering disability information and no employment information, clicking save, assessing and confirming eligibility.
002	§ 3041.12(b) § 3041.12(c)	Child Over Age - Inelig - P	The information you submitted to the CCIS indicates that <NAM_CHLD> is 13 years of age or older and is does not have a disability or delay and is not incapable of caring for himself; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Fails when assessing and confirming eligibility if DOB indicates that the child is > 13 without a disability.
003	§ 3041.51(f)(1)	Work Req - Head Start - Inelig	You are not meeting the work requirement of a minimum of 20 hours of work per week as specified in § 3041.43 (relating to work, education and training); therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "016 *(Work-hour Req – Inelig)* / 020 *(Work/Training Combo – Inelig)*" as generic.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
004	§ 3041.70	Verification - Disability - Inelig	You failed to submit acceptable verification of the parent's or caretaker's disability to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for disability verification on the Parent Disability page, clicking save, assessing and confirming eligibility.
005	§ 3041.12(b)	Verification - DOB - Inelig	You failed to self certify the child's age and the CCIS is unable to determine whether the child is under 13 years of age; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for DOB verification on the Individual Info. Page, clicking save, assessing and confirming eligibility.
006	§ 3041.67	Verification - Education - Inelig	You failed to submit acceptable verification regarding the education requirement to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for education verification on the Teen Parent Education page, clicking save, assessing and confirming eligibility.
007	§ 3041.43(b)	Work Req - Teen - Inelig - P	You are not meeting the work-hour requirement as specified in the regulations for a teen parent; therefore, your family is ineligible for subsidized child care.	System; Assessing and confirming eligibility when no employment or teen parent education information is entered.
008	§ 3041.65(a) § 3041.65(b) § 3041.67	Verification - Work - Inelig	You failed to submit acceptable verification regarding income and/or work-hour requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for employment verification on the Employment & Wage page, clicking save, assessing and confirming eligibility.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
009	§ 3041.41(a)	Over Income - Inelig	At initial application, annual family income shall not exceed 200% of the FPIG. You reported adjusted annual income of $<ANUL_INC> that is <PCT_OF_FPIG> % of FPIG; therefore, your family is ineligible for subsidized child care.	System; Assessing and confirming eligibility.
010	§ 3041.72 § 3041.3	Verification - Foster Child - Inelig	You have indicated the child for whom subsidy is requested is a foster child and you failed to submit acceptable verification to the CCIS regarding your relationship to the child; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for foster child verification on the Relationship page after selecting a "foster" relationship, clicking save, assessing and confirming eligibility.
012	§ 3041.46(a)	Verification - Immunization - Inelig - P	Our records indicate that your child, <CHLD_NOT_IMZ_EXMT>, does not have age-appropriate immunizations, you are not willing to immunize your child and you failed to submit to the CCIS the necessary self-certification of exemption from immunization; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "No. Not willing to immunize" or "NA" for immunization verification on the Child Care Request page and clicking save. Then assessing and confirming eligibility.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
013	§ 3041.31(c)	Joint Custody - Inelig	You are requesting subsidized child care for a child who is currently receiving subsidy in another case and you failed to submit verification of joint custody; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Not checking joint custody indicator on the Child Care Request page, clicking save, assessing and confirming eligibility.
016	§ 3041.43(a)	Work-hour Req - Inelig	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Entering hours < 20 with no training and clicking save on the Employment & Wage screen, then assessing and confirming eligibility.
017	§ 3041.20(2)	Maternity Leave; Remove Failure Reason Code and Override Eligibility if Appropriate	N/A; Failure Code exists with short description only. No Notice Generated.	N/A
018	§ 3041.65(c)	Verification - Other Income - Inelig	You failed to submit acceptable verification of unearned income to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for verification of other income on the Other Income Detail page, clicking save, assessing and confirming eligibility.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
019	§ 3041.65(a) § 3041.65(b) § 3041.67	Verification - Income - Inelig - P	You failed to submit acceptable verification regarding income and/or work-hour requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "008 *(Verification – Work Inelig)*" as generic.
020	§ 3041.43(b)(3)	Work/Training Combo - Inelig	When a parent or caretaker attends training and works at least 10 hours per week, the eligibility agency shall count the time spent in the training toward the 20 hour per week work requirement. You reported a combination of <NUM_WRK_HRS> work hours and <NUM_TRAN_HRS> training hours per week. This combination does not meet the work-hour requirement as stated above; therefore, your family is not eligible for subsidized child care.	System; Totals the employment/self-employment hours and training hours entered and fails when eligibility is assessed and confirmed if the total is < 20.
021	§ 3041.47	Child's Citizenship - Inelig - P	You failed to self-certify that your child, <CHLD_NOT_CITZ>, is a citizen of the United States or is an alien lawfully admitted for permanent residence or is otherwise permanently residing in the United States under color of law; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NCZ" for citizenship status on the Individual Information Detail page, clicking save, assessing and confirming eligibility.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
022	§ 3041.65(a) § 3041.65(b) § 3041.67	Verification - Self-Employment - Inelig - P	You failed to submit acceptable verification regarding income and/or work-hour requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for employment verification on the Self-employment page, clicking save, assessing and confirming eligibility.
024	§ 3041.43(a)	Work Req - Inelig - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Genererated in addition to 038 *(Disability – Temporary – Inelig – P).*
025	§ 3041.67	Verification - Training - Inelig - P	You failed to submit acceptable verification regarding the training requirement to the CCIS; therefore, your family is ineligible for subsidized child care.	System; Selecting "NA" for training verification on the Parent Training page, clicking save, assessing and confirming eligibility.
026	N/A	Rollup – Inelig – P	A family is ineligible for subsidized child care enrollment when one parent or caretaker or both parents or caretakers, or all children in the family fail to meet the requirements for enrollment under 55 Pa.Code, Chapter 168.	System; generic. Should *NEVER* be used alone. Additional, appropriate failure reason codes *MUST* be added.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
027	§ 3041.42(a) § 3041.66	Verification - Residence - Inelig - P	You failed to submit to the CCIS verification of Pennsylvania residency; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "no" to the question "Does p/c live in PA?" on the Household Information screen, clicking save, then assessing and confirming eligibility.
036	§ 3041.3	No Need for Care - Inelig - P	The verification you submitted to the CCIS indicates there is no need for subsidized child care; therefore, your family is ineligible for subsidized child care. Should you need subsidized child care at any time in the future, you may reapply.	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026".
037	§ 3041.43(a)	Disability - Permanent - Inelig - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Single p/c with a permanent disability.
038	§ 3041.43(a)	Disability - Temporary - Inelig - P	The verification you submitted to the CCIS indicates that <CTK_NOT_MET_WRK_REQ> is not working at least 20 hours per week or an average of at least 20 hours per week; therefore, your family is ineligible for subsidized child care.	System; Single p/c with a temporary disability.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
040	§ 3041.76	Verification - Child's Disability - Inelig - P	You failed to submit acceptable verification of your child's incapability of caring for himself to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	System; Selecting "NA" for child disability verification on the Child Disability page, clicking save, assessing and confirming eligibility.
042	§ 3041.16(a)	P/C Receiving TANF - Inelig	Our records indicate that you are currently receiving TANF; therefore, your family is ineligible for subsidized child care as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility).	System; Deselecting cc request on the Child Care Request page with a reason of "Parent receiving TANF", clicking save, assessing and confirming eligibility.
046	§ 3041.142(a)(1)	Work Req - FT - Inelig	The information the CCIS obtained from the CAO indicates that a parent or caretaker in your family is not meeting the work requirement as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility); therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "016 *(Work-hour Req – Inelig)* / 020 *(Work/Training Combo – Inelig)*" as generic.
428	§ 3041.189(a), (b)(1), (c)	Disqualification - 6 month - Inelig	Our records indicate that you have been disqualified for 6 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Disqualified six months", clicking save, assessing and confirming eligibility.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
429	§ 3041.189(a), (b)(2), (c)	Disqualification - 12 months - Inelig	Our records indicate that you have been disqualified for 12 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Disqualified twelve months", clicking save, assessing and confirming eligibility.
430	§ 3041.189(a), (b)(3), (c)	Disqualification - Permanent - Inelig	Our records indicate that you have been permanently disqualified from the Subsidized Child Care program; therefore, your family is ineligible for subsidized child care.	System; Deselecting cc request on the Child Care Request page with a reason of "Disqualified permanently", clicking save, assessing and confirming eligibility.
801	§ 3041.3	Caretaker Definition - Inelig	The information you submitted to the CCIS indicates that you do not meet the definition of caretaker and you do not have legal custody of the child for whom subsidy is requested; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
802	§ 3041.3	DV Waiver Denied - Inelig	The information you provided to the CCIS regarding domestic and other violence does not meet the definition of domestic violence as specified in the regulation; therefore, you are not eligible for a domestic violence waiver. You must meet all eligibility requirements; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code.
803	§ 3041.3 § 3041.41(a)(1)	Prospective Start Date - Inelig	The verification you submitted to the CCIS indicates that a parent or caretaker in your family has reported prospective employment or enrollment in an education or training program that will not begin within 30 calendar days following the date the parent or caretaker signs and dates the application for subsidized child care or no later than 60 calendar days following the loss of current employment; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "016/020" as generic.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
804	§ 3041.3	Training Definition - Inelig	You have reported to the CCIS that you are working and participating in training in order to meet the work-hour requirement. The training you have reported does not meet the definition of training as specified in the regulation; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "020" as generic.
805	§ 3041.14(1) § 3041.14(2)	Child Care Need - Work/Train/Ed/Travel/Sleep - Inelig	You reported a need for child care that does not coincide with hours of work, education, training or travel between work, education or training and the child care facility; or uninterrupted sleep time; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026".
806	§ 3041.14(2)	Uninterrupted Sleep Definition - Inelig	You reported a need for child care during uninterrupted sleep time only but your work shift does not end between the hours of 12 a.m. and 9 a.m.; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026".

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
807	§ 3041.16(b)	Publicly-funded Ed Prog - Inelig - P	The information you submitted to the CCIS indicates that you are requesting subsidized child care during school hours for a child who is of kindergarten age when there is space available to enroll the child in kindergarten; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026".
808	§ 3041.16(c)	P/C is Provider - Inelig - P	Our records indicate that a parent or caretaker in your family is the owner or operator of a child care facility and space is available to enroll your child(ren) at that facility; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update failure reason code. Deselecting cc request using "No need for care" will result in "026".
809	§ 3041.43(c)	Work-hour Req - 20-hour Average - Inelig	The verification you submitted indicates that you are no longer scheduled to work at least an average of 20 hours per week; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "016/020" as generic.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
810	§ 3041.52(d)(1)	Work Req - PreK - Inelig	You are not meeting the work requirement as set forth in 55 Pa.Code, Chapter 3041 (relating to subsidized child care eligibility) for the Prekindergarten program; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "016 *(Work-hour Req – Inelig)* / 020 *(Work/Training Combo – Inelig)*" as generic.
811	§ 3041.61(e)	Consent - Inelig	You failed to sign consent for release of information as required; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
812	§ 3041.68	Verification - Invol Loss of Work - Inelig	You failed to submit acceptable verification of involuntary loss of work, education, training or enrollment in an education or training program to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
813	§ 3041.69	Verification - Identity - Inelig	You failed to submit acceptable verification of identity to the CCIS; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
814	§ 3041.72	Verification - Family Comp - Inelig	You failed to submit acceptable verification of family size and composition to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
815	§ 3041.3	Self-Employment - No Profit - Inelig	You have reported and submitted verification indicating that you are self-employed but are not making a profit; therefore, your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
816	§ 3041.44(a)(2) § 3041.67	Verification - Prospective Work/Train/Ed - Inelig	You failed to submit to the CCIS verification of prospective work, education or training within 30 calendar days following the date of application; therefore, your family is ineligible for subsidized child care.	Manual; Update failure reason code. Uses "006/008/025" as generic.
817	§ 3041.78	Verification - Care and Control - Inelig	You failed to submit acceptable verification of care and control to the CCIS; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Override eligibility to fail and update failure reason code.
818	§ 3041.142(a)(2)	Overincome - TANF - Inelig	The information the CCIS obtained from the CAO indicates that your annual income exceeds 235% of the FPIG; therefore, your family is ineligible for subsidized child care.	System; Assessing and confirming eligibility.
819	§ 3041.12(b)	No Child in Family Comp - Inelig - P	Our records indicate that you do not currently have a child for which you may request subsidized child care benefits; therefore, your family is ineligible for subsidized child care. You may request child care benefits at any time in the future should you have a child who needs child care while you work, participate in education or training.	System

Finalized 3/24/10

See the examples of pages 1 and 2 of the Child Care Ineligible Notice below.

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CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

CCIS RETURN ADDRESS | CASELOAD: 0107

TELEPHONE: (717) 233-8454

CHILD CARE INELIGIBLE NOTICE

Notice ID: 591651

CO	RECORD	CAT
99	9999999	CC

DATE: 12/15/2005

JANE DOE
9999 N 99TH ST
HARRISBURG, PA 17102

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

Your family or a member of your family is ineligible to participate in the subsidized child care program. The individuals named in Section A of this notice are ineligible to participate in the subsidized child care program in accordance with 55 Pa. Code, Chapter 3041.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
DOE, JANE	Eligible Adult	N/A
DOE, JOHNNY	Ineligible Child	N/A
DOE, JOHN	Eligible Child	N/A
DOE, JON	Eligible Child	N/A

Individual Name: JOHNNY DOE

§ 3041.12(b)
§ 3041.12(c)

(b) Subsidized child care is available to an otherwise eligible child who is under 13 years of age.
(c) Subsidized child care is available to an otherwise eligible child who is 13 years of age or older but under 19 years of age and is physically or mentally incapable of caring for himself.

The information you submitted to the CCIS indicates that JOHNNY DOE is 13 years of age or older and is not disabled/delayed/incapable of caring for himself; therefore your family or a member of your family is ineligible for subsidized child care.

Notice ID: 591651

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SECTION B: Household Income

Name	Gross Annual	
DOE, JANE	Earned	$21,600.00
	Other	$0.00
DOE, JOHNNY	Earned	$0.00
	Other	$0.00
DOE, JOHN	Earned	$0.00
	Other	$0.00
DOE, JON	Earned	$0.00
	Other	$0.00
SUPPORT/ALIMONY		$0.00
MEDICAL		$0.00
GROSS ANNUAL INCOME		**$21,600.00**
CALCULATED ANNUAL DEDUCTIONS		**$0.00**
ADJUSTED ANNUAL INCOME		**$21,600.00**
FAMILY SIZE		4

Notice ID: 591651

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See Manual Section "500.12.3.19 – Questions – 500.8.9 – Child Care Ineligible Notice"

500.8.10 Child Care Stop Letter

The CCIS must send the Child Care Stop Letter to the p/c as notification that either the provider, the family or a child in the family is no longer eligible to participate in the Subsidized Child Care program. PELICAN CCW automatically generates a provider version upon generation.

The Child Care Stop Letter includes the CCIS return address information, telephone number and the Co/Record number associated with the case. The Correspondence ID appears for the p/c along with the client's address and the Correspondence Generation Date. The body of the Child Care Stop Letter contains text that varies based on the reason(s) that triggered generation of the letter. The Child Care Stop Letter will always include the effective date for payment to end.

The CCIS user may use one of the following reasons, when discontinuing/closing or suspending active enrollments, to generate the client version of the letter and the associated provider version:

1. ***Provider NonCompliance***

   This version of the Child Care Stop Letter is generated when the family remains eligible for subsidized child care, but the provider is no longer eligible to participate in the Subsidized Child Care program. In these circumstances, an AA is not sent to the p/c.

   This version indicates mandated requirements were not met by the provider and the p/c must select another eligible provider. Noncompliance could be due to failure to meet ***Licensing*** requirements or failure to meet the requirements as stated in the ***Provider Agreement***. Based upon the type of noncompliance, PELICAN CCW will provide specific language tailored to the situation. The CCIS may manually discontinue/close or suspend active enrollments to generate a Child Care Stop Letter. Otherwise, on the date of the provider's closing due to non-compliance, PELICAN CCW automatically suspends active enrollments with that provider using the Provider Non-Compliance reason and generates the corresponding Child Care Stop Letters. If an additional copy of the Stop Letter is needed, the CCIS user may click the Generate Correspondence button on the Enrollment Status Information page (only available when suspended with Provider Noncompliance).

2. ***OIM Program Termination***

   This version of the Child Care Stop Letter is generated when the family becomes ineligible for subsidized child care because the TANF, FS or GA benefits are ending/have ended. In these circumstances, the CAO generates an AA to be sent to the p/c.

   Used to notify the p/c that subsidized child care service is ending and to notify the provider that he/she will no longer receive payment for the p/c's child(ren). The CCIS user must manually discontinue the active enrollment(s) using this reason.

3. ***Disqualification***

   This version of the Child Care Stop Letter is generated when the family becomes ineligible for subsidized child care because the family has been disqualified. In these circumstances, the CAO generates an AA to be sent to the p/c if the p/c is disqualified from receipt of TANF, FS or GA benefits and the CCIS generates an AA to be sent to the p/c if the p/c is disqualified from the Subsidized Child Care program. This version of the Child Care Stop Letter is generated because subsidized child care must end immediately.

   This version of the Child Care Stop Letter is used to notify the p/c that subsidized child care service is being discontinued due to a member of the family being disqualified from the Subsidized Child Care program and to notify the provider he/she will no longer receive payment for the p/c's child(ren). The CCIS user must discontinue the enrollment(s) using this reason. The CCIS user may choose this reason only after a Headquarters user has disqualified a member of the case through the Disqualification screen.

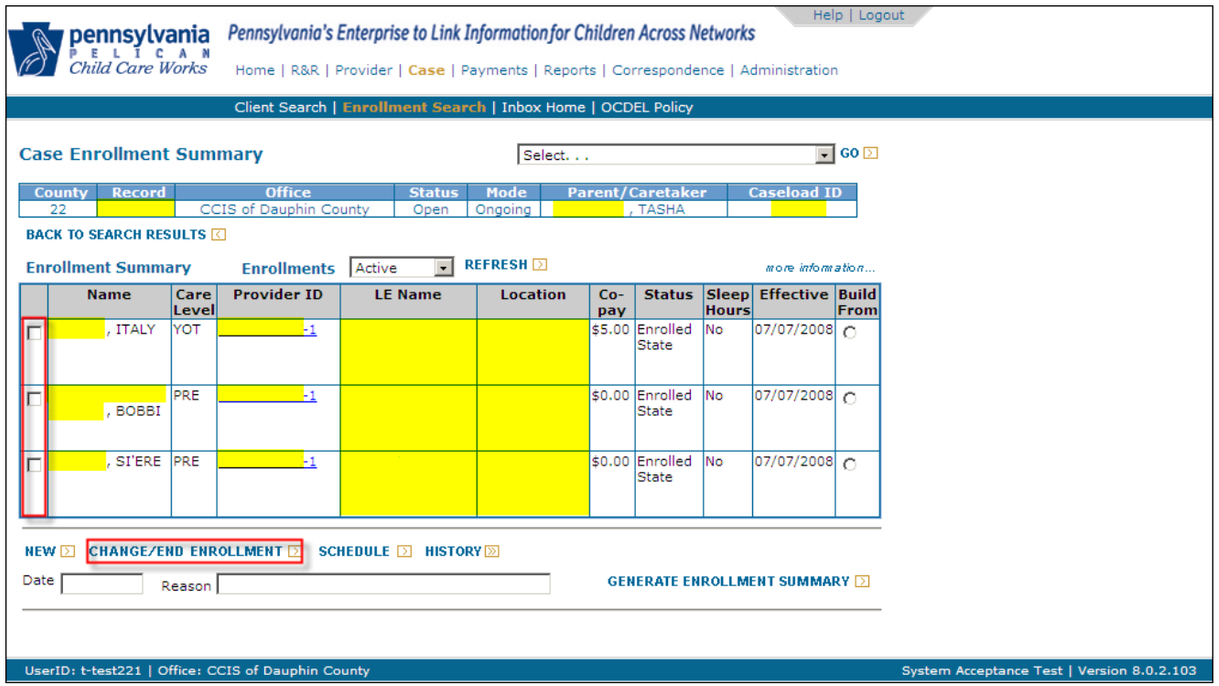
4. ***Ineligible***

   This version of the Child Care Stop Letter is generated in two ways: manually by the CCIS or automatically by PELICAN CCW when a provider's eligibility is ended and enrollments are discontinued/closed during the case closure batch due to a CareCheck failure or when a provider's license is revoked by the Bureau of Certification Services.

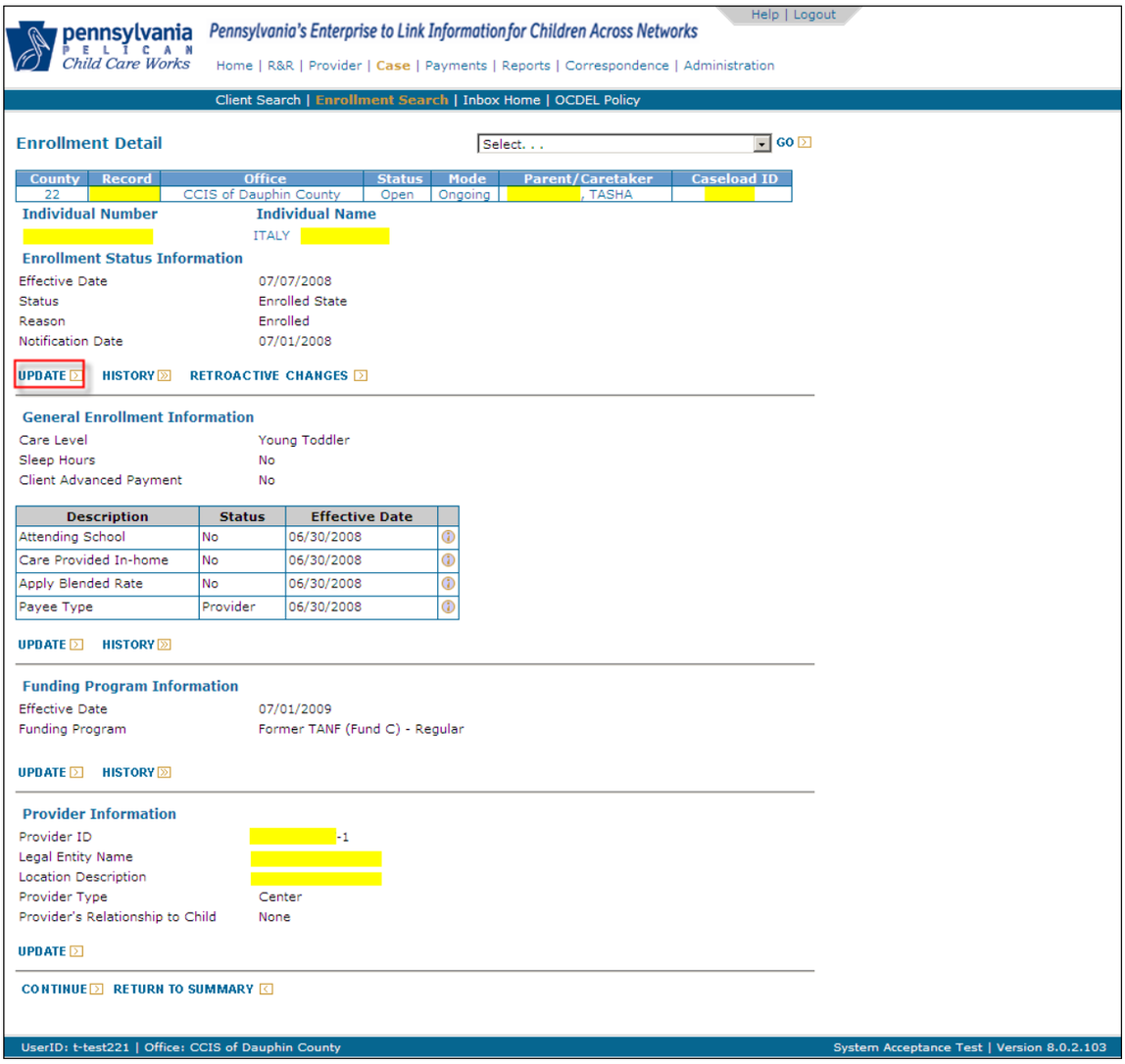
   Used to notify the p/c of the discontinuance of subsidized child care service and to notify the provider that he/she will no longer receive payment for the p/c's child(ren). PELICAN CCW generates this letter when the CCIS user discontinues/closes an active enrollment using this reason or when the nightly case closure batch ends an active enrollment using this reason.

The CCIS must complete the following steps in PELICAN CCW to generate the Child Care Stop Letter:

1. Select the enrollment checkbox for the child(ren) for whom the enrollment must be suspended on the Case Enrollment Summary page and click the "Change/End Enrollment" button.



2. Click “Update” on the Enrollment Detail page.



3. On the Enrollment Status Information page, complete the following steps:

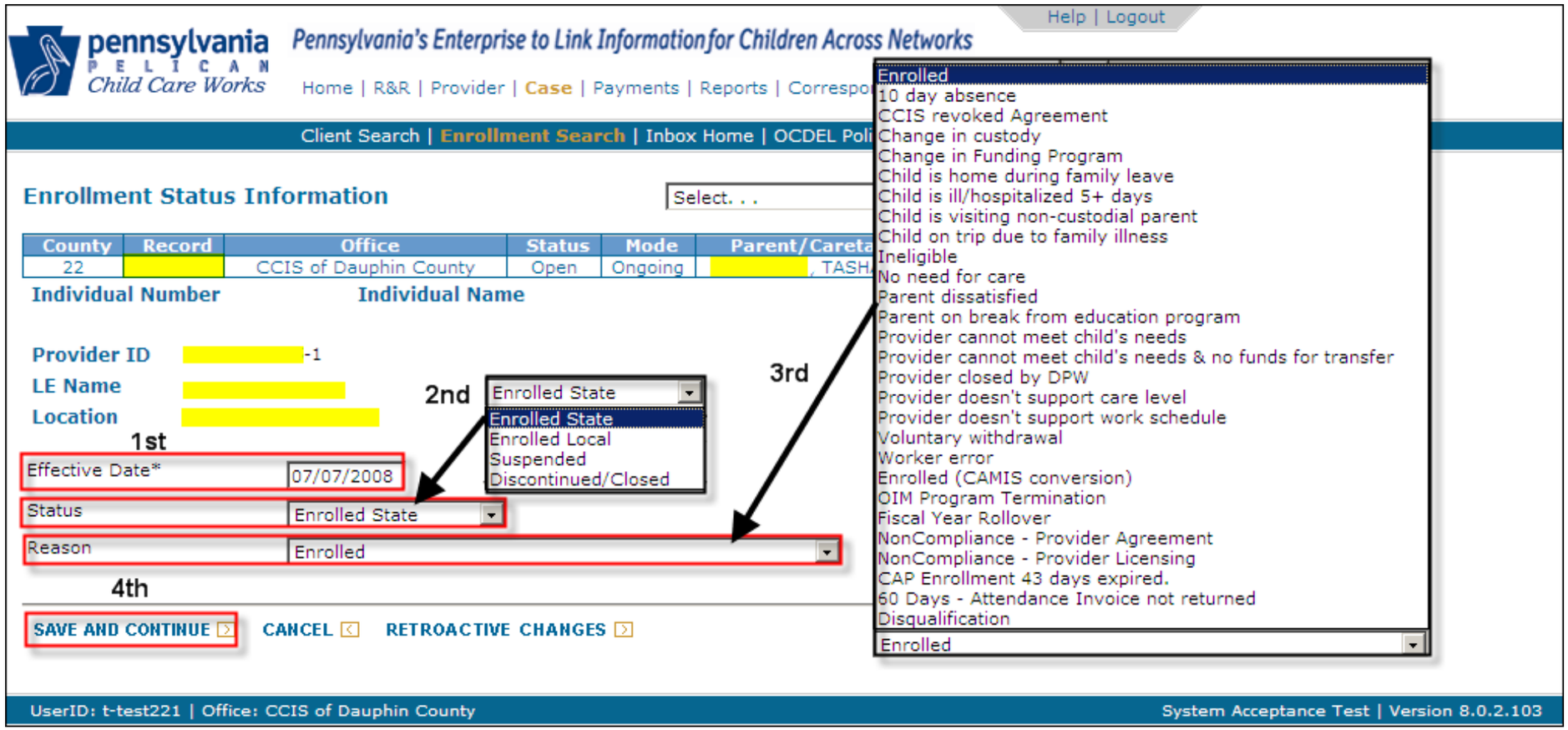
   a. Modify the “Effective Date”.

   b. Select “Suspended” from the “Status” drop-down box.

   c. Select “Noncompliance – Provider Agreement” or “Noncompliance – Licensing”, as appropriate, from the “Reason” drop-down box.

   d. Click “Save and Continue”.

Finalized 3/24/10



See the examples of the Child Care Stop Letter below.

Provider NonCompliance Version – CLIENT

CHILD CARE STOP LETTER

CCIS of Dauphin County
110 North 26th Street
Harrisburg, PA 17103

Worker Name: MARIA M.
Phone Number: (717) 233-8454

CO RECORD
22
Date: 04/14/2009

LAURA
123 ST
HARRISBURG, PA 17104-1357

Dear LAURA ,

Your Child Care provider, , is no longer eligible to participate in the subsidized child care program.

Effective 04/15/2009, payment for child care costs of JARED to this provider will stop.

Your family continues to be eligible for subsidized child care. However, in order to maintain eligibility for your child(ren)'s subsidized child care, you must within 30 calendar days from the date of this letter :

- Select another provider; AND
- Contact the CCIS, once you have selected another provider, to discuss and finalize your child care arrangements.

If you need help in locating another provider please contact the CCIS immediately.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

Finalized 3/24/10

Provider NonCompliance Version – PROVIDER

CHILD CARE STOP LETTER

CCIS of Dauphin County
110 North 26th Street
Harrisburg, PA 17103

Worker Name: MARIA M.
Phone Number: (717) 233-8454

CO RECORD
22
Date: 04/14/2009

123 ST
HARRISBURG, PA 17104-1911

Dear ,

You are no longer eligible to participate as a provider in the subsidized child care program.

Effective 04/15/2009, payment for child care costs of JARED to this provider will stop.

We have informed the parent of your ineligibility as a provider and notified the parent of the need to:

- Select another provider; AND
- Contact the CCIS to discuss and finalize child care arrangements.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

See the examples below of additional variable text displayed on the Child Care Stop Letter based upon the reason the CCIS user selects when discontinuing/ending an active enrollment.

OIM Program Termination Version – CLIENT

> To qualify for a child care payment the parent must be eligible to receive food stamps or cash assistance and must be determined eligible for child care under the TANF, GA or Food Stamp programs. Our records indicate that you have been determined ineligible for child care under the TANF, GA or Food Stamp programs; therefore effective 06/08/2009, enrollment for JAMES must be discontinued.

OIM Program Termination Version – PROVIDER

> To qualify for a child care payment the parent must be eligible to receive food stamps or cash assistance and must be determined eligible for child care under the TANF, GA or Food Stamp programs. Our records indicate that the parent has been determined ineligible for child care under the TANF, GA or Food Stamp programs; therefore effective 06/08/2009, enrollment for JAMES must be discontinued.

Disqualification Version – CLIENT

> Our office has been notified that MARY was found guilty of committing fraud while receiving child care assistance payments; therefore, the family is ineligible for subsidized child care. MARY is disqualified permanently beginning 05/19/2009; therefore the enrollment for KELLY must be discontinued effective 05/19/2009.

Disqualification Version – PROVIDER

> is ineligible for subsidized child care; therefore, the enrollment for must be discontinued effective 11/30/2009.

Ineligible Version – CLIENT

> Effective 05/08/2009, enrollment for GEORGE was/will be discontinued. Please contact the CCIS for additional information regarding the discontinuance of this enrollment.

Ineligible Version – PROVIDER

> Effective 05/08/2009, enrollment for GEORGE was/will be discontinued. Please contact the CCIS for additional information regarding the discontinuance of this enrollment.

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See Manual Section "500.12.3.20 – Questions – 500.8.10 – Child Care Stop Letter"

500.8.11 Enrollment Eligible Notice

A CCIS provides the Enrollment Eligible Notice to the p/c as a confirmation of the case's eligibility for subsidized child care enrollment *under the TANF, FS or GA/WS2 child care programs*.

PELICAN CCW automatically generates the Enrollment Eligible Notice when the CCIS user assesses and confirms eligibility for enrollment according to enrollment rules, and the case and individuals pass. PELICAN CCW generates the Enrollment Eligible Notice during initial determination only.

The Enrollment Eligible Notice includes the CCIS return address information, telephone number and the caseload. The Correspondence ID and the new Co/Record appears for the case along with the client's address and the Correspondence Generation Date.

If some of the children included in the case pass eligibility (i.e., the "Eligibility Status" is "Eligible Adult" or "Eligible Child") and other children fail, the case will receive a Child Care Eligible Notice *and* a Child Care Ineligible Notice. Each notice will list all family members and will indicate the family member's Eligibility Status.

Eligibility Statuses include:

1. *"Eligible Adult"* which is displayed when an adult is eligible.
2. *"Eligible Child"* which is displayed when a child is eligible.
3. *"Not Requesting"* when a child is eligible but subsidized child care has not been requested for the child.
4. *"Ineligible Adult"* when an adult is ineligible.
5. *"Ineligible Child"* when a child is ineligible.

Section A of the notice lists all individuals included in the family composition and the respective "Eligibility Status" and "Eligibility Effective Date" associated with each individual.

If the worker overrides the "Effective Date" associated with an individual, the new "Effective Date" will appear on the notice.

Section B lists all the calculations for the household income information the CCIS entered into PELICAN CCW. PELICAN CCW also displays the family's weekly co-payment amount on the Eligible Notice in Section B.

Section C provides all information related to the appeal process as discussed in section **"500.5 – Appeal Rights"**.

See the examples of pages 1 and 2 of the Enrollment Eligible Notice below.

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ENROLLMENT ELIGIBLE NOTICE

Notice ID:

CCIS of York County
13 W. Market Street
York, PA 17401-1229

CCIS RETURN ADDRESS | CASELOAD:

TELEPHONE: (717) 555-1234

CO	RECORD	CAT
67		CC

DATE: 09/08/2006

AMANDA
BRISTOL DR
YORK, PA 17403-0000

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

THIS NOTICE IS NOT AN AUTHORIZATION FOR PAYMENT

Effective 06/03/2005, the individuals named in Section A of this notice are eligible to participate in the subsidized child care program.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
, AMANDA	Eligible Adult	N/A
, LINDSEY	Eligible Child	N/A
, PETER	Eligible Child	N/A

Notice ID:

Page 2

SECTION B: Household Income

Name	Gross Annual	
, AMANDA K.	Earned	$0.00
	Other	$0.00
, LINDSEY	Earned	$0.00
	Other	$0.00
, PETER	Earned	$0.00
	Other	$0.00
SUPPORT/ALIMONY		$0.00
MEDICAL		$0.00
GROSS ANNUAL INCOME		$0.00
CALCULATED ANNUAL DEDUCTIONS		$0.00
ADJUSTED ANNUAL INCOME		$4,836.00
FAMILY SIZE		3

Notice ID:

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See Manual Section "500.12.3.21 – Questions – 500.8.11 – Enrollment Eligible Notice"

500.8.12 Enrollment Ineligible Notice

A CCIS provides the Enrollment Ineligible Notice to inform the p/c that either the entire case or an individual in the case is ineligible for subsidized child care *under the TANF, FS or GA/WS2 child care programs*.

PELICAN CCW automatically requests the Enrollment Ineligible Notice when the CCIS assesses eligibility *during intake* and the case or an individual in the case fails.

PELICAN CCW generates the Enrollment Ineligible Notice *during intake only* when any or all of the following conditions have occurred:

1. The case does not meet eligibility requirements.
2. The p/c does not meet individual eligibility requirements.
4. The child does not meet individual eligibility requirements.

If some of the children included in the case pass eligibility (i.e., the "Eligibility Status" is "Eligible Adult" or "Eligible Child") and other children fail, the case will receive a Child Care Eligible Notice *and* a Child Care Ineligible Notice. Each notice will list all family members and will indicate the family member's Eligibility Status.

Eligibility Statuses include:

1. *"Eligible Adult"* which is displayed when an adult is eligible.
2. *"Eligible Child"* which is displayed when a child is eligible.
3. *"Not Requesting"* when a child is eligible but subsidized child care has not been requested for the child.
4. *"Ineligible Adult"* when an adult is ineligible.
5. *"Ineligible Child"* when a child is ineligible.

Section A of the Enrollment Ineligible Notice lists all individuals for the case and their eligibility statuses.

Section B lists calculations for all the household income information entered into PELICAN CCW.

Section C provides all information related to the appeal process as discussed in section **"500.5 – Appeal Rights"**.

Finalized 3/24/10

The following table includes a complete listing of the current conditions that cause generation of the Enrollment Ineligible Notice for a case receiving subsidized child care under the TANF, FS or GA/WS2 child care programs. The yellow highlighted rows indicate "Individual" Failure Reason Codes. PELICAN CCW is designed to automatically fail cases based on some verification requirements that do not apply to TANF, FS or GA/WS2 cases. The blue highlighted rows indicate that PELICAN CCW did not generate a notice and the failure occurred in error; therefore, the CCIS must correct the failure and reassess/confirm eligibility for enrollment.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
001	§ 168.1(a)	Single p/c disability - Inelig - CIS	Child care must be needed to enable a member of the budget group to participate in a work-related activity. Based on the information we received from the County Assistance Office, you are the only adult member of the budget group and you are not participating in a work-related activity due to a disability; therefore, your child is ineligible for subsidized child care enrollment and your child's enrollment will be discontinued.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
002	§ 168.17(3)	Child Over Age - Inelig - CIS	You do not have a child who is under 13 years of age OR is 13 years of age or older but under 19 years of age and is incapable of caring for himself as verified by a physician or licensed psychologist; therefore, your child(ren) are ineligible for child care enrollment.	System; Based on child's DOB and developmental age, as appropriate

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
012	§ 168.17(4)	Verification - Immunization - Inelig - CIS	Our records indicate that your child does not have age-appropriate immunizations and you have not claimed an exemption from immunization. In order for your child to continue to receive child care your child must be immunized no later than <DTE_MUST_IMMUZ> or you must claim an exemption from immunization.	System; Based on selection of immunization status verification field on the child care request screen
013	§ 168.00	Joint Custody - Inelig - CIS	N/A; Failure Code exists with short description only. No Notice Generated.	N/A; Would result if "joint custody/multiple case" checkbox was missed. Should *NEVER* be used
026		Rollup reason	A family is ineligible for subsidized child care enrollment when one parent or caretaker or both parents or caretakers, or all children in the family fail to meet the requirements for enrollment under 55 Pa.Code, Chapter 168.	System; generic. Should *NEVER* be used alone. Additional, appropriate failure reason codes *MUST* be added.
036	§ 168.18(b)	No Need for Care/Response to Welcome Letter - Inelig - CIS	The verification you submitted to the CCIS indicates there is no need for subsidized child care; therefore, your family is ineligible for subsidized child care. Should you need subsidized child care at any time in the future, you may reapply.	Would result if worker deselected cc request using the reason "P/C available," saved, assessed and confirmed eligibility for enrollment.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
040	§ 168.43	Verification - Child's Disability - Inelig - CIS	Our records indicate that you failed to submit a written statement from a physician or licensed psychologist which confirms that the child has a physical or mental injury or impairment which prevents the child from caring for himself; therefore, your child is ineligible for child care enrollment.	Would result if NA selected in the verification field on the child disability screen.
400	§ 168.1(a)	CIS Budget Closed - Inelig	Our records indicate that you are no longer receiving benefits through the County Assistance Office; therefore, you are no longer eligible for child care related to those benefits.	System
402	§ 168.1(a)	Training - Inelig - CIS	Our records indicate that you are not currently participating in a CAO-approved work activity; therefore, the CCIS may not enroll your child(ren) in care.	System; generic 431 is used. Would result if added as a failure reason code during eligibility determination.
403	§ 168.1(a)	Sanction – Inelig – CIS	Our records indicate that a parent in your family is sanctioned; therefore, your child(ren) are ineligible for child care enrollment	System
404	§ 168.17(1)	Sanction - Child - Inelig - CIS	Our records indicate that a child or children in your family is sanctioned; therefore, your child(ren) are ineligible for child care enrollment.	System

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
405	§ 168.1(a)	CIS Ineligibility - Inelig	Our records indicate that you are not currently eligible for food stamps or cash assistance; therefore, your child(ren) are ineligible for child care enrollment related to those benefits.	System
414	§ 168.43	Self-Declaration Expired - Child Disability - Inelig - CIS	N/A; Failure reason code exists with short description only; No notice generated.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
415	§ 168.17(4)	Self-Declaration Expired - Immunization - Inelig - CIS	Our records indicate that your child does not have age-appropriate immunizations, you have not claimed an exemption from immunization and you are not willing to obtain immunizations within the next 90 days; therefore, your child is ineligible for subsidized child care enrollment.	N/A; Would result if added as a failure reason code during eligibility determination. Should NEVER be used
419	§ 168.1(a)	Work Req - Teen - Inelig - CIS	Our records indicate that you are not currently participating in a CAO-approved work activity; therefore, you are ineligible for child care enrollment.	Manual; Override eligibility to fail and update the failure reason code.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
421	§ 168.1(a)	CIS Ineligibility of Child - Inelig	Our records indicate that your child(ren) is/are not currently eligible for food stamps or cash assistance or the child care related to those benefits; therefore, your child(ren) are ineligible for child care enrollment.	System
422	§ 168.19(2)(i)	P/C Available - Inelig - CIS	Our records indicate that a parent in the home is unemployed and is not participating in a CAO-approved work activity; therefore, there is no need for care and your family is ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "p/c available," saved, assessed and confirmed eligibility for enrollment.
423	§ 168.19(2)(ii)	Provider in Budget Group - Inelig	Our records indicate that you are a member of the TANF budget group and you are providing care for a child who is also in the TANF budget group; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "provider in BG," saved, assessed and confirmed eligibility for enrollment.
424	§ 168.19(2)(iii)	Stepparent Available - Inelig - CIS	Our records indicate that your child(ren) is/are being cared for by your child(ren)'s stepparent who is living in your home; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "provider is stepparent," saved, assessed and confirmed eligibility for enrollment.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
425	§ 168.11(b)	Ineligible Provider - Inelig - CIS	You failed to select a provider that meets the requirements of 55 Pa.Code, Chapter 168, and who meets the Department's standards for provider participation as set forth in the Provider Agreement; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "ineligible provider," saved, assessed and confirmed eligibility for enrollment.
426	§ 168.18(d)	P/C Owner/Operator - Inelig - CIS	Our records indicate that you are the operator of a child care facility and space is available to enroll your child(ren) in the facility you operate; therefore, your child(ren) are ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "p/c is owner or operator," saved, assessed and confirmed eligibility for enrollment.
427	§ 168.18(e)	Publicly-funded Ed Prog - Inelig - CIS	Subsidized child care may not be used as a substitute for a publicly funded educational program, such as kindergarten or a specialized treatment program. Our records indicate that a publicly funded educational program is available; therefore, your child is ineligible for child care enrollment.	Would result if worker deselected cc request using the reason "publicly funded edu program available," saved, assessed and confirmed eligibility for enrollment.
428	§ 275.51 § 501.13	Disqualification - 6 month - Inelig	Our records indicate that you have been disqualified for 6 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
429	§ 275.51 § 501.13	Disqualification - 12 months - Inelig	Our records indicate that you have been disqualified for 12 months. Your disqualification period is from <DTE_BEGIN_DISQLN> until <DTE_END_DISQLN>. Your disqualification period has not yet expired; therefore, your family is ineligible for subsidized child care.	System
430	§ 275.51 § 501.13	Disqualification - Permanent - Inelig	Our records indicate that you have been permanently disqualified from the Subsidized Child Care program; therefore, your family is ineligible for subsidized child care.	System
431	§ 168.1(a)	No Work Activity - Inelig - CIS	Our records indicate that you are not currently participating in a CAO-approved work activity; therefore, you are ineligible for child care enrollment.	System; Would result if p/c is NOT in a work activity.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
433	§ 168.1(a)	No "E" Status Parent in Family Comp - Inelig - CIS	Our records indicate that the CAO and CIS have determined your family ineligible for food stamps or cash assistance child care; therefore, your child(ren) is/are ineligible for child care enrollment.	System
700	§ 168.18(a)	FS Working Only - Inelig	Our records indicate that you are not currently participating in an approved unpaid activity; therefore, you are ineligible for subsidized child care and your child(ren)'s enrollment will be discontinued.	System in a 1-p/c or 2-p/c family in which the p/c (s) are working only *OR* manual depending who is designated "Head of Household" when one p/c is working only and the other is participating in a CAO-approved training program. Manual; Override eligibility to fail and update failure reason code.

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
701	§ 168.1(a)	Child with No "E" Status Parent - Inelig - CIS	Our records indicate that the CAO and CIS have determined the child(ren) for whom an ineligible parent is solely responsible, ineligible for food stamps or cash assistance child care; therefore, the child(ren) listed in this notice as ineligible may not receive subsidized child care.	System in a 1-p/c or 2-p/c family in which the p/c (s) have an "N" or "D" status *OR* manual depending who has "Care & Control" over the child(ren) when one p/c hass an "N" or "D" status and the other has an "E" status. Manual; Override eligibility to fail and update failure reason code.
750	§ 168.1(a)	No Child in Family Comp - Inelig - CIS	Our records indicate that you do not currently have a child for which you may request subsidized child care benefits; therefore, your family is ineligible for child care enrollment. You may request child care benefits at any time in the future should you have a child who needs child care while you participate in your CAO-approved work-related activity.	System

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
751	§ 168.1(a)	FS Working Only - Care for Teen Parent's Child - Inelig - CIS	Our records indicate that you are the head of the household and you currently are working only. Therefore, your grandchild is ineligible for child care enrollment even though your teenager (the parent of the child) is attending school. You may request child care benefits for your grandchild at any time in the future should you begin participation in a CAO-approved unpaid activity.	System in a 1-p/c or 2-p/c family in which the p/c (s) are working only *OR* manual depending who is designated "Head of Household" when one p/c is working only and the other is participating in a CAO-approved training program. Manual; Override eligibility to fail and update failure reason code.
752	§ 168.1(a)	FS Care - Teen Parent NOT Attending School - Inelig - CIS	Our records indicate that you are the head of the household and you currently participate in a CAO-approved unpaid activity; however, your teenager is not attending school as required. Therefore, your grandchild is ineligible for child care enrollment. You may request child care benefits for your grandchild at any time in the future if your grandchild need child care while you participate in a CAO-approved unpaid activity and your teenager (the parent of the child) begins attending school.	Manual; Override eligibility to fail and update failure reason code.

Finalized 3/24/10

Failure Reason Code	Regulatory Citation	Short Description * *When a short description" includes an indicator of "P" or "CIS" it means this failure reason code and short description exists for both PELICAN CCW (i.e., FT, HS/PK, LI) and CIS (i.e., TANF, FS, GA) cases so this indicator was established to help the user understand to which type of case the failure reason code applies. The same is true of the "AA" and "Inelig" indicators. The "AA" indicator implies an AA will display the failure reason code; whereas, the "Inelig" indicator implies an Ineligible Notice*	Long Description	Trigger for Generation
753	§ 168.1(a)	FS Working Only - Teen Parent NOT Attending School – Inelig - CIS	Our records indicate that you are the head of the household, you currently are working only and your teenager (the parent of the child) is not attending school as required. Therefore, your grandchild is ineligible for child care enrollment. You may request child care benefits for your grandchild at any time in the future should you begin participation in a CAO-approved unpaid activity and your teenager (the parent of the child) begin attending school as required.	Manual; Override eligibility to fail and update failure reason code. System uses "751 *(FS Working Only - Care for Teen Parent's Child - AA - CIS)*" as generic.
754	§ 168.1(a)	N/D Status P/C and Teen Parent NOT Attending School – Inelig - CIS	Our records indicate that you are the head of the household and you currently are meeting the employment and training requirements established by the CAO; however, your teenager (the parent of the child) is not attending school as required. Therefore, your grandchild is ineligible for child care enrollment. You may request child care benefits for your grandchild at any time in the future should your teenager (the parent of the child) begin attending school.	System in a 1-p/c or 2-p/c family in which the p/c (s) have an "N" or "D" status <u>*OR*</u> manual depending who has "Care & Control" over the child(ren) when one p/c hass an "N" or "D" status and the other has an "E" status. System uses "701 *(Child with No "E" Status Parent - AA - CIS)*" as generic. Manual; Override eligibility to fail and update failure reason code.

Finalized 3/24/10

See the examples of pages 1 and 2 of the Enrollment Ineligible Notice below.

Page 1

Page 1 of 4

ENROLLMENT INELIGIBLE NOTICE

Notice ID:

CCIS of Lebanon County
730 Locust Street
Lebanon, PA 17042-5479

CCIS RETURN ADDRESS | CASELOAD:

TELEPHONE: (717) 555-6552

1 VARTAN WAY
LEBANON, PA 17123-0000

CO	RECORD	CAT
38		CC

DATE: 08/02/2006

IMPORTANT APPEALS INFORMATION IS ENCLOSED IN THIS PACKET

Your family or a member of your family is ineligible to participate in the subsidized child care program. The individuals named in Section A of this notice are ineligible to participate in the subsidized child care program in accordance with 55 Pa. Code, Chapter 168.

SECTION A: Individuals

Name	Eligibility Status	Eligibility End Date
	Eligible Adult	N/A
	Ineligible Child	N/A
	Eligible Child	N/A

Individual Name:

§ 168.17(3) To be eligible for a child care payment, the family shall include a child who meets the following conditions:
(i) Is under 13 years of age.
(ii) Is 13 years of age or older but under 19 years of age and is incapable of caring for himself as verified by a physician or licensed psychologist.
You do not have a child who meets the conditions described above; therefore the CCIS may not enroll this child in care.

Notice ID:

Page 2

SECTION B: Household Income

Name	Gross Annual	
	Earned	$21,600.00
	Other	$0.00
	Earned	$0.00
	Other	$0.00
	Earned	$0.00
	Other	$0.00
	Earned	$0.00
	Other	$0.00
SUPPORT/ALIMONY		$0.00
MEDICAL		$0.00
GROSS ANNUAL INCOME		**$21,600.00**
CALCULATED ANNUAL DEDUCTIONS		**$0.00**
ADJUSTED ANNUAL INCOME		**$21,600.00**

FAMILY SIZE 4

Notice ID:

Return to Table of Contents

See Manual Section "500.12.3.22 – Questions – 500.8.12 – Enrollment Ineligible Notice"

500.8.13 Enrollment Summary

The CCIS provides the Enrollment Summary to the p/c and/or provider to confirm the following:

1. Provider information.
2. The number of days per week for which the child is enrolled.
3. The type and unit of care for which the CCIS will pay.
4. The weekly co-payment for which the p/c is responsible to pay the provider for each week of care provided.
5. A new or changed enrollment, which may include changes to the child's schedule or the co-payment.

The Enrollment Summary indicates essential provider information such as the Provider ID, Provider Type, Legal Entity, Location Address and Phone, as well as child information such as the Co/Record Number, care level, co-pay and detailed schedule.

The Enrollment Summary also displays the average weekly payment amount, Correspondence Generation Date and the Correspondence ID.

The Enrollment Summary also displays a "Pre-K Enrolled" field, which displays "Yes" when a child is also enrolled in Pre-K Counts.

NOTE: The Enrollment Summary will show a four-week schedule to give the provider a sample monthly calendar of the child's expected attendance. Abbreviations for any exceptions to the schedule provided, such as "PC (i.e., Provider Paid Closures)" or "NPC (i.e., Provider Non-Paid Closures)" and "SUS (i.e., Suspended Status)" appear in the "Exceptions" row.

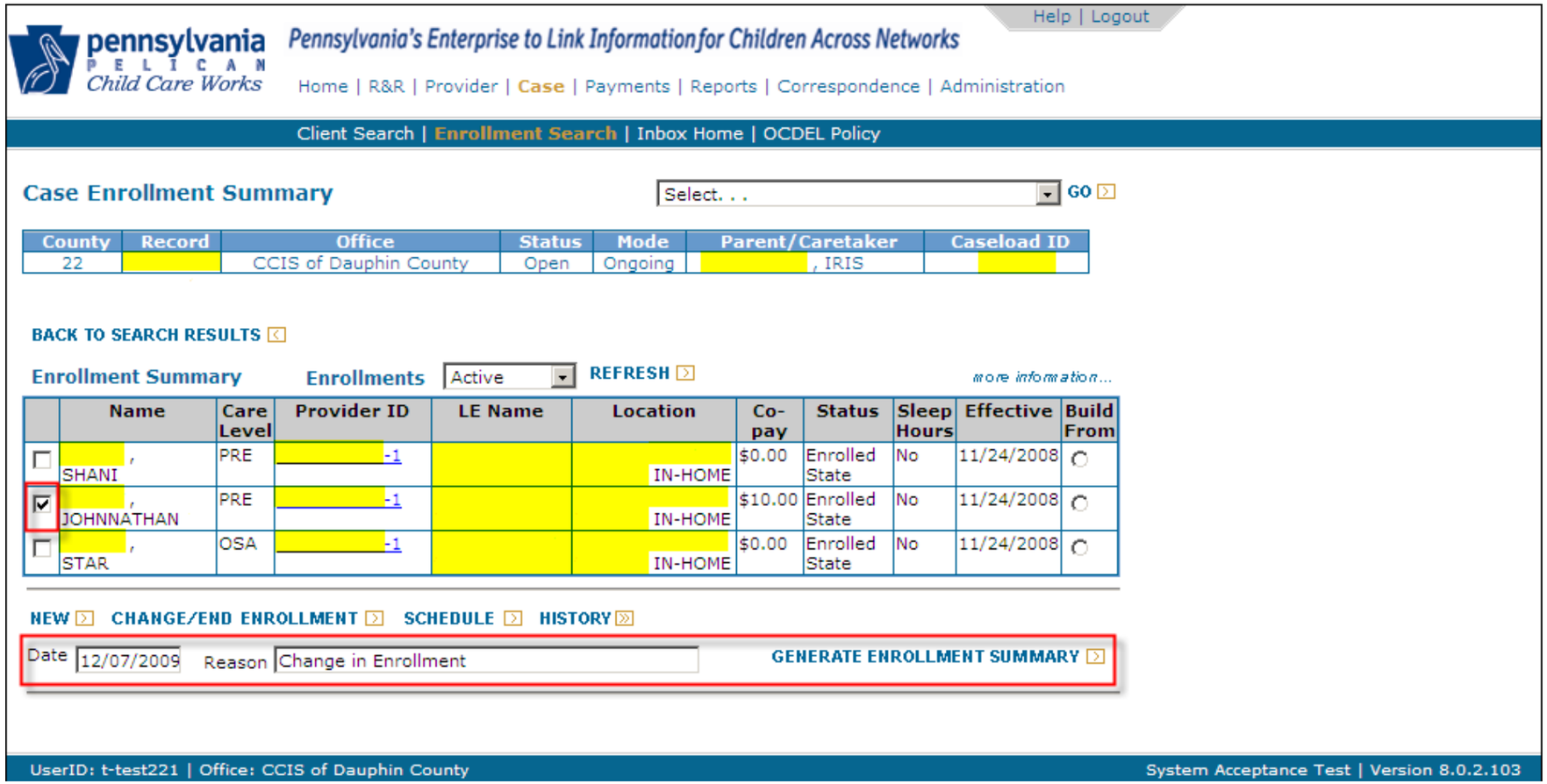
The CCIS may request the Enrollment Summary only for a week in which the child has an active enrollment in either an "Enrolled State" or "Enrolled Local" status.

PELICAN CCW will print whatever text the CCIS enters in the "Reason" field on the Enrollment Summary during generation.

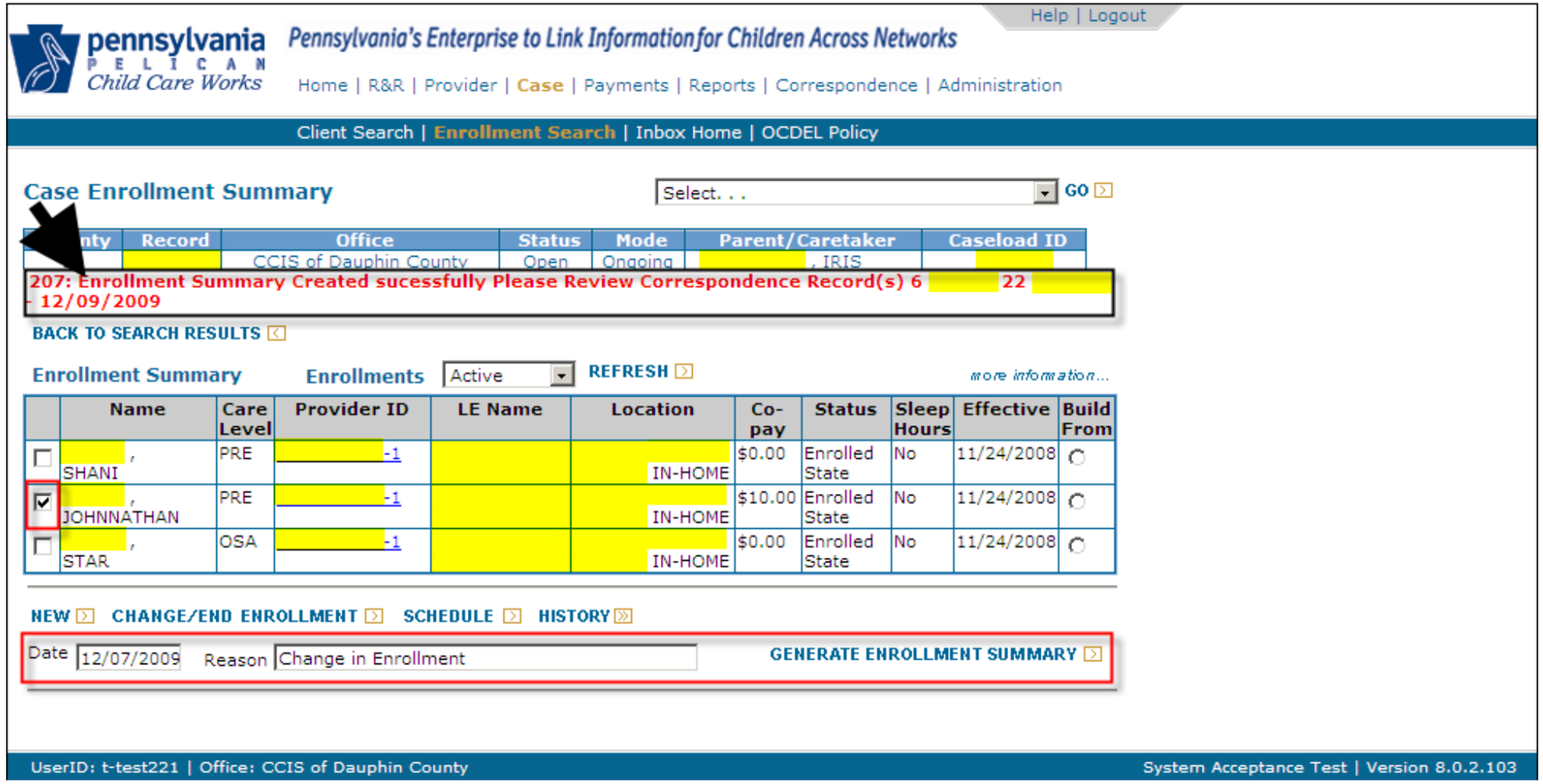
EXAMPLE: The CCIS increases the co-pay on 1/19/2010 and this increase is effective the following Monday, 1/25/2010 so the CCIS enters "1/25/2010 in the "Date" field and "Co-pay Change" in the "Reason" field. The Enrollment Summary will display the child information as of the date entered in the "Date" field (i.e., 1/25/2010) and "Co-pay Change" as the reason for generation.

Finalized 3/24/10

The CCIS may generate the Enrollment Summary by selecting the enrollment checkbox, entering the date the CCIS would like to retrieve information **(which must be a Monday date)** and a "Reason" (i.e., New Enrollment, Co-pay Change, Schedule Change, Ongoing Enrollment, etc.), and then clicking the "Generate" button on the Case Enrollment Summary page in PELICAN CCW.

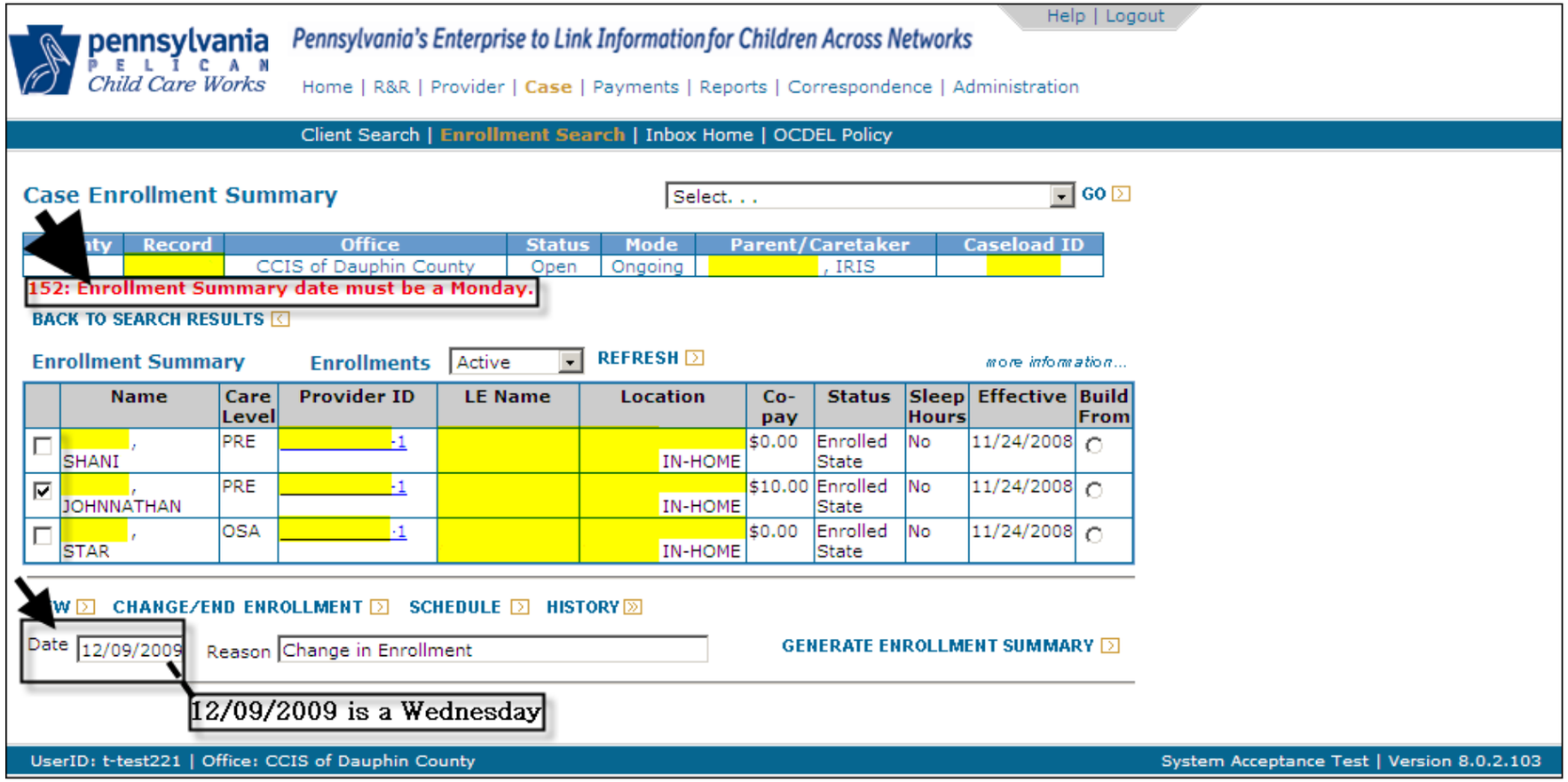


Once the Enrollment Summary has been generated by the CCIS user, PELICAN will display a message indicating that generation was successful. See the screen shot below.



Finalized 3/24/10

The CCIS may generate an Enrollment Summary for a Monday "Effective Date" only. If the date the CCIS enters in the "Date" field is *NOT* a Monday, PELICAN CCW will display an error message. See the screen shot below.



PELICAN CCW will also display an error message if the CCIS user forgets to select an enrollment checkbox. See the screen shot below.

Help | Logout

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home | OCDEL Policy

Case Enrollment Summary

Select. . . GO

nty	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
		CCIS of Dauphin County	Open	Ongoing	, IRIS	

16: Must select a Detail Checkbox before choosing Generate Report

BACK TO SEARCH RESULTS

Enrollment Summary

Enrollments Active REFRESH

more information...

	Name	Care Level	Provider ID	LE Name	Location	Co-pay	Status	Sleep Hours	Effective	Build From
☐	, SHANI	PRE	-1		IN-HOME	$0.00	Enrolled State	No	11/24/2008	○
☐	, JOHNNATHAN	PRE	-1		IN-HOME	$10.00	Enrolled State	No	11/24/2008	○
☐	, STAR	OSA	-1		IN-HOME	$0.00	Enrolled State	No	11/24/2008	○

NEW | CHANGE/END ENROLLMENT | SCHEDULE | HISTORY

Date 12/09/2009 Reason Change in Enrollment

GENERATE ENROLLMENT SUMMARY

UserID: t-test221 | Office: CCIS of Dauphin County — System Acceptance Test | Version 8.0.2.103

See the example of the Enrollment Summary below.

CHILD CARE ENROLLMENT SUMMARY

CCIS of Dauphin County
Street
Harrisburg, PA 17103
(423) 238-3337 ext. 239260

PARENT/CARETAKER
SHELLY
STREET
STEELTON, PA 17113-0000

CASE IDENTIFICATION

CO	DIST/OFFICE	RECORD NUM	CASELOAD ID
22	Dauphin		

YWCA OF GREATER PITTSBURGH
HOMEWOOD-BRUSHTON YWCA
AVE
PITTSBURGH, PA 15208

PROVIDER INFORMATION

PROVIDER ID	PROVIDER TYPE	PROVIDER LEGAL ENTITY	PROVIDER LOCATION
4 -4	Center	YWCA OF GREATER PITTSBURGH	HOMEWOOD-BRUSHTON YWCA

LOCATION ADDRESS
AVE
PITTSBURGH, PA 15208
TELEPHONE NUMBER
(412) 361-6433

CHILD INFORMATION AS OF: 03/15/2010

CHILD NAME
BELL , N
WEEKLY CO-PAY AMOUNT
$0.00
ENROLLMENT BEGIN DATE WITH THIS PROVIDER
03/11/2010

INDIVIDUAL #
CARE LEVEL
Young School-Age
REASON
change in provider

PRE-K ENROLLED
No

This will only display "Yes" if the child is also enrolled in Pre-K Counts.

CHILD'S SCHEDULE
EFFECTIVE DATE: 03/15/2010
Standard Schedule

Unit Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1:							
Unit of Care	PT	PT	PT	PT	PT		
Exceptions							
Week 2:							
Unit of Care	PT	PT	PT	PT	PT		
Exceptions							
Week 3:							
Unit of Care	PT	PT	PT	PT	PT		
Exceptions					PC		
Week 4:							
Unit of Care	PT	PT	PT	PT	PT		
Exceptions							

FT - Full-time, 5 or more hours
PT - Part-time, less than 5 hours
SUS - Suspended
NFT - Non-traditional full-time, 5 or more hours
NPT - Non-traditional part-time, between 3 and 5 hours
PC - Provider Paid Closure
NPC - Provider Non-Paid Closure

Average anticipated weekly cost of care (Based on 4 weeks shown above)	$116.85
Less Average weekly co-pay (Based on 4 weeks shown above)	$0.00
Average estimated weekly payment amount (Based on 4 weeks shown above)	$116.85

Date: 03/08/2010 Correspondence ID: Page 1 of 1

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See Manual Section "500.12.3.23 – Questions – 500.8.13 – Enrollment Summary"

500.8.14 Former TANF Transfer Letter

As set forth in § 3041.143(a) (relating to notification), "If the eligibility agency determines that a p/c met the requirements in § 3041.142 (relating to general requirements for former TANF families) and was receiving child care on the date TANF benefits ended, the eligibility agency shall notify the p/c and the provider by letter of the following:

(1) The p/c is eligible for subsidized child care benefits on or before the 183-day period after TANF benefits ended, but will be subject to a redetermination of eligibility no later than the 184th day after TANF benefits ended.

(2) The p/c shall contact the eligibility agency to establish that the p/c continues to need child care."

The CCIS sends the Child Care Confirmation Notice to the p/c notifying the p/c that the family will be transferred to the Former TANF child care program and subsidized child care will continue under the Former TANF child care program.

As set forth in § 3041.143(b), "If the eligibility agency determines that a p/c was not receiving child care or cannot determine whether the p/c was receiving child care on the date TANF benefits ended, the eligibility agency shall notify the p/c and the provider by letter of the following:

(1) The p/c may be eligible for subsidized child care benefits.

(2) The p/c may contact the eligibility agency if child care is needed during the 183-day period after TANF benefits ended.

(3) Eligibility for subsidized child care is assured if the minimum requirements specified in § 3041.142(a) are met."

When the CCIS determines that a p/c was not receiving child care on the date TANF benefits ended, the CCIS provides the Former TANF Transfer Letter to the p/c as a notification of potential eligibility for subsidized child care after TANF cash assistance ends/is scheduled to end.

PELICAN CCW generates different versions of the letter depending upon whether the TANF benefits:

- Ended in the past.
- Are scheduled to end on the system/today's date.
- Are scheduled to end in the future.

PELICAN CCW automatically generates the Former TANF Transfer Letter after the TANF case closes and CIS sends the transfer file to PELICAN CCW during the nightly batch.

In the event of improper transfer, PELICAN CCW also provides the CCIS the ability to generate this letter manually.

> NOTE: When the CCIS manually generates the Former TANF Transfer Letter, PELICAN CCW does not display a Co/Record Number and the correspondence is not associated with a specific case.

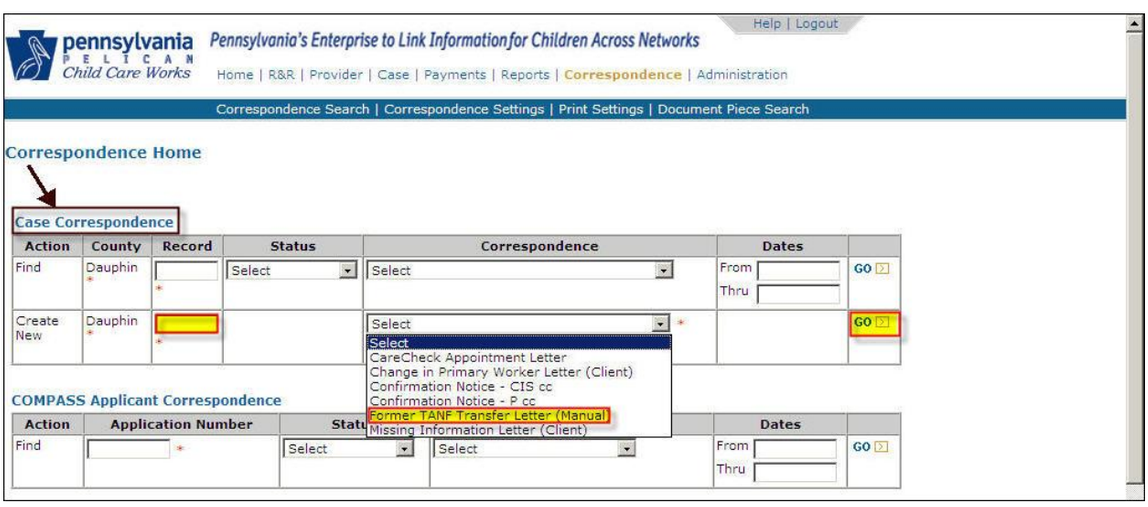
The Former TANF Transfer Letter includes the CCIS return address information, telephone number and the Co/Record number associated with the case.

The Correspondence ID appears for the p/c along with the client's address and the Correspondence Generation Date.

The letter contains standard text indicating that the p/c may contact the CCIS for child care assistance. PELICAN CCW automatically supplies in this text the TANF end date transferred from CIS in the transfer file and the CCIS phone number.

The CCIS can generate the Former TANF Transfer Letter by completing the following steps in PELICAN CCW:

1. Navigate to the Correspondence Home page.
2. Enter the Co/Record Number in the “Create New” row under “Case Correspondence”, select “Former TANF Transfer Letter (Manual)” and click “Go”.

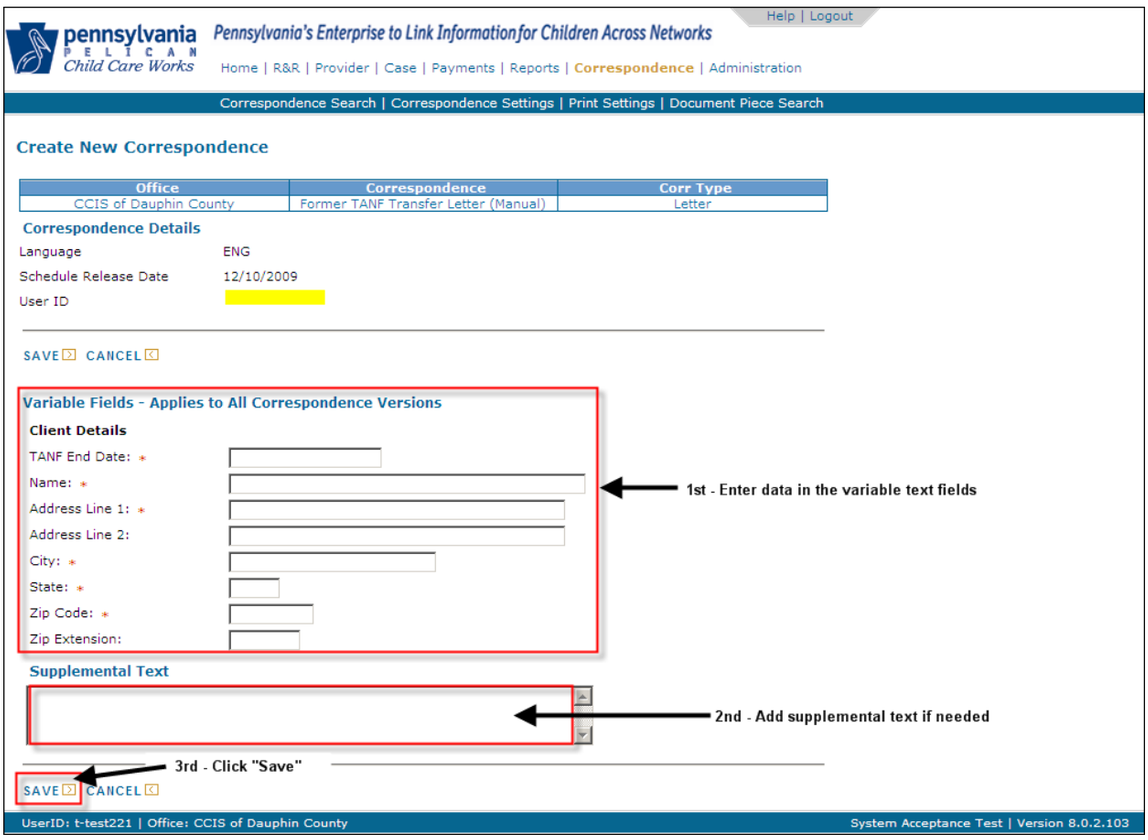


3. On the Create New Correspondence page, complete the following:

   a. Enter data in the variable text fields.

   b. Enter “Supplemental Text” as needed.

   c. Click “Save”.



See examples of the Former TANF Transfer Letter below.

Standard Template

TANF TRANSFER LETTER

CCIS of Cumberland/Perry County
1416 Trindle Rd, Suite 201
Carlisle, PA 17015-9718

Worker Name: MARY ALICE W.
Phone Number: (717) 243-4014
CO RECORD
50
Date: 09/06/2007

JANE
P O BOX
SHERMANS DALE, PA 17090-0232

Dear JANE ,

Based on the income and employment information you reported when your TANF cash assistance case was closed, you MAY BE eligible for help with child care costs through the Child Care Information Services (CCIS) agency.

If you meet the rules listed below and need help paying for child care, you MUST contact the CCIS within 30 days from the date your TANF cash assistance closed or the CCIS can not guarantee that they will help with child care costs.

Your TANF cash assistance case closed on 9/6/2007.

You MUST meet the following rules:

1) Work at least 20 hours a week or work at least 10 hours a week and attend training at least 10 hours a week and

2) Have a child under 13 years of age or have a child under 19 years of age with a physical and/or mental injury or impairment and

3) Have income under 235% of the Federal Poverty Income Guidelines (FPIG).

4) Use a child care provider who meets the CCIS agency's rules to be paid for child care.

If you do not currently meet these rules, you have 183 days from the date your TANF cash assistance case closed to meet them.

If you are determined eligible for help with your child care costs from the CCIS, you WILL BE assigned a co-payment. You are responsible for paying the co-payment to the child care provider.

If you have questions, call your local CCIS agency at (717) 243-4014.

Sincerely,

CCIS of Cumberland/Perry County

Correspondence ID:

Finalized 3/24/10

Future-Close Template

TANF TRANSFER LETTER

CCIS of Cumberland/Perry County
1416 Trindle Rd, Suite 201
Carlisle, PA 17015-9718

Worker Name: MARY ALICE W.
Phone Number: (717) 243-4014
CO RECORD
21
Date: 08/29/2007

GEORGE
P.O. BOX
SHIPPENSBURG, PA 17257-0000

Dear GEORGE ,

Based on the income and employment information you reported when your TANF cash assistance case was closed, you MAY BE eligible for help with child care costs through the Child Care Information Services (CCIS) agency.

If you meet the rules listed below and need help paying for child care, you MUST contact the CCIS within 30 days from the date your TANF cash assistance closed or the CCIS can not guarantee that they will help with child care costs.

Your TANF cash assistance case is scheduled to close on 9/8/2007.

You MUST meet the following rules:

1) Work at least 20 hours a week or work at least 10 hours a week and attend training at least 10 hours a week and

2) Have a child under 13 years of age or have a child under 19 years of age with a physical and/or mental injury or impairment and

3) Have income under 235% of the Federal Poverty Income Guidelines (FPIG).

4) Use a child care provider who meets the CCIS agency's rules to be paid for child care.

If you do not currently meet these rules, you have 183 days from the date your TANF cash assistance case closed to meet them.

If you are determined eligible for help with your child care costs from the CCIS, you WILL BE assigned a co-payment. You are responsible for paying the co-payment to the child care provider.

If you have questions, call your local CCIS agency at (717) 243-4014.

Sincerely,

CCIS of Cumberland/Perry County

Correspondence ID:

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See Manual Section "500.12.3.24 – Questions – 500.8.14 – Former TANF Transfer Letter"

500.8.15 Funds Available Letter

The Funds Available Letter informs the p/c that funds are available to enroll the child. Upon receipt of the Funds Available Letter, the p/c must contact the CCIS to indicate the choice of provider and schedule a face-to-face meeting if the p/c has not yet satisfied the face-to-face requirement. The Funds Available Letter has two templates depending upon whether the "Face-to-Face Date" field on the Household Information Detail page is populated, indicating the p/c has completed the face-to-face meeting. One template displays the face-to-face meeting information and the other template does not.

The Funds Available Letter includes the CCIS return address information, telephone number and worker name. The Correspondence ID and the Co/Record Number for the case are also displayed along with the client's address and the Correspondence Generation Date.

When the CCIS authorized a child's enrollment via the "Authorization Process" from the "Pre-Enrollment List" or the "Waiting List" and the enrollment is the first enrollment for that child, PELICAN CCW generates one of the following letters depending upon whether funds are immediately available to cover the cost of the child's enrollment and depending upon whether the child is currently on the waiting list:

1. Funds Available Letter.
2. Waitlist Funds Available Letter.

PELICAN CCW will not generate a Funds Available Letter for a child's second enrollment or any subsequent enrollments.

If the CCIS user moves a child's enrollment back to "Authorized Status (Enrollment)" or "AUT" as a retroactive change, the CCIS user may generate the Funds Available Letter by clicking the "Generate Correspondence" button on the Enrollment Status Information page.

NOTES:

1. If, prior to a retroactive change, the Funds Available Letter was generated, the CCIS user must either "Cancel" the Funds Available Letter if it has not yet been mailed to the p/c or follow-up with the p/c if it was mailed.
2. For retroactive changes, the "Notification Date" will be no earlier than the current date.

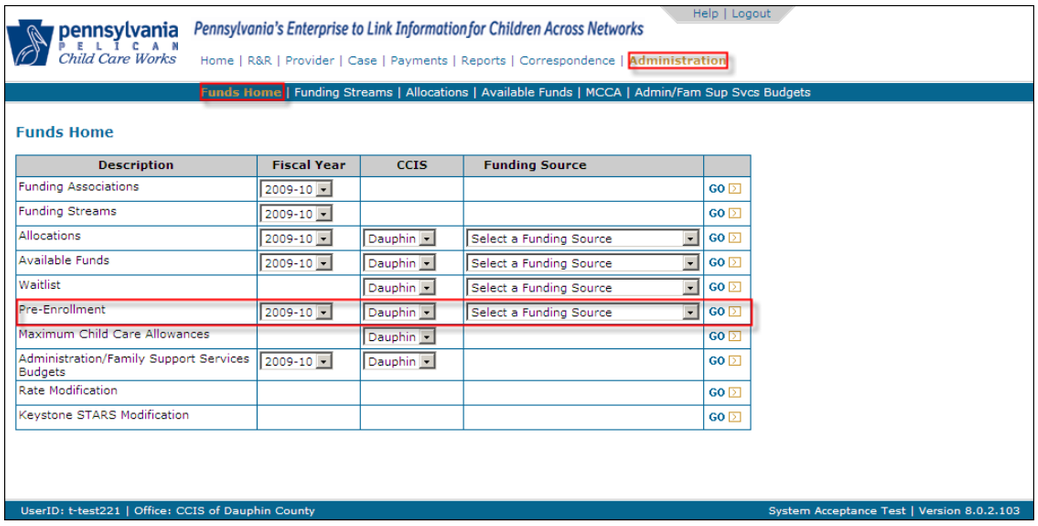
The CCIS may generate the Funds Available Letter using one of the following methods, depending upon whether it is the child's first or subsequent enrollment:

1. "Authorization Process" on the Pre-Enrollment page.
2. "Generate Correspondence" button on the Enrollment Status Information page.

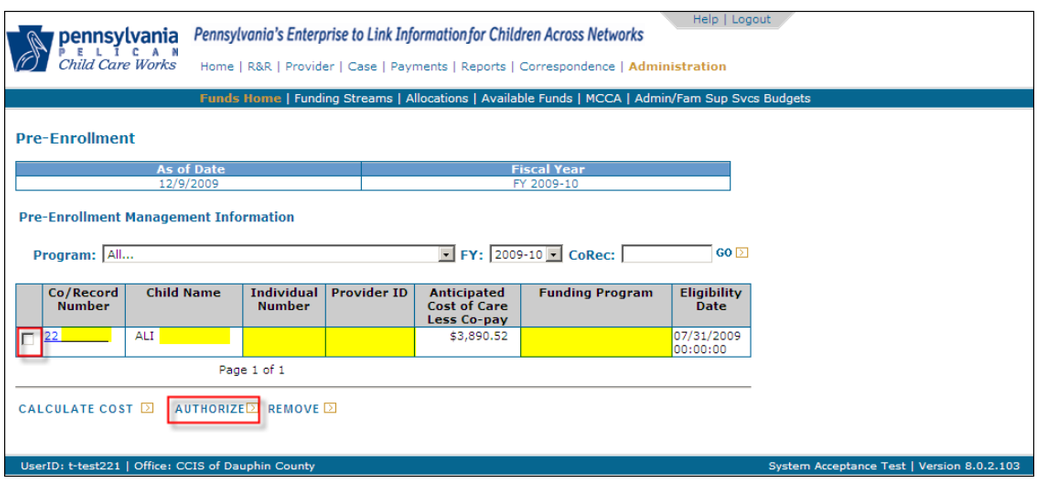
   NOTE: The CCIS is only required to send the Funds Available Letter when authorizing a child's first enrollment, but may generate additional Funds Available Letters based upon its standard business practices.

When generating the Funds Available Letter through the "Authorization Process", the CCIS must complete the following steps in PELICAN CCW:

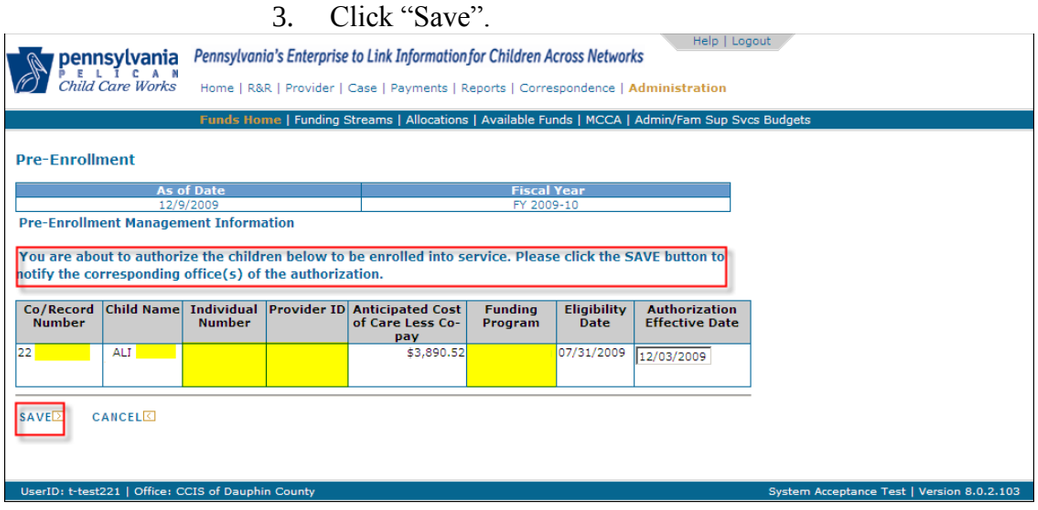
1. Navigate to the Funds Home page by clicking "Administration" on the navigation bar and then "Funds" on the sub navigation bar, select the appropriate "Funding Source" for the case(s) in the "Pre-Enrollment" row and click "Go".



2. Select the checkbox associated with the child for whom enrollment must be authorized and click the "Authorize" button.

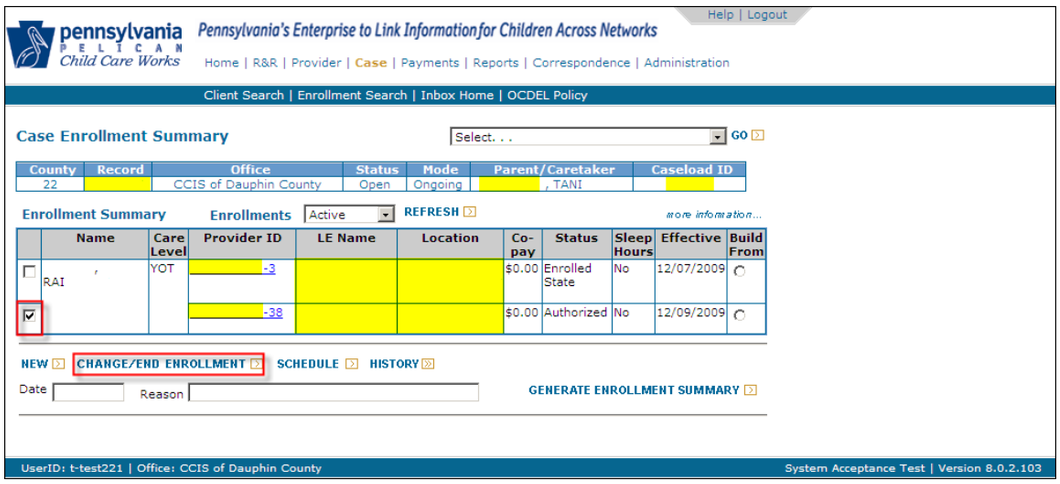


3. Click "Save".

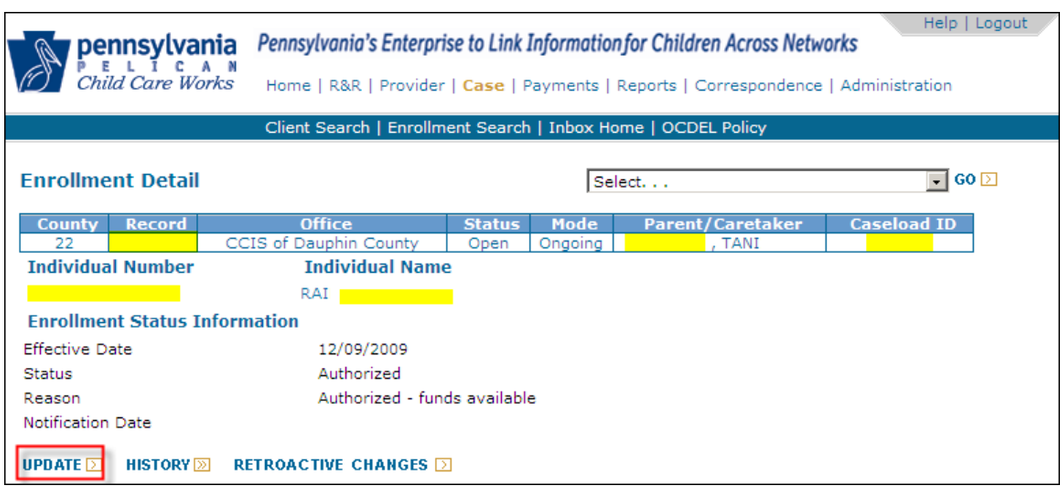


When generating the Funds Available Letter using the "Generate Correspondence" button on the Enrollment Status Information page, the CCIS must complete the following steps in PELICAN CCW:

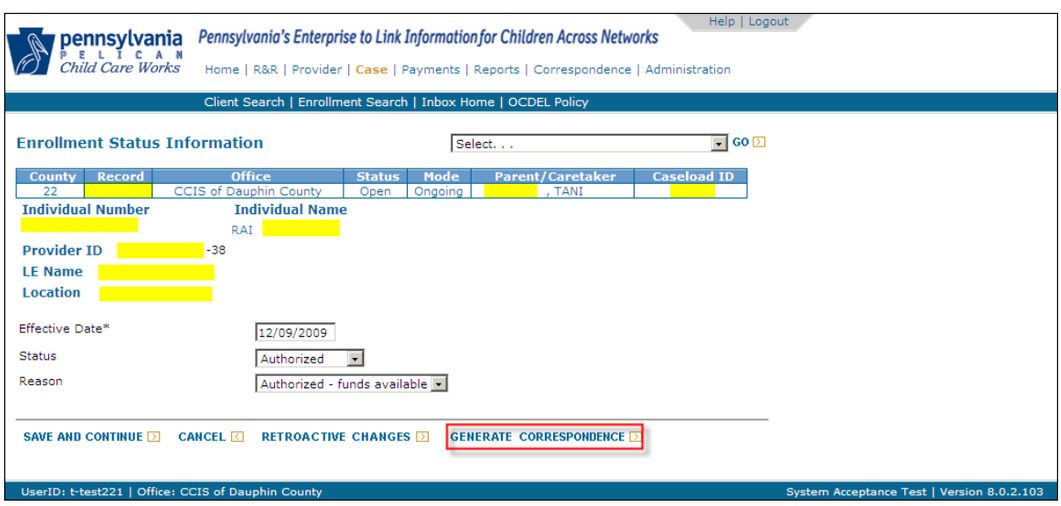
1. Navigate to the Enrollment Summary page.
2. Select the enrollment checkbox associated with the "Authorized" enrollment and click the "Change/End Enrollment" button.



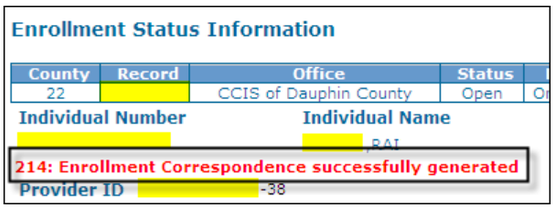
3. Click "Update" on the Enrollment Detail page.



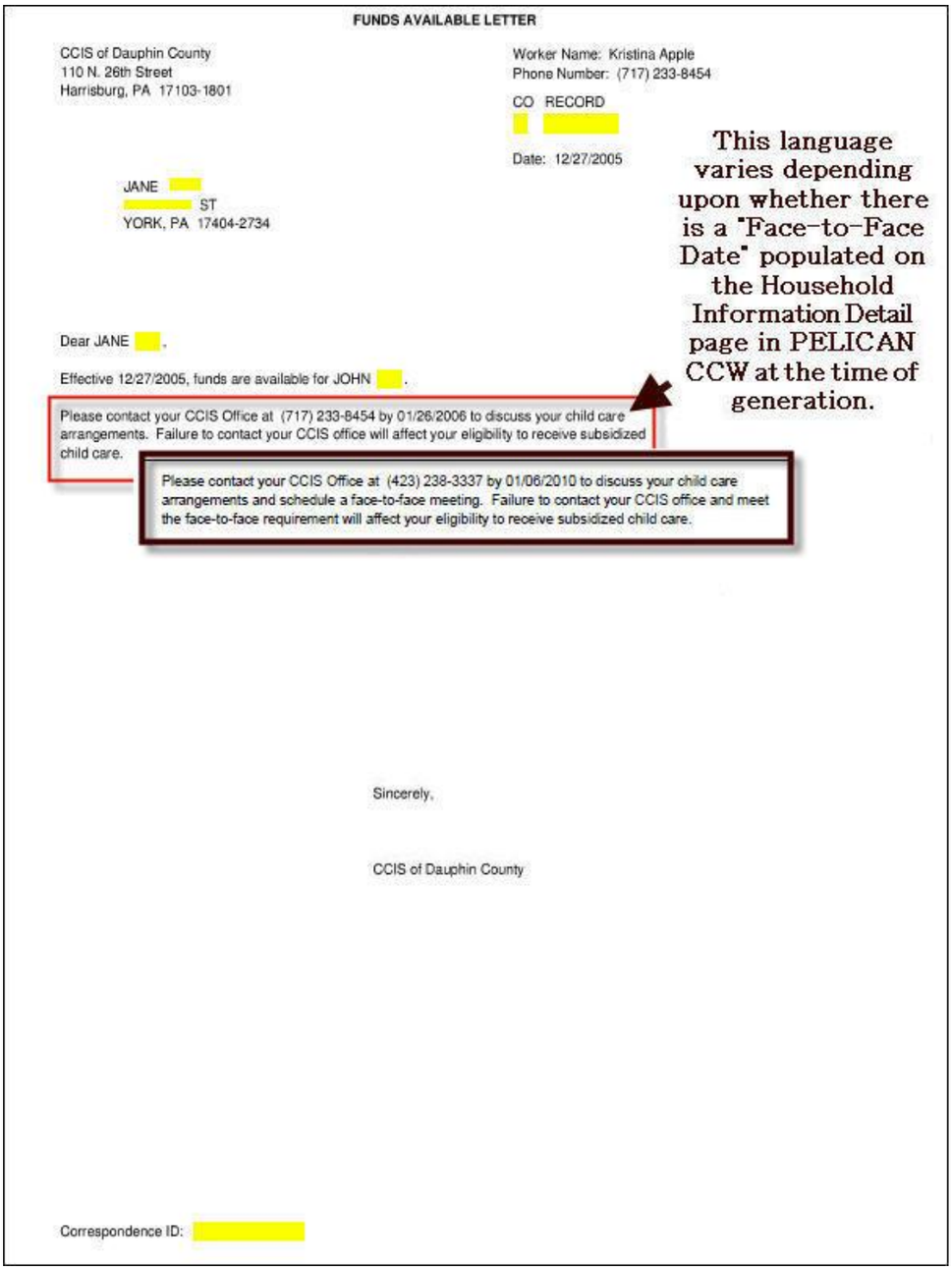
4. Click the "Generate Correspondence" button.



PELICAN CCW will display a message indicating the Funds Available Letter was generated successfully. See the screen shot below.



See the example of the Funds Available Letter below.



FUNDS AVAILABLE LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Worker Name: Kristina Apple
Phone Number: (717) 233-8454

CO RECORD

Date: 12/27/2005

JANE
ST
YORK, PA 17404-2734

This language varies depending upon whether there is a "Face-to-Face Date" populated on the Household Information Detail page in PELICAN CCW at the time of generation.

Dear JANE .

Effective 12/27/2005, funds are available for JOHN .

Please contact your CCIS Office at (717) 233-8454 by 01/26/2006 to discuss your child care arrangements. Failure to contact your CCIS office will affect your eligibility to receive subsidized child care.

Please contact your CCIS Office at (423) 238-3337 by 01/06/2010 to discuss your child care arrangements and schedule a face-to-face meeting. Failure to contact your CCIS office and meet the face-to-face requirement will affect your eligibility to receive subsidized child care.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

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See Manual Section "500.12.3.25 – Questions – 500.8.15 – Funds Available Letter"

500.8.16 Funds Not Available Letter

When funds are not available to enroll a child because the CCIS has a waiting list, PELICAN CCW generates the Funds Not Available Letter. The Funds Not Available Letter informs the p/c that the child has been placed on the waiting list and that the CCIS will contact the p/c when funds become available to enroll the child. The Funds Not Available Letter includes the CCIS return address information, telephone number and worker name. The Correspondence ID and the Co/Record Number for the case are also displayed along with the client's address and the Correspondence Generation Date.

See the example of the Funds Not Available Letter below.

FUNDS NOT AVAILABLE LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Worker Name: Kristina Smith
Phone Number: (717) 233-8454

CO RECORD

Date: 12/27/2005

JANE
AVE
HARRISBURG, PA 17777

Dear JANE ,

Effective 12/27/2005, JOHN has been placed on the waitlist.

The CCIS will contact you when funds are available.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

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See Manual Section "500.12.3.26 – Questions – 500.8.16 – Funds Not Available Letter"

500.8.17 Missing Information Letter

The Missing Information Letter has two templates, depending upon how the CCIS generates the letter:

1. ***Client*** – informs a p/c of what verification the p/c must submit to the CCIS in order to complete the initial application or redetermination process.

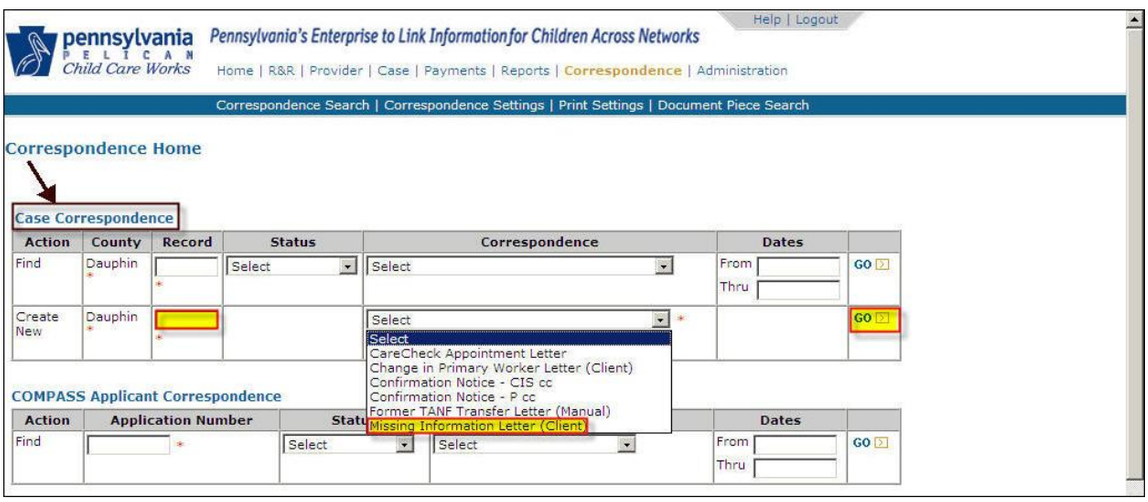
2. ***Provider*** – informs the provider of what documentation or information the provider must submit to the CCIS in order to complete the Provider Agreement process.

The CCIS can generate either of the templates using the "Create New Correspondence" process on the Correspondence Home page.

The CCIS can generate the "Client" template of the Missing Information Letter by completing the following steps in PELICAN CCW:

1. Navigate to the Correspondence Home page.

2. Enter the Co/Record Number in the "Create New" row under "Case Correspondence", select "Missing Information Letter (Client)" and click "Go".



3. On the Create New Correspondence page, complete the following:

   a. Verify the "Recipient Details" are accurate.

   b. Enter the appropriate "Respond-By Date".

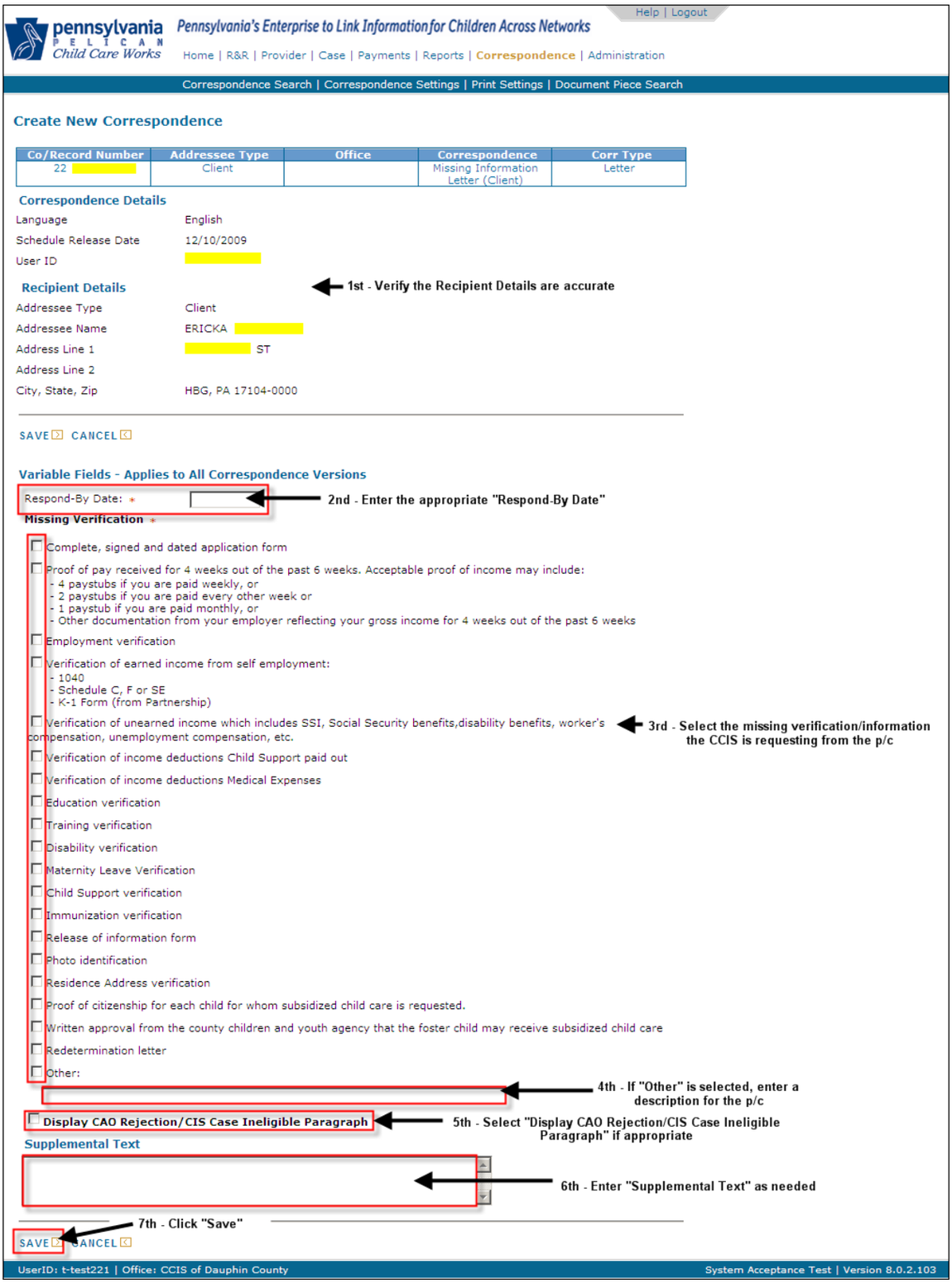
   c. Select the "Missing Verification/Information" the CCIS is requesting from the p/c.

   d. Enter a description for the p/c if the CCIS user selects "Other" as a "Missing Verification/Information".

   e. Select "Display CAO Rejection/CIS Case Ineligible Paragraph" if appropriate.

   f. Enter "Supplemental Text" as needed.

   g. Click "Save".

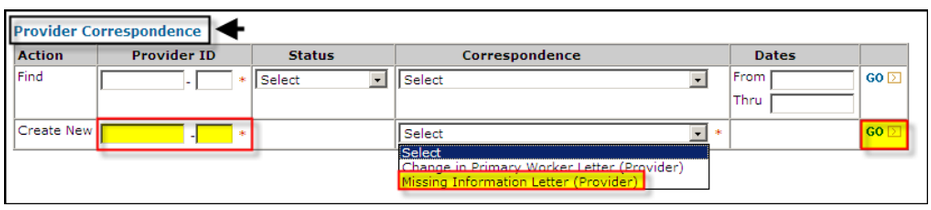

pennsylvania PELICAN Child Care Works
Pennsylvania's Enterprise to Link Information for Children Across Networks
Help | Logout
Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration
Correspondence Search | Correspondence Settings | Print Settings | Document Piece Search
Create New Correspondence
Co/Record Number | Addressee Type | Office | Correspondence | Corr Type
22 | Client | | Missing Information Letter (Client) | Letter
Correspondence Details
Language English
Schedule Release Date 12/10/2009
User ID
Recipient Details
1st - Verify the Recipient Details are accurate
Addressee Type Client
Addressee Name ERICKA
Address Line 1 ST
Address Line 2
City, State, Zip HBG, PA 17104-0000
SAVE CANCEL
Variable Fields - Applies to All Correspondence Versions
Respond-By Date: *
2nd - Enter the appropriate "Respond-By Date"
Missing Verification *
Complete, signed and dated application form
Proof of pay received for 4 weeks out of the past 6 weeks. Acceptable proof of income may include:
- 4 paystubs if you are paid weekly, or
- 2 paystubs if you are paid every other week or
- 1 paystub if you are paid monthly, or
- Other documentation from your employer reflecting your gross income for 4 weeks out of the past 6 weeks
Employment verification
Verification of earned income from self employment:
- 1040
- Schedule C, F or SE
- K-1 Form (from Partnership)
Verification of unearned income which includes SSI, Social Security benefits,disability benefits, worker's compensation, unemployment compensation, etc.
3rd - Select the missing verification/information the CCIS is requesting from the p/c
Verification of income deductions Child Support paid out
Verification of income deductions Medical Expenses
Education verification
Training verification
Disability verification
Maternity Leave Verification
Child Support verification
Immunization verification
Release of information form
Photo identification
Residence Address verification
Proof of citizenship for each child for whom subsidized child care is requested.
Written approval from the county children and youth agency that the foster child may receive subsidized child care
Redetermination letter
Other:
4th - If "Other" is selected, enter a description for the p/c
Display CAO Rejection/CIS Case Ineligible Paragraph
5th - Select "Display CAO Rejection/CIS Case Ineligible Paragraph" if appropriate
Supplemental Text
6th - Enter "Supplemental Text" as needed
7th - Click "Save"
SAVE CANCEL
UserID: t-test221 | Office: CCIS of Dauphin County
System Acceptance Test | Version 8.0.2.103

The "Provider" template of the Missing Information Letter allows the CCIS to request specific information or verification from a provider in order to complete the Provider Agreement and begin participation in the Subsidized Child Care program. The "Provider" template displays options for the CCIS to indicate which information or verification the provider must submit, such as photo identification, proof of address, Social Security card or proof of SSN, proof of a working phone, the CareCheck Application, copy of the published rates or schedule of closed days.

The CCIS can generate the "Provider" template of the Missing Information Letter by completing the following steps in PELICAN CCW:

1. Navigate to the Correspondence Home page.

2. Enter the Provider ID in the "Create New" row under "Provider Correspondence", select "Missing Information Letter (Provider)" and click "Go".



3. On the Create New Correspondence page, complete the following:

   a. Verify the "Recipient Details" are accurate.

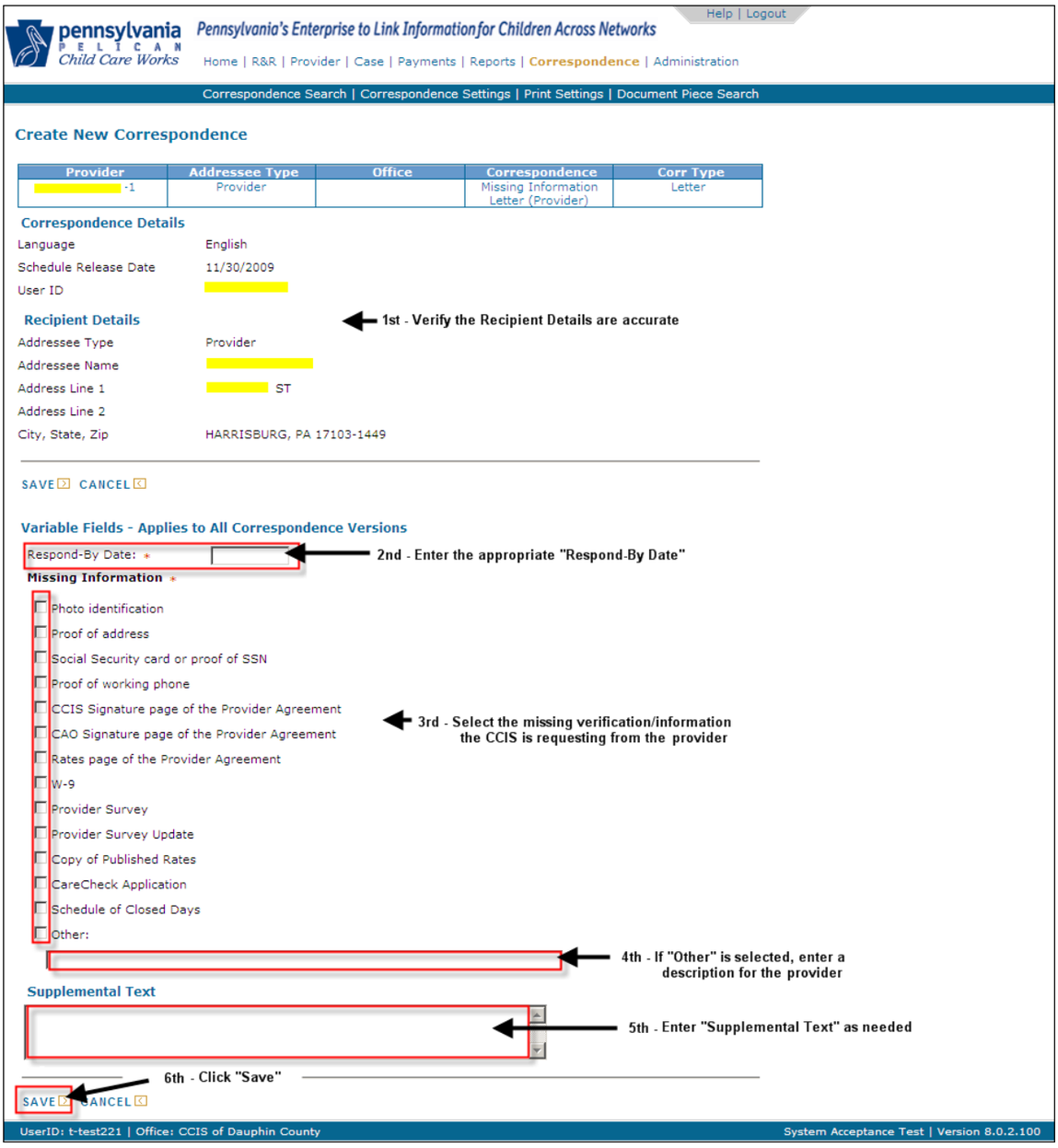
   b. Enter the appropriate "Respond-By Date".

   c. Select the "Missing Verification/Information" the CCIS is requesting from the p/c.

   d. Enter a description for the p/c if the CCIS user selects "Other" as a "Missing Verification/Information".

   e. Enter "Supplemental Text" as needed.

   f. Click "Save".



<u>NOTE:</u> The "Supplemental Text" fields for the Missing Information Letter templates holds ***only 1000 characters*** so it is important that the CCIS be concise.

See examples of the Missing Information Letter below.

Finalized 3/24/10

Client Template

MISSING INFORMATION LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-7103

Worker ID: pw-dstone
Phone Number: (717) 233-8454

CO RECORD
22

Date: 01/26/2006

MIGUEL
VARTAN WAY
HARRISBURG, PA 17110-9440

Dear MIGUEL ,

We have not received all the information we need to determine or continue your eligibility for subsidized child care. Please return the following information to our office:

[X] Verification of earned income from self-employment:
- 1040
- Schedule C, F or SE
- K-1 Form (from partnership)

[X] Photo identification

Please return this information to our office by . If you have any questions, please contact your worker at the above number.

This is where the "CAO" and "Supplemental" text options would appear if entered

Sincerely,

CCIS of Dauphin County

The County Assistance Office received your online request for services. You do not qualify for child care through the County Assistance Office. Our office may be able to help you with your child care costs through the Subsidized Child Care program. We have completed a form on your behalf. We need more information to determine if you qualify for child care services. You must provide written confirmation of the information listed above no later than 12/28/2009. If you have any questions, please contact our office immediately.

******This is where the supplemental text would display if entered.******

Correspondence ID:

Provider Template

MISSING INFORMATION LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Provider Specialist: Ben Thor
Phone Number: (717) 233-8454

Provider ID: [redacted] - 1

Date: 09/11/2006

YWCA OF GREATER HARRISBURG
YWCA CHILD DEVELOPMENT CTR
[redacted] ST
HARRISBURG, PA 17103-2225

Dear YWCA OF GREATER HARRISBURG,

We have not received all the information we need to complete your provider agreement.
Please return the following information to our office:

- [X] Proof of address
- [X] Social Security card or proof of SSN
- [X] Proof of working phone
- [X] Other: Provider Impasse Attestation

Please return this information to our office by 9/22/06. If you have any questions, please contact your Provider Specialist at the above number.

******This is where the supplemental text would display if entered.******

Sincerely,

CCIS of Dauphin County

Correspondence ID: [redacted]

Return to Table of Contents

See Manual Section "500.12.3.27 – Questions – 500.8.17 – Missing Information Letter"

500.8.18 Non Compliance Letter

A CCIS sends the Non Compliance Letter to a provider to indicate that the Bureau of Certification and Registration has revoked the provider's license or the CCIS has revoked the provider's CCIS Provider Agreement within PELICAN CCW. *When the CCIS sends the Non Compliance Letter to a provider, a Child Care Stop Letter is also generated by the CCIS and mailed to the p/c as a result of suspending the child(ren)'s enrollment(s).*

PELICAN CCW automatically generates the Non Compliance Letter when an "End Date" is entered for the CCIS Provider Agreement and an "End Reason" is selected on the Location Agreement Detail page in PELICAN CCW.

The Non Compliance Letter includes the CCIS return address information and telephone number. PELICAN CCW also displays the Correspondence ID, the Provider ID, the provider's address and the Correspondence Generation Date on the Non Compliance Letter.

The Non Compliance Letter has two templates: "Noncompliance – Licensing" and "Noncompliance – Provider Agreement".

PELICAN CCW generates the appropriate template depending upon the "Reason" the user selects when ending the agreement on the Location Agreement Detail page.

The Non Compliance – Provider Agreement template is generated by PELICAN CCW when the CCIS revokes the Provider Agreement for any of the following reasons:

- Failure to comply with nondiscrimination clause.
- Do not agree to care for subsidy-eligible children.
- Failed to meet requirements of a mandated reporter.
- Denied access to designated state and/or federal agency representatives.
- Released information without consent from the family.
- Failed to reveal information upon consent from the family.
- Failed to keep information as required.
- Do not agree to participate or follow provider guidelines.
- Transferred a child without prior approval.
- Late invoices.
- Failed to collect co-payment.
- Failed to report delinquent co-payment.
- Failed to notify of delinquent co-payment resolution.
- Failed to report absence.
- Inadequate funds.
- Failure to notify of a change in address.

Finalized 3/24/10

Non Compliance – Provider Agreement Reasons ***(Cont'd from above)***

- Failure to notify of a change in legal entity.
- Failure to notify of a change in the name of your facility/agency.
- Failure to notify of a change in the location of your facility/agency.
- Failure to notify of a change in the profit/non-profit status.
- Not 18 years of age.
- Failure to meet local requirements.
- Not providing care in your own home.
- Failure to meet CareCheck requirements.
- Failure to submit identifying information.
- Failure to meet requirements for prevention/control of infectious diseases.
- Conditions in home pose a threat to the child.
- Failure to maintain a working telephone.
- Failure to meet minimum health and safety requirements.
- You have used physical punishment.
- Provider under the influence of drugs/alcohol.
- Provider physically unable to provide age-appropriate care.
- Has not corrected conditions.
- Failure to meet requirements regarding alternate caregivers.
- Ending Agreement without advance notice/Charging more than the payment rate established.
- R/N caring for more than 3 unrelated children.
- R/N caring for more than 5 infants/toddlers.
- Denying parent/caretaker access to the child.
- Ending Agreement without advance notice/Failure to comply with conditions of Agreement.
- Ending Agreement without cause.

See example of the Non Compliance Letter below.

NON COMPLIANCE LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Phone: (717) 555-8414
Provider ID: -1

Date: 09/11/2006

CHRISTINE
HARRISBURG, PA 17104

You have failed to comply with licensing requirements as follows:

Certification

The template varies as shown here

Dear CHRISTINE MILLS,

You have failed to comply with your provider agreement as follows:

You must maintain a working telephone and telephone service in your home where care is provided.

The text varies depending upon the "Reason" selected for ending the Agreement

Effective 09/11/2006 your provider agreement was terminated.

If you have any questions, please contact your Provider Specialist at the above number.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

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See Manual Section "500.12.3.28 – Questions – 500.8.18 – Non Compliance Letter"

500.8.19 Outstanding Balance Letter

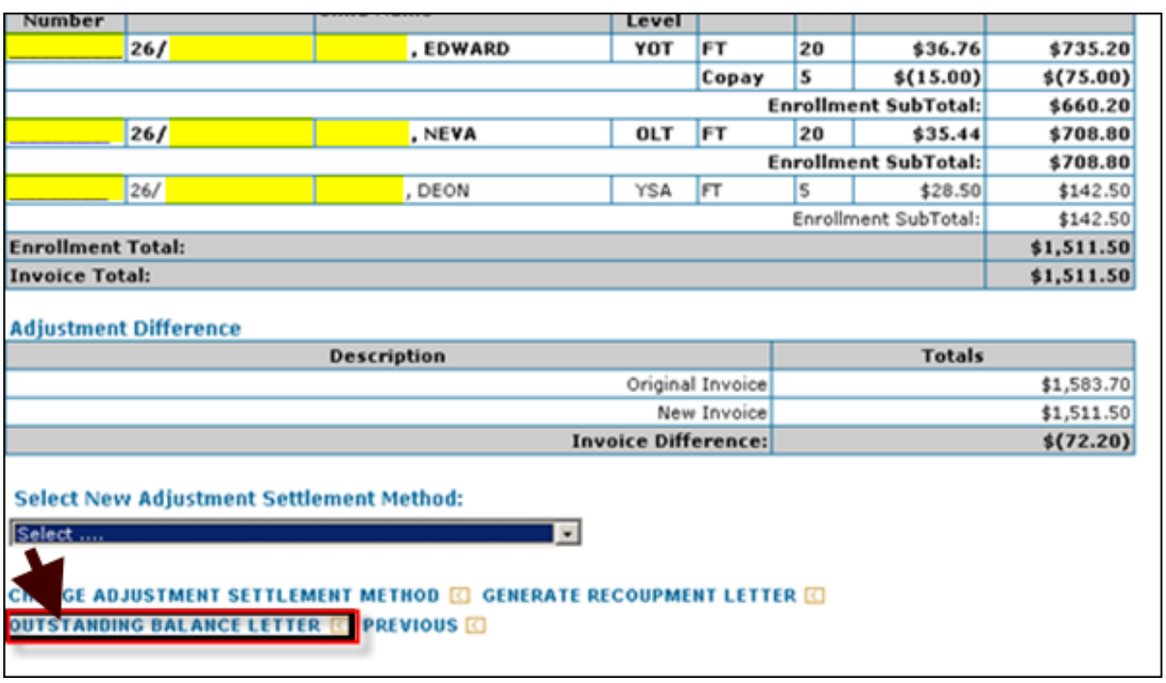
The CCIS sends an Outstanding Balance Letter to any provider who has a negative adjustment due to an overpayment and no longer has active enrollments from which to recoup the overpayment.

The Outstanding Balance Letter details the amount of the recoupment, which includes the percentage deducted from the total amount of the check until satisfied and the "Adjustment Authorization Date" as well as the "Amount Recouped" and the "Outstanding Balance".

In addition, PELICAN CCW displays on the Outstanding Balance Letter, the invoice amounts before and after the adjustment and the name(s) of the child(ren) affected by the adjustment. The "Adjustment Reason", if entered by the CCIS in PELICAN CCW, will also print on the Outstanding Balance Letter.

To manually generate the Outstanding Balance Letter using the button provided on the Invoice Adjustment Details page, the CCIS must complete the following steps in PELICAN CCW:

1. Processes a paid pending adjustment with a negative amount.
2. Wait for the nightly batch process to run.
3. Navigate to the Invoice Adjustment Details page.
4. Click the "Outstanding Balance Letter" button at the bottom of the page.



Number			Level				
	26/	, EDWARD	YOT	FT	20	$36.76	$735.20
				Copay	5	$(15.00)	$(75.00)
						Enrollment SubTotal:	$660.20
	26/	, NEVA	OLT	FT	20	$35.44	$708.80
						Enrollment SubTotal:	$708.80
	26/	, DEON	YSA	FT	5	$28.50	$142.50
						Enrollment SubTotal:	$142.50
Enrollment Total:							$1,511.50
Invoice Total:							$1,511.50

Adjustment Difference

Description	Totals
Original Invoice	$1,583.70
New Invoice	$1,511.50
Invoice Difference:	$(72.20)

Select New Adjustment Settlement Method:

Select ....

CHANGE ADJUSTMENT SETTLEMENT METHOD GENERATE RECOUPMENT LETTER

OUTSTANDING BALANCE LETTER PREVIOUS

Finalized 3/24/10

See example of the Outstanding Balance Letter below.

Page 1

Commonwealth of Pennsylvania
Department of Public Welfare
OUTSTANDING BALANCE LETTER

CCIS of Centre County
2565 Park Center Boulevard Suite #100
State College , PA 16801
(814) 231-1352

Payee: LORI
AVENUE
PLEASANT GAP, PA 16823
(814)

This letter is being sent to you because you have not paid your overpayment in full and will not receive another check from the CCIS. The information regarding the total outstanding recoupment amount is shown below.

Total Recoupment Amount:	$(85.00)
The percentage deducted from the total amount of each check until satisfied:	100.00%
Adjustment Authorization Date:	3/23/05
Amount Recouped:	$18.00
Outstanding Balance :	$(67.00)

Invoice #:
Provider ID : -1
Provider Location: LORI
Service Period: November 2004
Adjustment Reason: ended 2 enrollments effective 11/20/2004

Recouped Details:

Invoice Before Adjustment:	$680.00
Invoice After Adjustment:	$595.00

Calculated Recoupment Amount: $(85.00)

Payment ID	Recouped Against Invoice ID	Recouped against Adjustment for Invoice ID	Actual Recouped Amount
70106	105400		$18.00

Calculated Total Recouped Amount: $18.00

Calculated Outstanding Balance: $(67.00)

Date: 4/1/2005 Correspondence ID: Page 1 of 2

Page 2

Provider ID : -1 Name: LORI

Invoice #:

In accordance with the provisions of your Provider Agreement, you must cooperate with the Child Care Information Services (CCIS) agency in the repayment of duplicate child care payments and correction of billing errors. You must submit the total outstanding recoupment amount to the CCIS immediately.
Failure to return the total amount may result in a referral for legal action.

Sincerely,
CCIS of Centre County

Date: 4/1/2005 Correspondence ID: Page 2 of 2

Return to Table of Contents

See Manual Section "500.12.3.29 – Questions – 500.8.19 – Outstanding Balance Letter"

500.8.20 Payment Summary

The CCIS sends the Payment Summary to a provider or the p/c (for in-home care) so the payee has a document detailing the payment calculations.

The Payment Summary includes the "Correspondence ID", "Payment Amount", "Payment Date", "Invoice ID", "Provider ID", "Master Provider Index (MPI) ID", "Provider Legal Entity", "Provider Location", "Provider Type", "Service Period" and "Invoice Amount" for each Invoice included in the payment.

The Payment Summary also includes details on a per-child basis, sorting the "Care Level" from youngest to oldest.

For a Full-Time (FT), Nontraditional Full-Time (NFT), Part-Time (PT) or Nontraditional Part-Time (NPT) unit of service, the "Amount" column contains the daily amount paid to the provider for the child. A Keystone Stars add-on amount will display under the "Amount" column, as appropriate.

For the "Co-pay Unit", the number of weeks as well as the aggregate amount of all four weeks is listed in the table.

The "Subtotal" for each child reflects the "Co-pay Deduction".

If a "Local ID" was entered for the provider, it would appear in the "Payment Calculation Summary" portion of the Payment Summary.

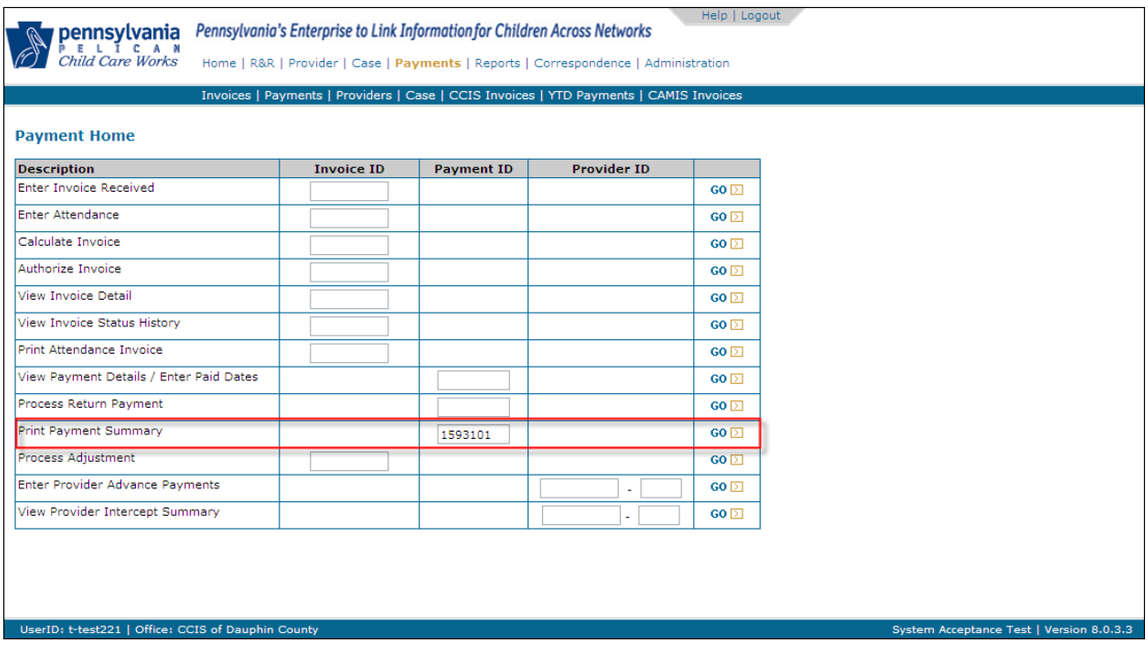
PELICAN CCW generates the request for a Payment Summary during the nightly batch process. The CCIS may then view the request the following day using the Correspondence Search page.

The CCIS may choose to print the Payment Summary in a "Summary" or "Detail" format using the Correspondence Settings page in PELICAN CCW.

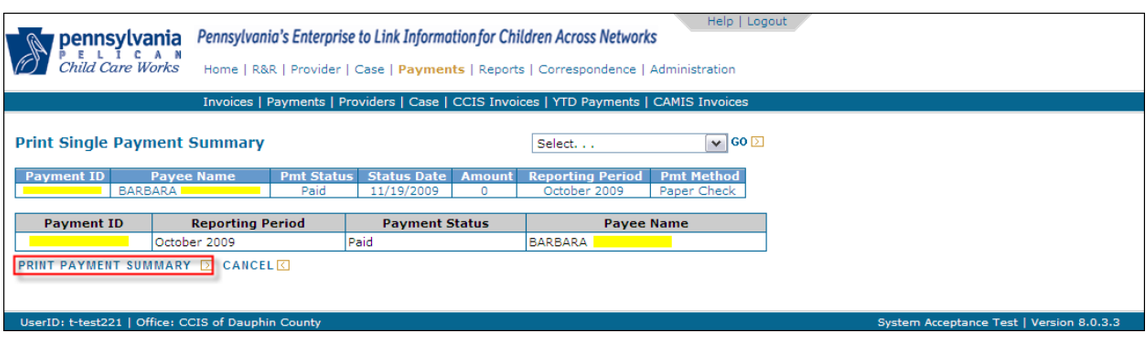
The "Summary" format lists only the enrollments to which an adjustment applies; whereas, the "Detail" format provides a list of all enrollments, including those not associated with an adjustment. For additional information regarding Correspondence Settings, see **Manual Section "500.9.5 – Correspondence Settings"**.

The CCIS may manually generate the Payment Summary from the Payment Home page in PELICAN CCW using any of the following methods:

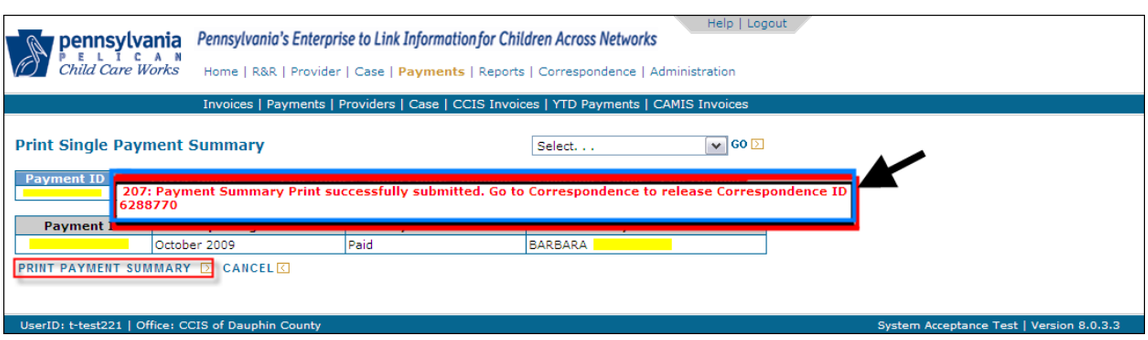
1. Enter the "Payment ID" in the "Print Payment Summary" row and click "Go".



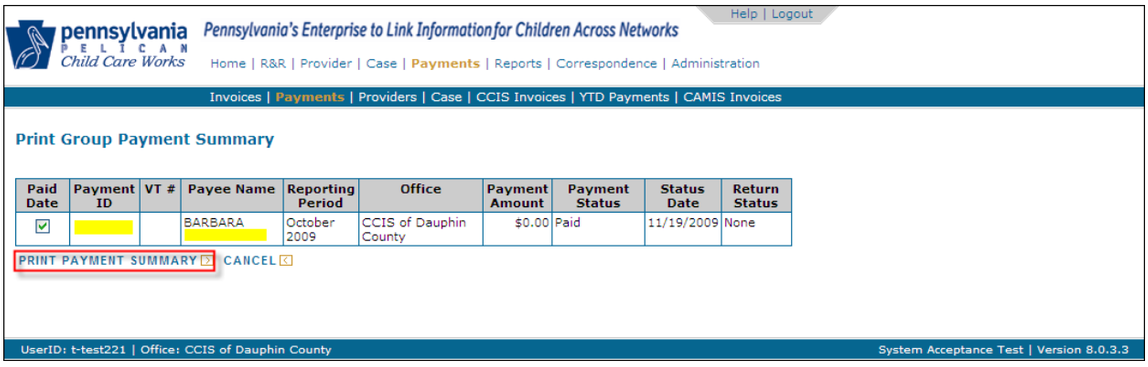
PELICAN CCW will then navigate to the Print Single Payment Summary page and the user must click the "Print Payment Summary" button.



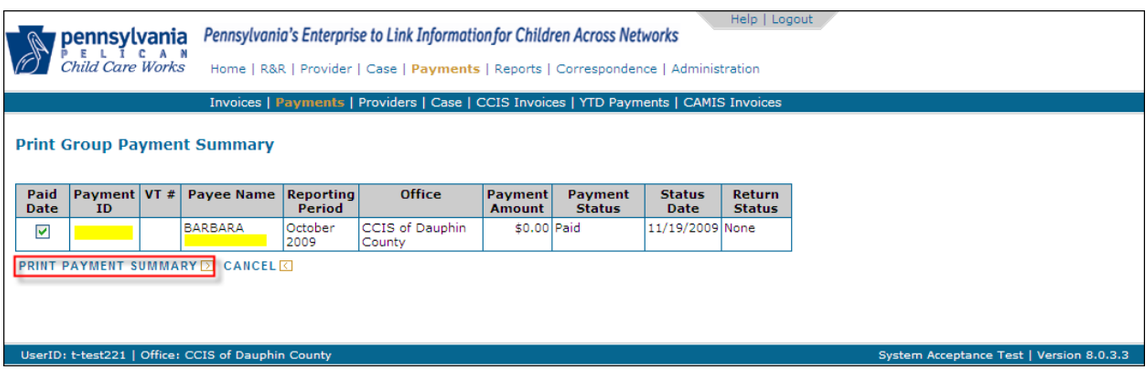
PELICAN CCW will then display a confirmation message to the user.



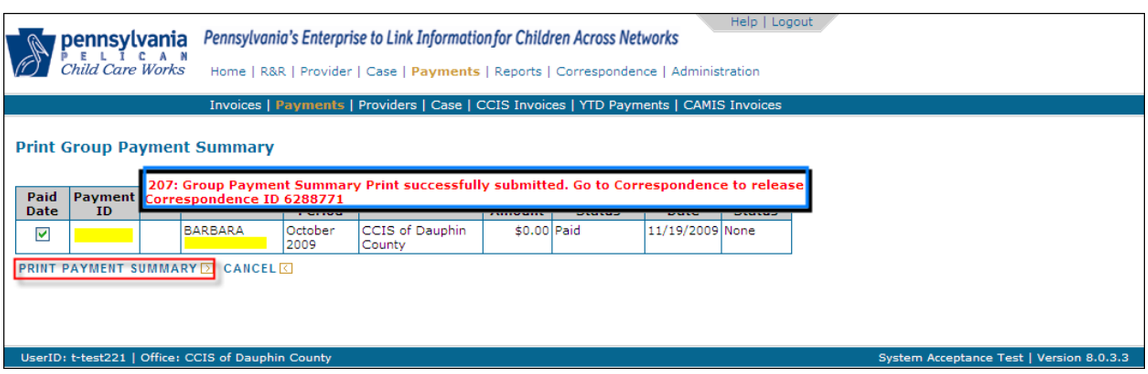
2. Click “Payment” on the Sub Navigation bar, search for the payment, select the checkbox next to the payment and click “Print Payment Summary”.



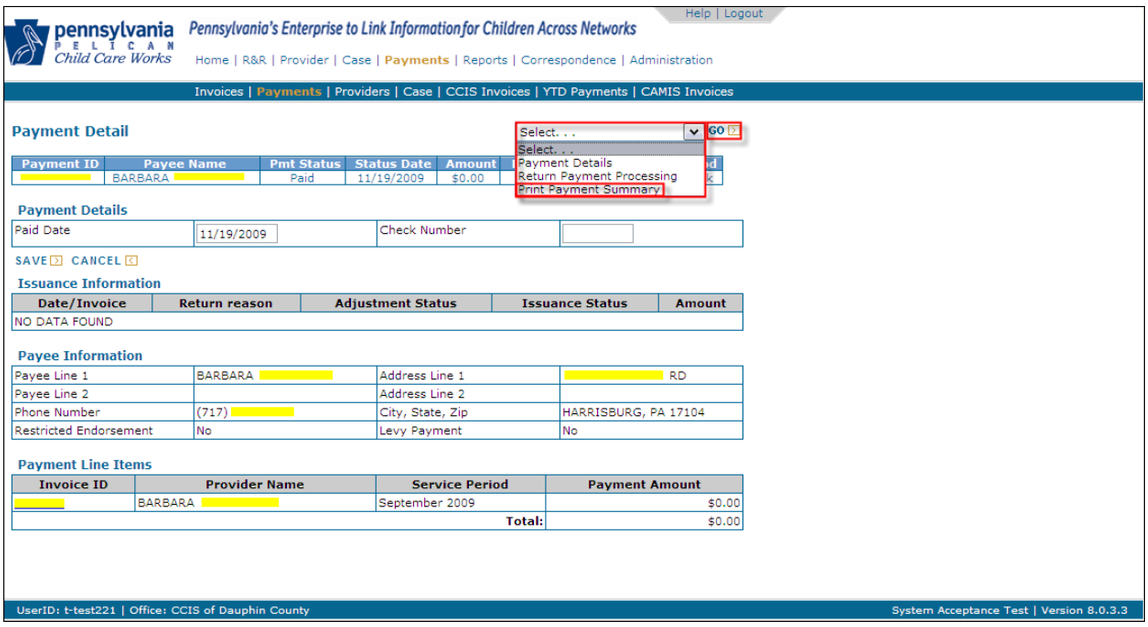
PELICAN CCW will then navigate to the Print Group Payment Summary page and the user must click the “Print Payment Summary” button.



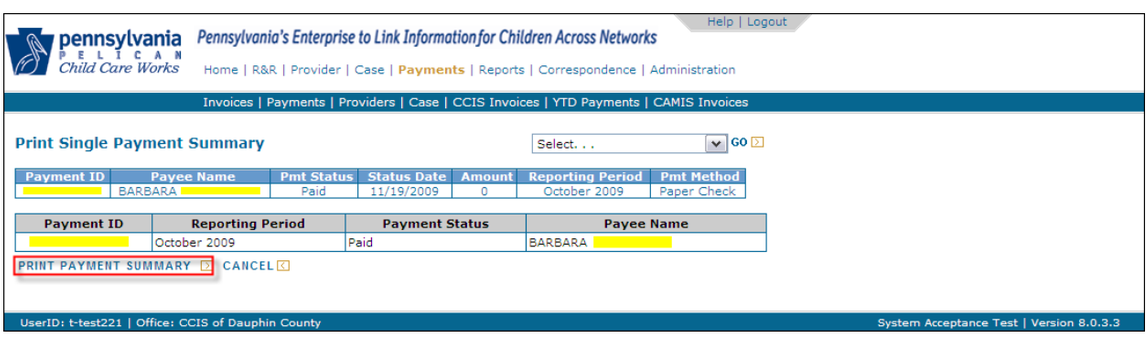
PELICAN CCW will then display a confirmation message to the user.



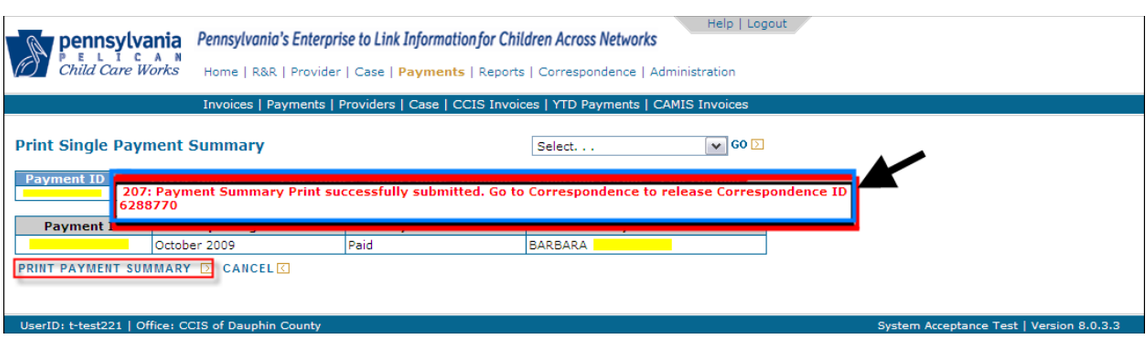
3. While reviewing an invoice or payment, click the "Select…" drop-down box, choose "Print Payment Summary" from the list and click "Go".



PELICAN CCW will then navigate to the Print Single Payment Summary page and the user must click the "Print Payment Summary" button.



PELICAN CCW will then display a confirmation message to the user.



See examples of the Payment Summary below.

Detail

SEE MANUAL SECTION "500.9.5 – CORRESPONDENCE SETTINGS"

Page 1

PROVIDER PAYMENT SUMMARY

Payment

CCIS of Cumberland/Perry County
1416 Trindle Rd, Suite 201
Carlisle, PA 17013-9718
(717) 243-4014

Pay To:
SHERRY
ST
DUNCANNON, PA 17020

Payment Amount	$144.95
Payment Date	07/25/2005

Payment Calculation Summary

Invoice ID	MPI ID	Provider ID	Provider Legal Entity	Provider Location	Type	Service Period	Amount
			SHERRY	SHERRY	R/N	March 2005	$144.95

Total Payment Amount: **$144.95**

Payment Calculation Detail

Invoice #:
Provider Location: SHERRY
Service Period: March 2005

Individual Number	County/ Record#	Child Name	Care Level	Unit	Number of Days	Amount	Total
Adjustment Reason:		New Enrollment Added					
Before Adjustment							
		, DRAVYN	Preschool (37 mos.-K)	NFT	23	$13.31	$306.13
				COPAY	4	($30.00)	($120.00)
						Subtotal	186.13
		, BRETT	Preschool (37 mos.-K)	FT	23	$10.65	$244.95
				COPAY	4	($25.00)	($100.00)
						Subtotal	144.95
		, TRENT	Preschool (37 mos.-K)	FT	23	$10.65	$244.95
						Subtotal	244.95
Total for Before Adjustment :							**$576.03**
After Adjustment							
		, DRAVYN	Preschool (37 mos.-K)	NFT	23	$13.31	$306.13
				COPAY	4	($30.00)	($120.00)
						Subtotal	186.13
		, BRETT	Preschool (37 mos.-K)	FT	23	$10.65	$244.95
				COPAY	4	($25.00)	($100.00)

Date: 07/26/2005
Correspondence ID:
Page 1 of 2

Payment Summary -

Finalized 3/24/10

Page 2

PROVIDER PAYMENT SUMMARY

Payment

Payment Calculation Detail Continued

Invoice #:
Provider Location: SHERRY
Service Period: March 2005

Individual Number	County/ Record#	Child Name	Care Level	Unit	Number of Days	Amount	Total
						Subtotal	144.95
		, TRENT	Preschool (37 mos.-K)	FT	23	$10.65	$244.95
						Subtotal	244.95
		, MAXWELL	Preschool (37 mos.-K)	FT	23	$10.65	$244.95
				COPAY	4	($25.00)	($100.00)
						Subtotal	144.95
Total for After Adjustment :							**$720.98**
Invoice Difference:							**$144.95**
Adjustment Amount:							**$144.95**
Invoice Subtotal:							**$144.95**
Invoice Total :							**$144.95**

Payment Summary -

Date: 07/26/2005
Correspondence ID:
Page 2 of 2

Finalized 3/24/10

Summary

SEE MANUAL SECTION "500.9.5 – CORRESPONDENCE SETTINGS"

PROVIDER PAYMENT SUMMARY

Payment

CCIS of Cumberland/Perry County
1416 Trindle Rd, Suite 201
Carlisle, PA 17013-9718
(717) 243-4014

Pay To:
SHERRY
ST
DUNCANNON, PA 17020

Payment Amount	$144.95
Payment Date	07/25/2005

Payment Calculation Summary

Invoice ID	MPI ID	Provider ID	Provider Legal Entity	Provider Location	Type	Service Period	Amount
			SHERRY	SHERRY	R/N	March 2005	$144.95

Total Payment Amount: **$144.95**

Payment Calculation Detail

Invoice #:
Provider Location: SHERRY
Service Period: March 2005

Individual Number	County/ Record#	Child Name	Care Level	Unit	Number of Days	Amount	Total
Adjustment Reason:		New Enrollment Added					
Before Adjustment							
Total for Before Adjustment :							**$0.00**
After Adjustment							
		, MAXWELL	Preschool (37 mos.-K)	FT	23	$10.65	$244.95
				COPAY	4	($25.00)	($100.00)
						Subtotal	144.95
Total for After Adjustment :							**$144.95**
Invoice Difference:							**$144.95**
Adjustment Amount:							**$144.95**
Invoice Subtotal:							**$144.95**
Invoice Total :							**$144.95**

Payment Summary -

Date: 07/26/2005
Correspondence ID:
Page 1 of 1

Return to Table of Contents

See Manual Section "500.12.3.30 – Questions – 500.8.20 – Payment Summary"

500.8.21 Recoupment Letter

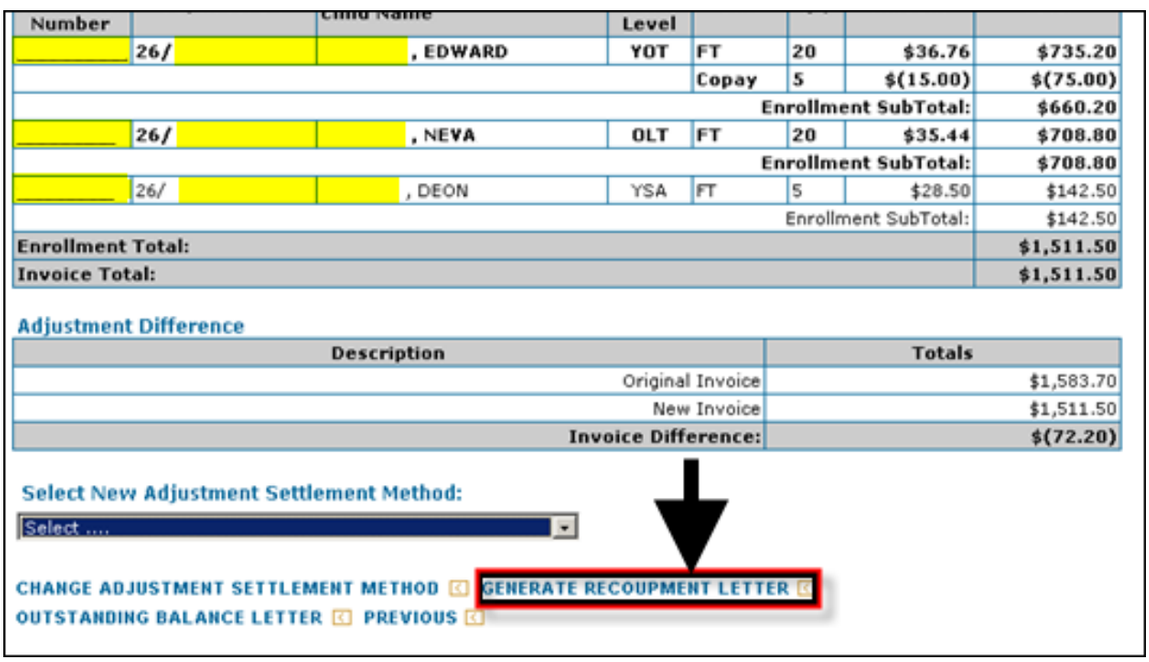
The CCIS must send a Recoupment Letter to any provider or payee who has a negative adjustment due to an overpayment.

The Recoupment Letter details the amount of the recoupment, the "Maximum Recoupment Percentage "and the "Adjustment Authorization Date", as well as the "Invoice Calculations" *before and after the adjustment*. The "Adjustment Reason", if entered, will also display on the Recoupment Letter.

When there is a "Physical Address" and a "Payment Address" available for the "Payee Type", the "Payment Address" will display on the Recoupment Letter.

The child(ren) affected by the adjustment are displayed in bold for easy recognition.

PELICAN CCW generates a Recoupment Letter automatically during the nightly batch process when the CCIS processes a negative adjustment. The CCIS can also manually generate the Recoupment Letter using the button provided on the Invoice Adjustment Details page.



Number		Child Name	Level				
_____	26/	, EDWARD	YOT	FT	20	$36.76	$735.20
				Copay	5	$(15.00)	$(75.00)
						Enrollment SubTotal:	$660.20
_____	26/	, NEVA	OLT	FT	20	$35.44	$708.80
						Enrollment SubTotal:	$708.80
_____	26/	, DEON	YSA	FT	5	$28.50	$142.50
						Enrollment SubTotal:	$142.50
Enrollment Total:							$1,511.50
Invoice Total:							$1,511.50

Adjustment Difference

Description	Totals
Original Invoice	$1,583.70
New Invoice	$1,511.50
Invoice Difference:	$(72.20)

Select New Adjustment Settlement Method:

Select ....

CHANGE ADJUSTMENT SETTLEMENT METHOD GENERATE RECOUPMENT LETTER

OUTSTANDING BALANCE LETTER PREVIOUS

The CCIS may choose to print the Recoupment Letter in a "Summary" or "Detail" format using the Correspondence Settings page in PELICAN CCW.

The "Summary" format lists only the enrollments to which an adjustment applies; whereas, the "Detail" format provides a list of all enrollments, including those not associated with an adjustment. For additional information regarding Correspondence Settings, see **Manual Section "500.9.5 – Correspondence Settings"**.

See examples of the Recoupment Letter below.

Finalized 3/24/10

Detail

SEE MANUAL SECTION "500.9.5 – CORRESPONDENCE SETTINGS"

Page 1

Commonwealth Of Pennsylvania
Department of Public Welfare
RECOUPMENT LETTER

CCIS of York County
13 W. Market Street
York PA-17401
(717) 854-2273

Payee:

MARKET STREET
YORK
PA17404

Dear Child Care Provider,
This letter is being sent to you regarding the child care payment(s) sent to you for which you were not entitled.
The information in reference to the overpayment is shown below.

Recoupment amount	$(18.70)
Maximum Recoupment Percentage	100%
Adjustment Authorization Date	11/26/2003

Recoupment Adjustment Detail

Invoice #:
Provider Location:
Service Period: September 2003
Adjustment Reason:

Date: 09/21/2004 Correspondence ID: Page 1 of 5

Finalized 3/24/10

Page 2

Invoice Calculation Before Adustment

Individual Number	County/ Record	Child Name	Care Level	Unit	Number Of Days	Amount	Total
			Infant (0-12 mos.)	FT	14	$24.00	$336.00
				COP	4	$(20.00)	$(80.00)
					Enrollment Subtotal:		**$256.00**
			Young Toddler (13-24 mos.)	FT	16	$23.00	$368.00
				COP	5	$(25.00)	$(125.00)
					Enrollment Subtotal:		**$243.00**
			Young Toddler (13-24 mos.)	FT	22	$23.00	$506.00
				COP	5	$(5.00)	$(25.00)
					Enrollment Subtotal:		**$481.00**
			Older Toddler (25-36 mos.)	FT	22	$22.00	$484.00
				COP	5	$(15.00)	$(75.00)
					Enrollment Subtotal:		**$409.00**
			Older Toddler (25-36 mos.)	FT	18	$22.00	$396.00
				COP	5	$(30.00)	$(150.00)
					Enrollment Subtotal:		**$246.00**
					Enrollment Subtotal:		
			Preschool (37 mos.-K)	FT	22	$19.00	$418.00
				COP	5	$(65.00)	$(325.00)
					Enrollment Subtotal:		**$93.00**
			Preschool (37 mos.-K)	FT	18	$19.00	$342.00
				COP	5	$(25.00)	$(125.00)
					Enrollment Subtotal:		**$217.00**
			Preschool (37 mos.-K)	FT	16	$19.00	$304.00
					Enrollment Subtotal:		**$304.00**

Page 2 of 5

Finalized 3/24/10

Page 3

Invoice Calculation Before Adustment

Individual Number	County/ Record	Child Name	Care Level	Unit	Number Of Days	Amount	Total
			Young School-Age (1st-3rd gr.)	PT	22	$12.00	$264.00
				COP	5	$(15.00)	$(75.00)
						Enrollment Subtotal:	$189.00
			Older School-Age (4th gr.-13 yrs.)	PT	22	$12.85	$282.70
						Enrollment Subtotal:	$282.70
						Enrollment Total:	$2,720.70
						Invoice Penalty:	$(311.60)
						Invoice Total:	$2,409.10

Page 3 of 5

Finalized 3/24/10

Page 4

Invoice Calculation After Adjustment

Individual Number	County/ Record	Child Name	Care Level	Unit	Number Of Days	Amount	Total
			Infant (0-12 mos.)	FT	6	$24.00	$(144.00)
				FT	6	$24.00	$144.00
				FT	14	$24.00	$336.00
				COP	1	$(20.00)	$20.00
				COP	4	$(20.00)	$(80.00)
				COP	1	$(20.00)	$(20.00)
						Enrollment Subtotal:	**$256.00**
			Young Toddler (13-24 mos.)	FT	16	$23.00	$368.00
				COP	5	$(25.00)	$(125.00)
						Enrollment Subtotal:	**$243.00**
			Young Toddler (13-24 mos.)	FT	22	$23.00	$506.00
				COP	5	$(5.00)	$(25.00)
						Enrollment Subtotal:	**$481.00**
			Older Toddler (25-36 mos.)	FT	22	$22.00	$484.00
				COP	5	$(15.00)	$(75.00)
						Enrollment Subtotal:	**$409.00**
			Older Toddler (25-36 mos.)	FT	18	$22.00	$396.00
				COP	5	$(30.00)	$(150.00)
						Enrollment Subtotal:	**$246.00**
			Older Toddler (25-36 mos.)	FT	6	$22.00	$(132.00)
				FT	6	$22.00	$132.00
						Enrollment Subtotal:	**$0.00**
			Preschool (37 mos.-K)	FT	22	$19.00	$418.00
				COP	5	$(65.00)	$(325.00)
						Enrollment Subtotal:	**$93.00**

Page 4 of 5

Page 5

Invoice Calculation After Adjustment

Individual Number	County/ Record	Child Name	Care Level	Unit	Number Of Days	Amount	Total
			Preschool (37 mos.-K)	FT	18	$19.00	$342.00
				COP	5	$(25.00)	$(125.00)
						Enrollment Subtotal:	$217.00
			Preschool (37 mos.-K)	FT	16	$19.00	$304.00
						Enrollment Subtotal:	$304.00
			Young School-Age (1st-3rd gr.)	PT	22	$12.85	$282.70
				PT	22	$12.00	$264.00
				PT	22	$12.85	$(282.70)
				COP	5	$(15.00)	$(75.00)
						Enrollment Subtotal:	$189.00
			Older School-Age (4th gr.-13 yrs.)	PT	22	$12.00	$264.00
				PT	22	$12.85	$(282.70)
				PT	22	$12.85	$282.70
						Enrollment Subtotal:	$264.00
						Enrollment Total:	$2,702.00
						Invoice Penalty:	$(311.60)
						Invoice Total:	$2,390.40

Adjustment Difference

Description	Totals
Original Invoice	$2,409.10
New Invoice	$2,390.40
Adjustment Recoupment Amount	$(18.70)

In accordance with the provisions of your Provider Agreement, you must cooperate with the Child Care Information Services(CCIS) agency in the repayment of duplicate child care payments and correction of billing errors. Please contact the CCIS at that above number within ten days of the date of this letter to make arrangements to pay the total amount due. Failure to contact the CCIS to make arrangements to return the total amount due may result in referrals for legal action and termination of your Provider Agreement.

Sincerely,

CCIS of York County

Page 5 of 5

Finalized 3/24/10

Summary

SEE MANUAL SECTION "500.9.5 – CORRESPONDENCE SETTINGS"

Page 1

Commonwealth Of Pennsylvania
Department of Public Welfare

RECOUPMENT LETTER

CCIS of York County
13 W. Market Street
York, PA 17401
(717) 854-2273

Payee: BARBARA
STREET
YORK, PA 17403
(717)

Dear Child Care Provider,
This letter is being sent to you regarding overpayments made by this office for child care services. The information regarding the overpayment is shown below.

Total Recoupment Amount	$(386.25)
The percentage deducted from the total amount of each check until satisfied	100%
Adjustment Authorization Date	05/27/2004

Recoupment Adjustment Detail

Invoice #:
Provider ID :
Provider Location: BARBARA
Service Period: April 2004
Adjustment Reason:

Invoice Calculation - Before Adjustment

Individual Number	County/ Record #	Child Name	Care Level	Unit	Number Of Days	Amount	Total
			Preschool (37 mos.-K)	NFT	21	$21.25	$446.25
				Copay	1	$(60.00)	$(60.00)
						Enrollment Subtotal:	$386.25
						Enrollment Total:	$386.25
						Invoice Total:	$386.25

Date: 09/21/2004 Correspondence ID: Page 1 of 2

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Page 2

Invoice Calculation - After Adjustment

Provider ID : Name: BARBARA

Invoice #:

Individual Number	County/ Record #	Child Name	Care Level	Unit	Number Of Days	Amount	Total
						Enrollment Subtotal:	$0.00
						Enrollment Total:	$0.00
						Invoice Total:	$0.00

Description	Totals
Original Invoice	$386.25
New Invoice	$0.00
Adjustment Recoupment Amount	$(386.25)

In accordance with the provisions of your Provider Agreement, you must cooperate with the Child Care Information Services(CCIS) agency in the repayment of duplicate child care payments and correction of billing errors. If you are not satisfied with percentage listed above or you do not expect future payments from this CCIS, contact the CCIS at the above number within ten days of the date of this letter. Failure to return the total amount due may result in referrals for legal action and termination of your Provider Agreement.

Sincerely,

CCIS of York County

Date: 09/21/2004 Correspondence ID: Page 2 of 2

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See Manual Section "500.12.3.31 – Questions – 500.8.21 – Recoupment Letter"

500.8.22 Redetermination Letter/Packet

The CCIS must send the Redetermination Letter/Packet to the p/c, following generation by PELICAN CCW, along with the following verification forms, as appropriate:

1. **CY 925 – Employment Verification form**
2. **CD 930 – Training Verification form**
3. **CD 924 – Education Verification form**
4. **CD 878 – Medical Assessment form**
5. **PA 1747 – Domestic Violence Verification form**
6. **Self-Employment Verification form**

As set forth in § 3041.130(b)(1) (relating to redetermination of eligibility), "Prior to the redetermination, the eligibility agency shall provide the p/c with the Department's form listing the following information last reported for each p/c or child in the family:

(i) Earned income.

(ii) Unearned income.

(iii) Hours of work, education and training.

(iv) Family composition.

(v) Address."

As set forth in § 3041.131(a) (relating to procedures for redetermination), "No earlier than 6 weeks prior to redetermination, the eligibility agency shall send the family a form that lists the factors that will be reviewed for the redetermination of eligibility and explain the verification that will be needed to complete the redetermination."

The p/c is required to review the Redetermination Summary and indicate any changes in information, if appropriate, by updating the information in the gray rows that are provided. The p/c is also required to sign and date the "Affidavit" section of the form and return the entire form to the CCIS along with all required verification.

The Redetermination Letter provides detailed instructions regarding how to complete the Redetermination Summary. The Redetermination Letter also provides detailed instructions regarding how the p/c may complete the redetermination online via the Commonwealth of Pennsylvania Access to Social Services (COMPASS) website.

If the p/c completes the redetermination via COMPASS, the signed Affidavit is *NOT* required. "E-signature" is used as the DPW standard for COMPASS applications and redeterminations.

The CCIS must receive all required verification forms prior to answering "Yes" to "Has the Redetermination Packet been returned" in PELICAN CCW.

As set forth in § 3041.131(b), "If the p/c submits only some of the required verification elements prior to the redetermination, the eligibility agency shall request in writing that the p/c submit the additional verification no later than the family's redetermination date."

> Per policy, if the p/c fails to submit all of the required verification necessary to complete the redetermination, the CCIS must send a Missing Information Letter to the p/c requesting the additional verification needed to complete the redetermination no later than the redetermination date.

A Redetermination may be processed when the required verification forms have been received or no later than the Redetermination Date. If only the signed Affidavit is missing, CCISs must process the redetermination and determine continuing eligibility.

As set forth in § 3041.131(d), "The eligibility agency shall send a written notice to the p/c regarding failure to provide required verification only after the family's redetermination date."

> Per policy, if the p/c fails to submit all of the required verification by the family's redetermination date, the CCIS must generate and send an AA for failure to complete the redetermination.

If the p/c does not return the sign Affidavit with the Redetermination Summary, the CCIS must send the p/c a Missing Information Letter along with a copy of the unsigned Affidavit that requests the p/c's signature and indicates the due date for receipt. If the signed Affidavit is not received by the due date, the CCIS must generate an AA.

> REMINDER: A signed Affidavit *is not required* for COMPASS redeterminations.

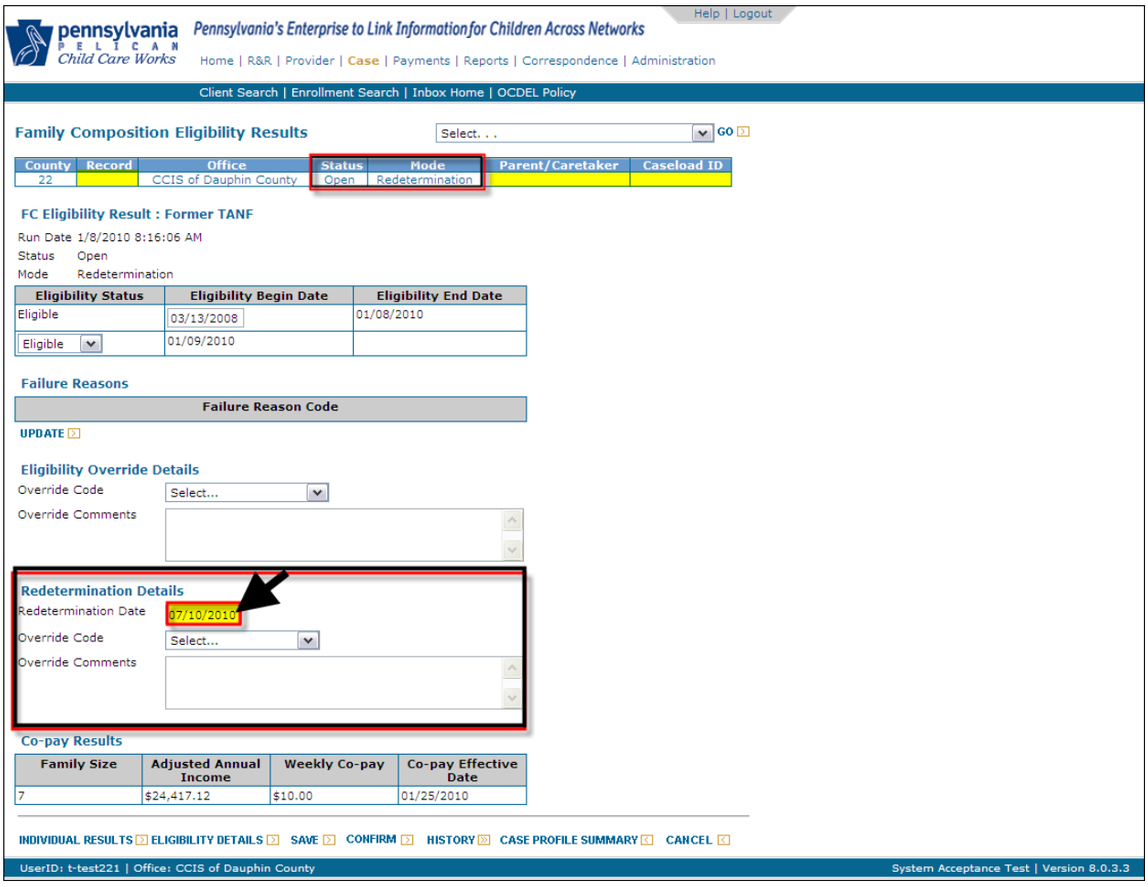
If a family has a child(ren) on the waiting list and there are no active enrollments, "Waiting List" is displayed in bold on the Redetermination Letter.

Each Redetermination Letter/Packet contains a Redetermination Letter and a Redetermination Summary form, which displays case information exactly as it is entered in PELICAN CCW.

The Redetermination Letter/Packet is not available for central printing because of the additional forms the CCIS must include when mailing the Redetermination Letter/Packet to the p/c. For additional information regarding central printing, see **Manual Section "500.9.4.5 – Central Printing"**.

PELICAN CCW generates a Redetermination Letter/Packet six weeks prior to the "Redetermination Date", which is displayed under the "Redetermination Details" section on the Family Composition Eligibility Results page in PELICAN CCW.

See the screen shot below.



PELICAN CCW automatically generates the Redetermination Letter/Packet during the nightly batch process. The Redetermination Letter/Packet is available in two formats:

1. A single PDF file containing up to 30 combined packets (i.e., for 30 individual cases) for local printing.

2. Multiple PDF files containing only one file per packet (i.e., for a single case) that can be printed locally.

   NOTE: The CCIS may search for *multiple PDF files only* using Co/Record Number.

The format is determined at the office level and is driven by a reference table that is monitored by OCDEL's Bureau of Subsidized Child Care Services staff.

NOTES:

1. Redetermination Packets can be viewed by removing the User ID and Co/Record Number and searching from the Correspondence Home page.

2. It is recommended that the Correspondence ID of the Redetermination Letter/Packet be recorded individually per case in the Case Comments within PELICAN CCW as a reference.

3. If the CCIS must locate a specific case using the Co/Record Number within a multiple PDF packet, open the PDF and search the document by Co/Record Number.

See an example of the Redetermination Letter/Packet below.

Page 1

REDETERMINATION LETTER

CCIS of Dauphin County
110 North 26th Street
Harrisburg, PA 17103

Worker Name: DAVID J.
Phone Number: (717) 555-1111

MAIN ST
HARRISBURG, PA 17103-2021

CO RECORD
22

Date: 03/20/2008

Dear ,

You must submit information to our office **no later than 05/01/2008** in order to maintain your eligibility for subsidized child care.
You may update your information using the enclosed Redetermination Summary Form OR you may update your information online.
If you have any questions about what proof you must submit for changes or require assistance in completing your Redetermination Packet, please contact our office immediately.

INSTRUCTIONS FOR UPDATING INFORMATION USING THE ENCLOSED FORM:

The form gives you the most current information you reported to our office. Please review the information on the form carefully.

If there are NO CHANGES to the information on the form:
- Sign the form;
- Provide proof of pay received for 4 weeks out of the past 6 weeks; and
- Return ALL PAGES OF THE FORM to our office.

If there are CHANGES to the information on the form:
- Note the changes directly on the form;
- Sign the form;
- Provide proof of the changes you noted;
- Provide proof of pay received for 4 weeks out of the past 6 weeks; and
- Return ALL PAGES OF THE FORM to our office.

INSTRUCTIONS FOR UPDATING INFORMATION ONLINE:

If you would prefer to update your information online you must:
- Go to www.compass.state.pa.us and click on "I Get Services Now;"
- In the "Renew Benefits" section, click "Continue;"
- Choose "A Subsidized Child Care Redetermination;" and click "Continue;"
- Type in the following 3 items in the spaces provided on the web page:
  1. Your Social Security Number*; and
     **NOTE: If you have never reported your Social Security Number to the CCIS, you will be unable to update your information online.*
  2. Your County/Record Number: 22/0999999; and
  3. Your family's Redetermination Date: 05/01/2008.
- Click "Continue," then compare the information online to the information shown on the enclosed Redetermination Summary Form;
- Update any information that has changed or add information as needed by following the online directions;
- Click "Submit" when you are finished updating your information online;
- Provide proof of the changes you made or of the information you added online;
- Provide proof of pay received for 4 weeks out of the past 6 weeks.

If you need help while updating your information online, click on "Help."

If you or your spouse have a disability and do not receive disability payments, you must also submit a Medical Assessment Form completed by a licensed physician or psychologist.

If you are receiving subsidy for a foster child, you must submit written verification by the county children and youth agency indicating whether the child continues to be a foster child.

Sincerely,

CCIS of Dauphin County

Correspondence ID:
Co/Record #

Finalized 3/24/10

Page 2

Redetermination Summary Form

Please make any corrections to printed information by writing the correct information in the gray row directly underneath the information you need to correct. If you need to add additional family members, please add their information in the extra two rows at the end of each section. If you need to remove a family member, please cross out their information.

Last Name	First Name	MI	Sffx	Relationship to you	Sex	DOB	SSN	Citizen? Yes	Citizen? No	Race	Ethnicity
				SELF	F	09/04/1985		X		White	Non-Hispanic

Demographic Information

Last Name	First Name	MI	Sffx	Relationship to you	Sex	DOB	SSN	Citizen? Yes	Citizen? No	Race	Ethnicity
	JANEY	M		Daughter	F	02/03/2006		X		White	Hispanic

Address & Telephone Information

Address	City	State	Zip Code	County
MAIN ST	HARRISBURG	PA	17113-3130	Dauphin

Phone Type	Phone Number	Best Time to Call
Work	(717) 555-	
	( )	
Home	(717) 555-	WHENEVER
	( )	

Email Address

Parent/Caretaker Employment and Wage Information

Name of Parent/Caretaker	Employer Name and Address	Type (Employment or Self-Employment)	Annual Income	Date Received	Hours per Week
	PENN DOT	Employment	$ 20,000.00	04/22/2007	40
			$		

Parent/Caretaker Education/Training Information

Name of Parent/Caretaker participating in an Education/Training program	School Name	Type of School (Elementary, Middle, Senior High, College, Vocational/Technical, Trade)	Hours per Week/ Schedule	Education or Training

Correspondence ID:
Co/Record #

CONTINUED ON NEXT PAGE

Page 3

Redetermination Summary Form

Disability Information

Information in the following section pertains to all of the family members with a disability.

If a parent or caretaker in your home has a disability and does not receive disability payments, a medical assessment form must be attached. The medical assessment must be completed by a licensed physician. A copy of the medical assessment form is available at your local CCIS.

Name	Type	Dev. Age (In Months)	Onset Date	Able to care for child	Able to work	End Date

Immunization Information

Child's Name	Is this child immunized? (yes, pending/90 days or no)	Good Cause Exemption (yes or no)	Good Cause Reason (religious or medical)
JANEY	Yes		

Other Income and Deductions

Please attach proof of all income and expenses. For employment income please provide proof of pay received for 4 weeks out of the past 6 week period. For self employment, please include a copy of your most recent tax return. For unearned income provide a copy of a check, check stub, or other documentation. Income includes, but is not limited to: money received for babysitting children, room and board, rent money received, Social Security, SSI, child support, Unemployment or Worker's Compensation, money for college or training, dividends or interest earned, pensions, commissions and union pay received. Medical expenses include doctor bills, hospital bills, health care premiums, medication expenses, bills for prosthetic devices and/or bills for durable medical equipment. Medical expenses must have been incurred within the past 90 days and must be expected to continue for the next 6 months.

Other Income

Name of Person with Income	Type/Source of Income (see options above)	Amount of Income	Date Received	How often is the Income Received

Deductions

Name of Person with an Expense	Type/Source of Expense (Medical Deduction, Child Support or Alimony)	Amount of Expense	Date Expense Incurred	How often does the Expense occur

Other DPW Benefits

Do you receive:

Housing Assistance	Food Stamps	Federal Cash Income
No	No	No

Correspondence ID:
Co/Record #

CONTINUED ON NEXT PAGE

Page 4

Redetermination Summary Form

Affidavit

I swear or affirm that I have read or have had this redetermination packet and summary form read to me in full. By my signature, I attest that all information I have given is true, correct and complete to the best of my ability, knowledge and belief. Also I have received a written copy of my rights and responsibilities. I understand that information contained in this form may be cross referenced with the Department of Public Welfare Programs. Further, I understand that I can be penalized by fine or imprisonment or subsidized child care ineligibility by making any false statements or for my failure to report any changes that may affect my eligibility status.

Parent/Caretaker Signature _____ Date _____

Parent/Caretaker Signature _____ Date _____

To be completed by the CCIS Only

Family continues to be eligible from ☐

Family is no longer eligible ☐

CCIS Representative Signature _____ Date _____

CCIS Representative Supervisor Signature _____ Date _____

Correspondence ID:
Co/Record #

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See Manual Section "500.12.3.32 – Questions – 500.8.22 – Redetermination Letter/Packet"

500.8.23 Waiting List Funds Available Letter

The CCIS must send the Waiting List Funds Available Letter to the p/c to inform the p/c the eligible child may now be enrolled because funds have become available.

PELICAN CCW generates a Waiting List Funds Available Letter when the CCIS authorizes a child for enrollment from the Waiting List *and it is that child's first enrollment*. PELICAN CCW does *NOT* generate a Waiting List Funds Available Letter for a child's second or subsequent enrollment.

Upon receipt of the Waiting List Funds Available Letter, the p/c must either call the CCIS to indicate the choice of provider or, if the face-to-face interview has not been completed, the p/c must schedule the time to come in for the interview. To facilitate this, PELICAN CCW generates the Waiting List Funds Available Letter using one of two templates:

1. Face-to-face interview scheduling information *IS* displayed.
2. Face-to-face interview scheduling information is *NOT* displayed.

PELICAN CCW generates the correct template based upon whether or not a "Face-to-Face Date" is entered on the Household Information page *at the time that eligibility was assessed*.

The "Enrollment Authorization Date" appears in the "Notification Date" field on the Enrollment Detail page to enable the primary worker to see when to take the appropriate action.

NOTE: For retroactive changes, the "Notification Date" will be no earlier than the current date.

Alerts are also generated to remind the worker to take the action at the correct time.

If a child is moved back to "Authorized" status (AUT) as a retroactive change, the CCIS may generate the Waiting List Funds Available Letter by clicking "Generate Correspondence" on the Enrollment Status Information page.

NOTES:

1. If, prior to a retroactive change, correspondence was generated, the CCIS must either "Cancel" the requested Waiting List Funds Available Letter if it was not yet mailed or follow-up with the p/c if the Waiting List Funds Available Letter was mailed.
2. If the status remains "Authorized" for 30 days, PELICAN CCW generates an alert to indicate the primary worker must generate an AA.
3. If the status remains "Authorized" after the adverse action period, PELICAN CCW generates an alert to the worker to take the appropriate policy-defined action.

See examples of the Waiting List Funds Available Letter below.

Face-to-face interview scheduling information IS displayed

WAITING LIST FUNDS AVAILABLE LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Worker Name: Tina
Phone Number: (717) 233-8454

CO RECORD
22
Date: 01/09/2006

CAMERON ST
HARRISBURG, PA 17101

Dear ,

Effective 01/09/2006, funds are available for .

Please contact your CCIS Office at (717) 233-8454 by 02/06/2010 to discuss your child care arrangements and schedule a face-to-face meeting. Failure to contact your CCIS office and meet the face-to-face requirement will affect your eligibility to receive subsidized child care.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

Face-to-face interview scheduling information is NOT displayed

WAITING LIST FUNDS AVAILABLE LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Worker Name: Bill
Phone Number: (717) 233-8454

CO RECORD
22
Date: 01/09/2006

CAMERON ST
HARRISBURG, PA 17101

Dear ,

Effective 01/09/2006, funds are available for .

Please contact your CCIS Office at (423) 238-3337 by 02/07/2010 to discuss your child care arrangements. Failure to contact your CCIS Office will affect your eligibility to receive subsidized child care.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

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See Manual Section "500.12.3.33 – Questions – 500.8.23 – Waiting List Funds Available Letter"

500.8.24 Welcome Letter

A CCIS provides the Welcome Letter to the p/c as a notification of potential eligibility for TANF, FS or GA/WS2 child care services.

PELICAN CCW generates the Welcome Letter *for TANF, FS and GA/WS2 cases only* when a child care request is made at the CAO.

PELICAN CCW automatically generates the Welcome Letter when the CAO pushes a TANF, FS or GA/WS2 case and the case is transferred during the nightly batch or when the CCIS pulls a TANF, FS or GA/WS2 case and these transfers are in “Processed” or “Processed with Failures” statuses.

PELICAN CCW does not generate the Welcome Letter for all other transfer statuses.

The Welcome Letter includes the CCIS return address information, telephone number and worker name. The Correspondence ID and the new Co/Record number are also displayed.

The letter contains standard text indicating that the p/c may contact the CCIS for help in paying child care expenses.

See an example of the Welcome Letter below.

Finalized 3/24/10

WELCOME LETTER

CCIS of Dauphin County
110 N. 26th Street
Harrisburg, PA 17103-1801

Worker Name: BOBBI G.
Phone Number: (717) 233-8454

CO RECORD

22

Date: 09/06/2007

JOHN
VARTAN WAY
HARRISBURG, PA 17110-0000

WELCOME TO THE CHILD CARE INFORMATION SERVICES (CCIS) AGENCY.

Dear JOHN ,

Your County Assistance Office (CAO) referred you to our CCIS agency for help with finding and paying for child care. If you need child care while you attend an activity approved by your CAO, please call the CCIS.

You may be eligible to receive subsidized child care through the CCIS agency while you receive Temporary Assistance for Needy Families (TANF), General Assistance or Food Stamps and attend an approved activity.

The CCIS worker will talk to you about child care choices and how the CCIS will help pay for your child care.

You must call the CCIS office no later than 15 days from the date of this letter to make your child care arrangements.

Sincerely,

CCIS of Dauphin County

Correspondence ID:

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See Manual Section "500.12.3.34 – Questions – 500.8.24 – Welcome Letter"

500.9 CORRESPONDENCE SUBSYSTEM IN PELICAN CCW

Within PELICAN CCW, correspondence is generated in one of two ways:

1. Changes in data cause PELICAN CCW to automatically generate a correspondence request.
2. The CCIS user manually requests a correspondence and PELICAN CCW processes the request.

The Correspondence Subsystem in PELICAN CCW does *NOT* track whether correspondence is actually mailed to a p/c or provider. The CCIS must track the mailing of correspondence that is printed locally. If problems are identified during the central printing process, OCDEL Policy or Operations staff will contact the affected CCIS(s) to inform the CCIS(s) of the problem and provide additional instruction regarding next steps.

When generating correspondence automatically or when processing a manual correspondence request, PELICAN CCW automatically retrieves the appropriate case, provider and/or individual demographic information required for successful generation. PELICAN CCW determines which address to use based upon address availability as follows:

1. Correspondence Address or Service Mailing Address.
2. Physical Address or Service Location Physical Address.
3. Physical Address or Legal Entity Physical Address.

For in-home providers, PELICAN CCW uses the address information the CCIS entered for the provider.

If the provider has a “Location Physical Address” and requires that correspondence is sent to the Legal Entity, the CCIS must enter the Legal Entity’s “Physical Address” or “Correspondence Address” as a “Correspondence Address” for the Location.

All versions of correspondence, whether the original or a duplicate, print with a unique “Correspondence ID” or “Notice ID” for tracking purposes.

Currently, PELICAN CCW has the capacity to print correspondence in “English” *ONLY*.

PELICAN CCW does *NOT* have the ability to complete “spell check”. If the CCIS plans to enter lengthy text in the “Supplemental Text” field, when allowable, it is recommended that the CCIS user enter the proposed text in word processing software (i.e., Microsoft Word), complete “spell check” and then “copy” and “paste” the text into the “Supplemental Text” field in PELICAN CCW.

The following subsections provide detailed explanation regarding the Correspondence Subsystem in PELICAN CCW.

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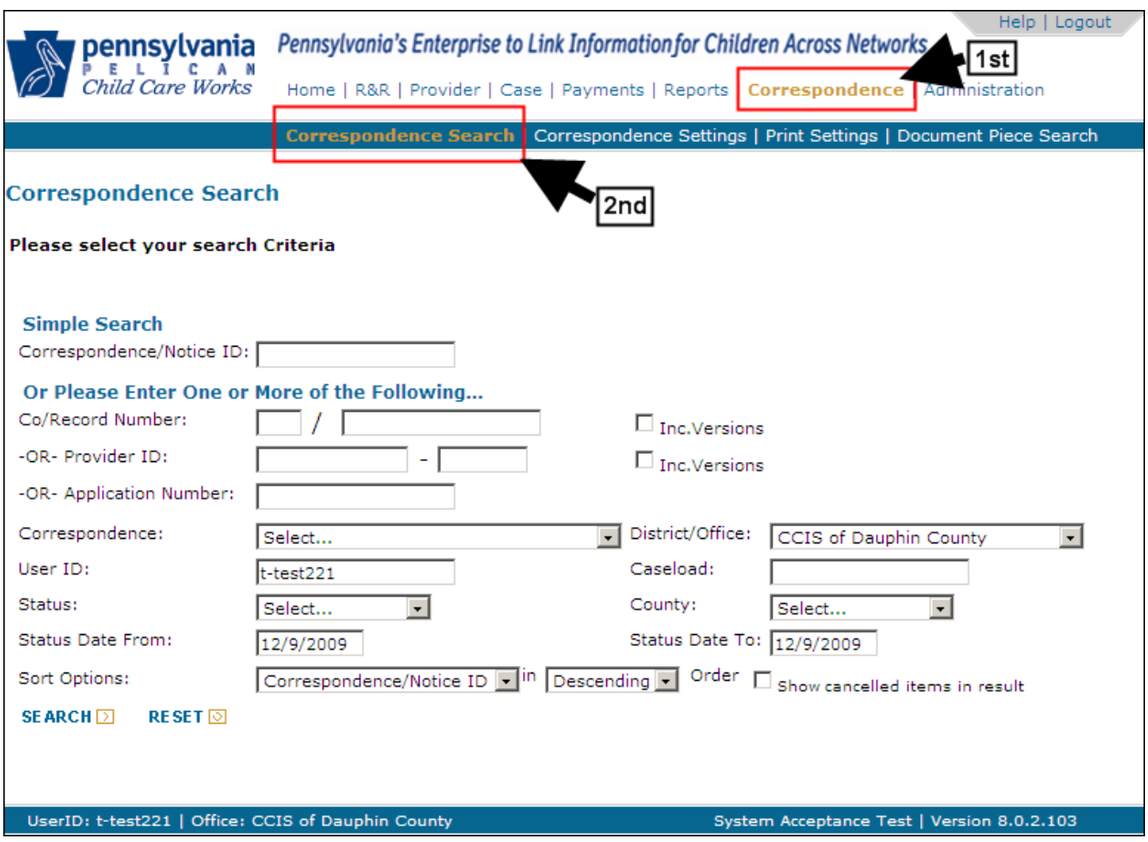
500.9.1 Accessing & Searching for Correspondence

The following subsections provide details regarding the different ways a CCIS user may search for correspondence within PELICAN CCW.

500.9.1.1 Correspondence Search page

The most common way to access and/or search for correspondence in PELICAN CCW is via the Correspondence Search page. The CCIS may access the Correspondence Search page by using the "Correspondence" selection on the Main Navigation bar and clicking "Correspondence Search" on the Sub Navigation bar.



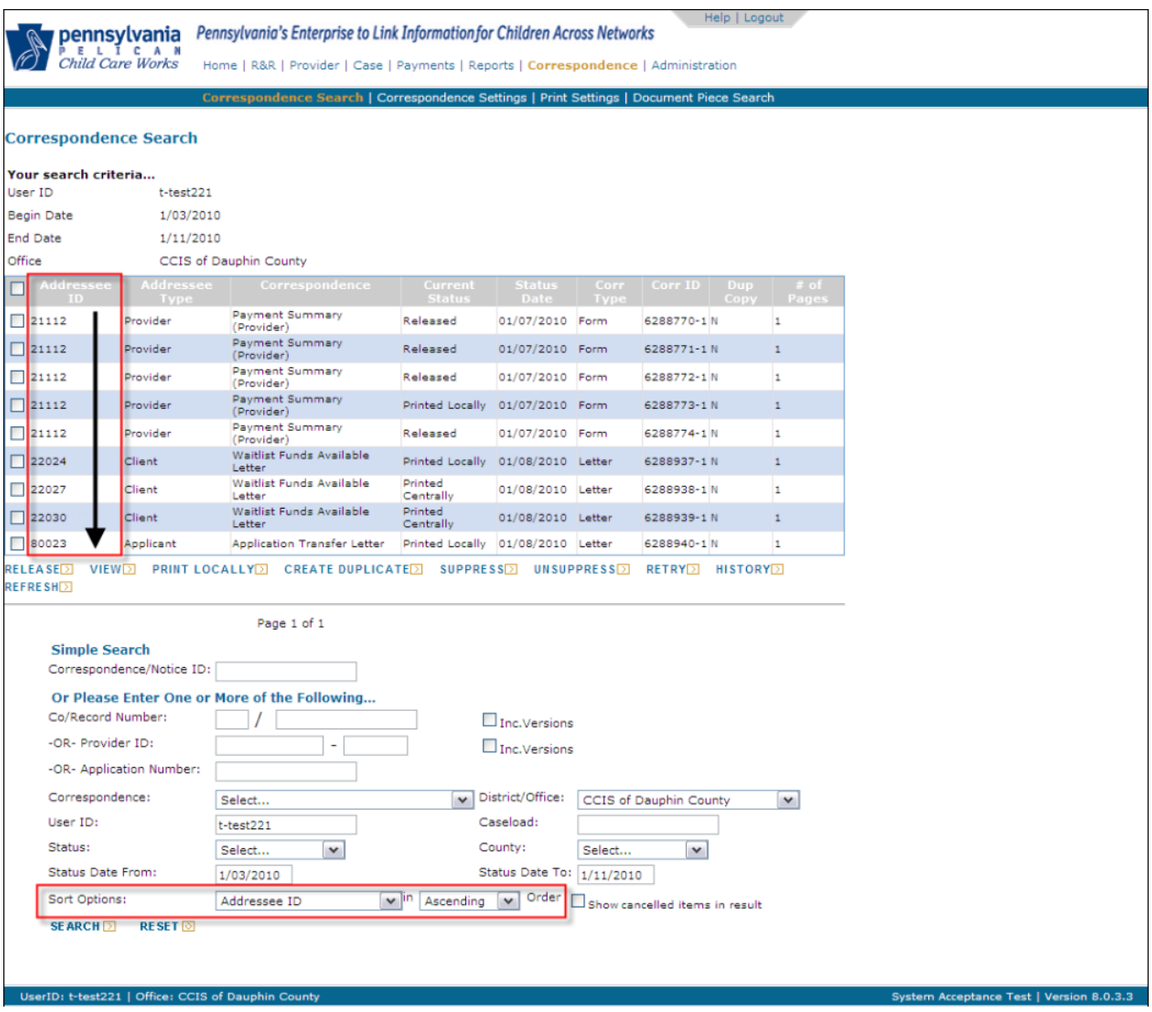
The CCIS may complete a "Simple Search" by entering the Correspondence/Notice ID and clicking "Search" *or* the CCIS may enter any variation of the following search parameters to locate the correct correspondence:

1. Co/Record Number.
2. Provider ID.
3. Application Number, *for the Application Transfer Letter and the Application Rejection Notice only*.
4. Correspondence.
5. User ID.

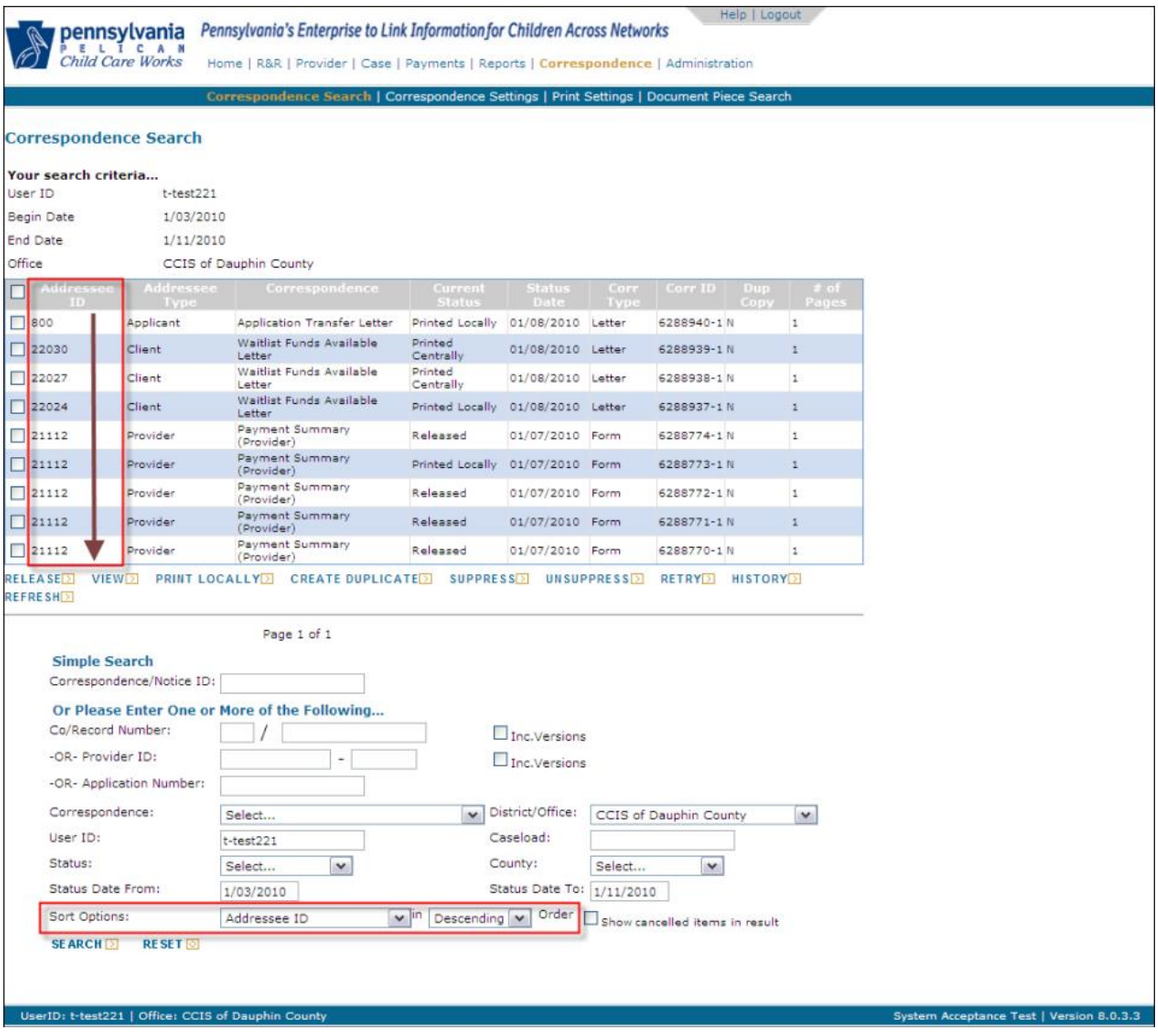
6. Caseload.
7. Status.
8. County.
9. Status Date From.
10. Status Date To.

The CCIS may select any of the following "Sort Options" in "Ascending" or "Descending" order to review the search results:

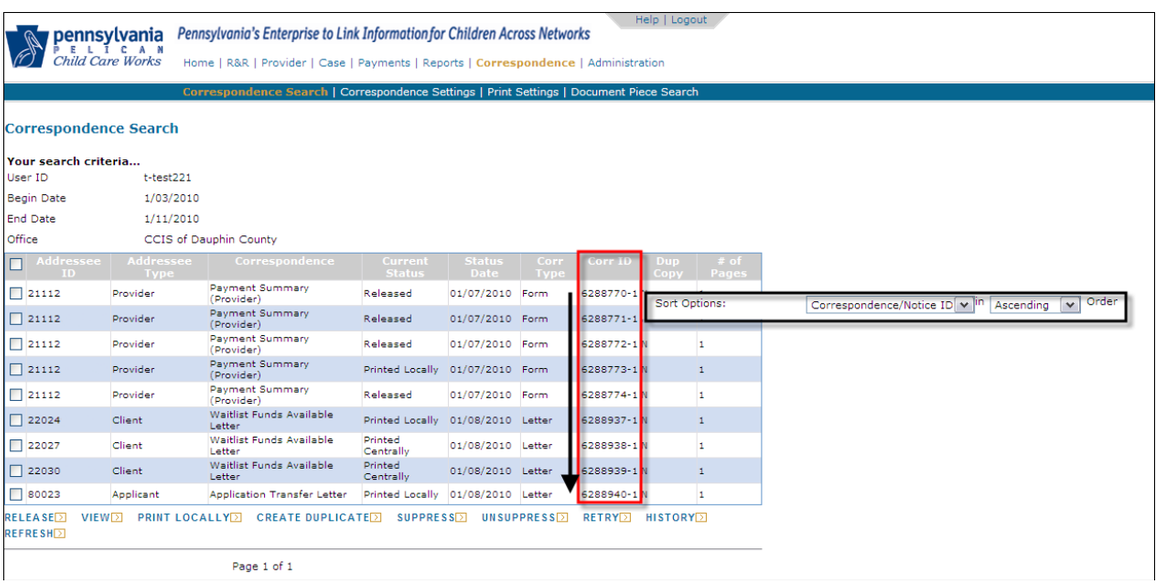
1. Addressee ID.



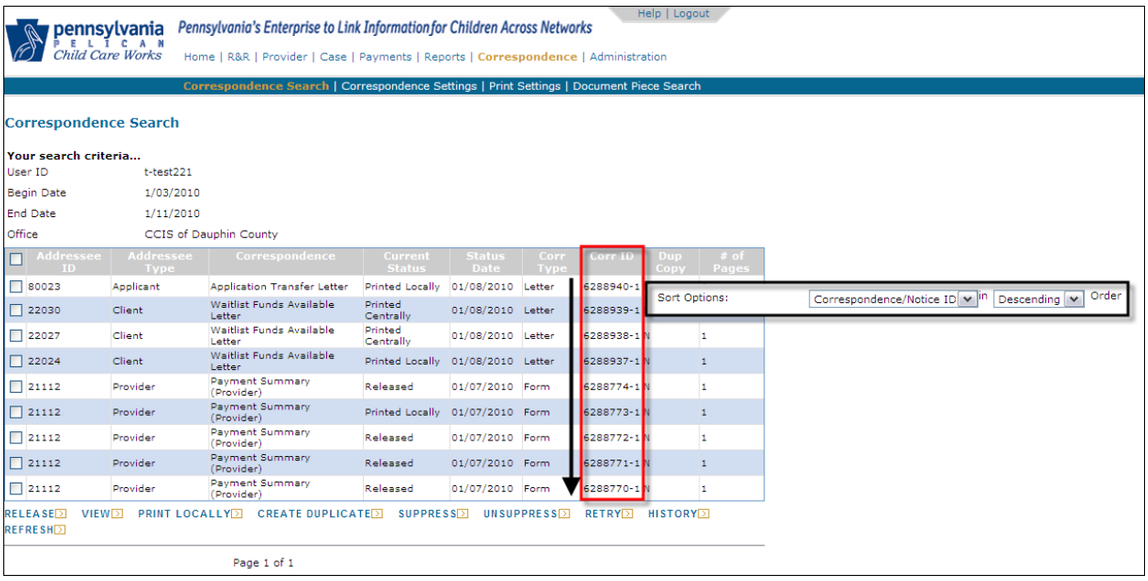
The CCIS can sort the "Addressee ID" in ascending or descending order. Ascending order is shown above, while descending order is shown below.



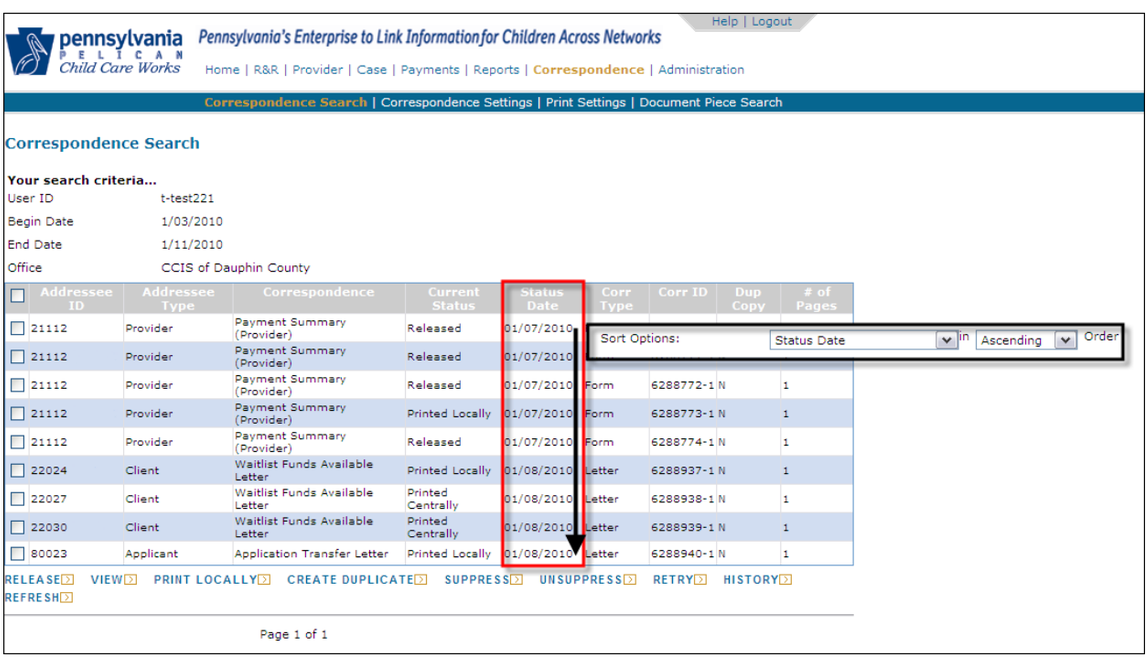
2. Correspondence/Notice ID.



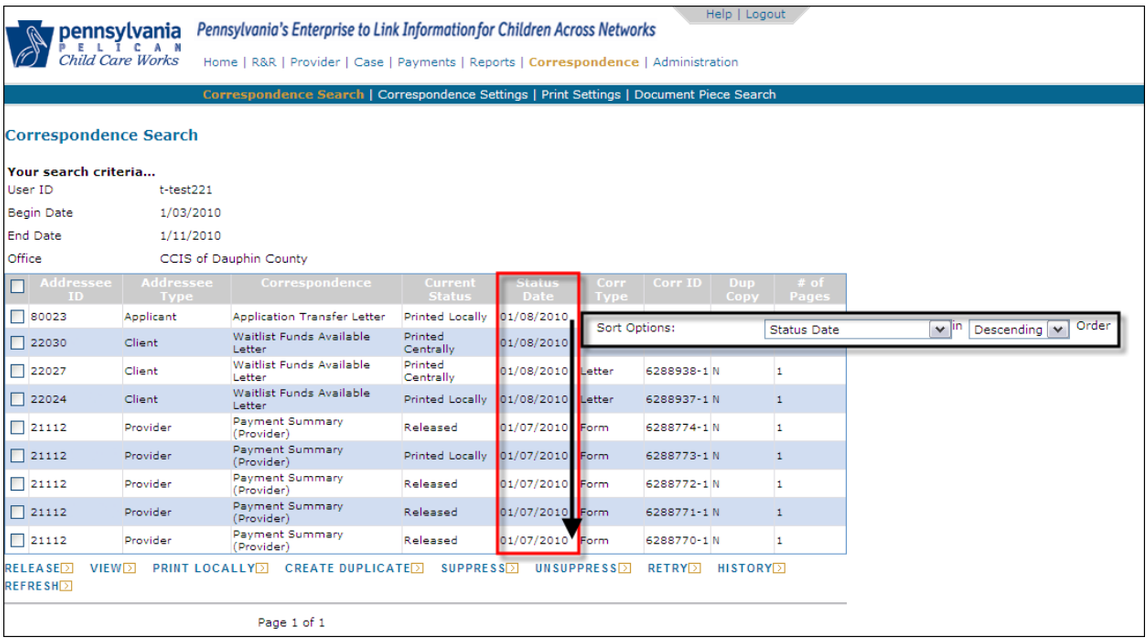
The CCIS can sort the "Correspondence/Notice ID" in ascending or descending order. Ascending order is shown above, while descending order is shown below.



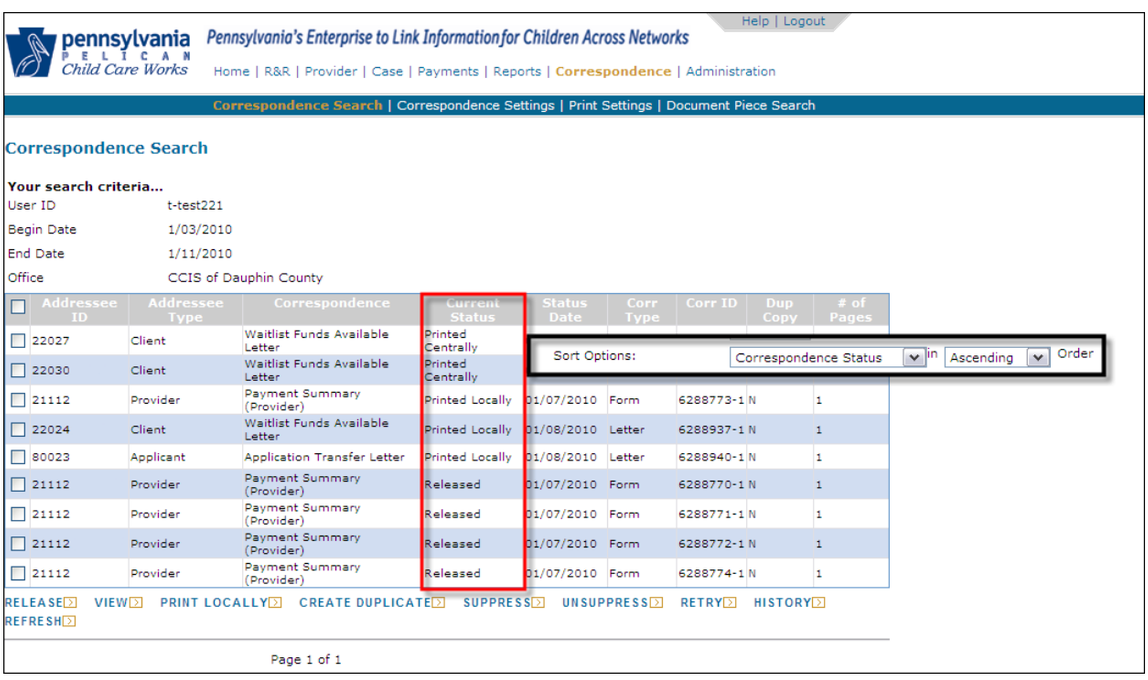
3. *Status Date* – Reflects the date the correspondence moved into the status. PELICAN defaults to searching for all correspondence associated with the current user's "User ID" and having today's "Status Date".



The CCIS can sort the "Current Status" in ascending or descending order. Ascending order is shown above, while descending order is shown below.

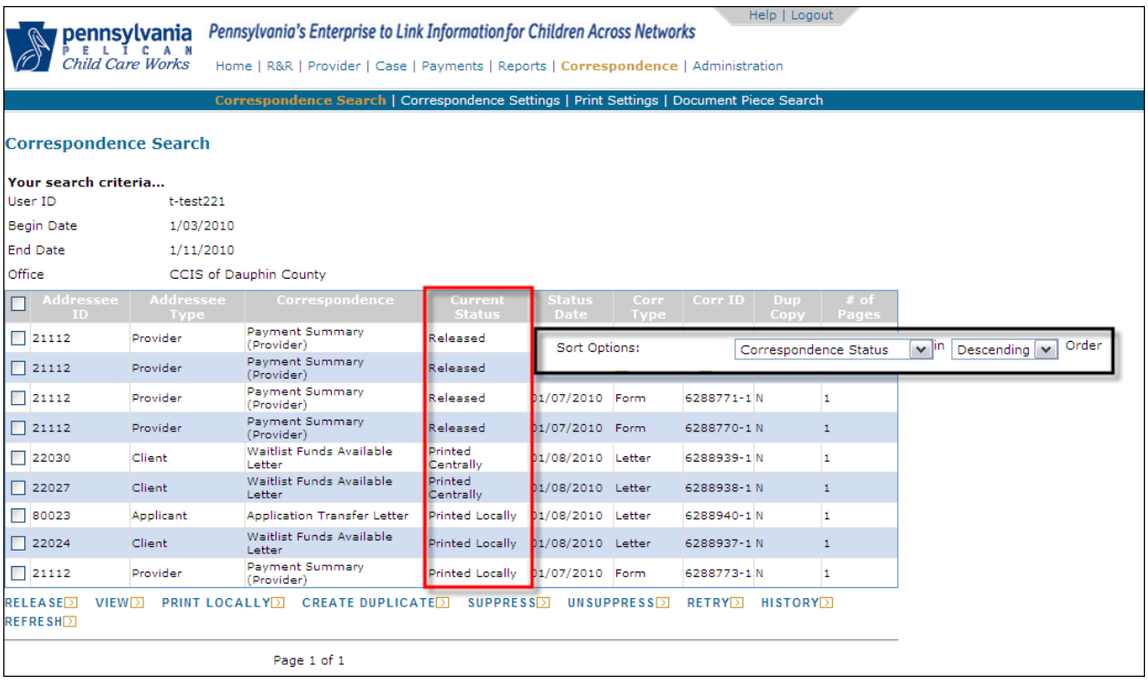


4. *Correspondence Status* – Options include "Requested", "Pending", Released", "Printed", "Suppressed", "Cancelled", "In Process", "Consolidated" and "Failed".



The CCIS can sort the "Current Status" in ascending or descending order. Ascending order is shown above, while descending order is shown below.

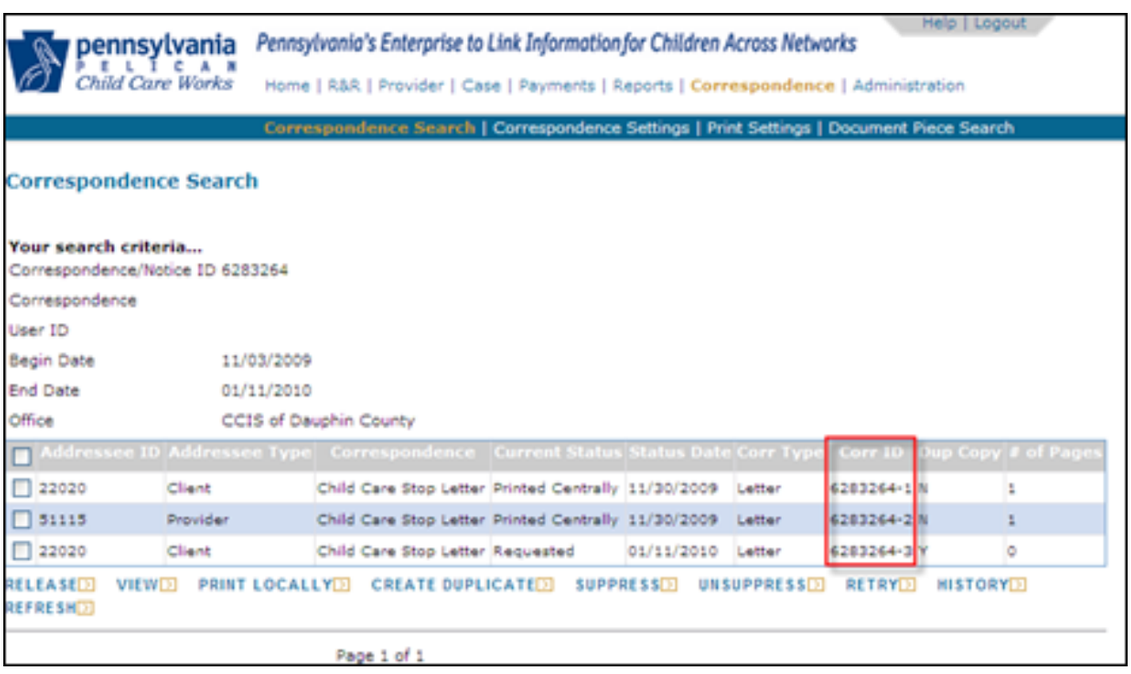
Finalized 3/24/10



Addressee ID	Addressee Type	Correspondence	Current Status	Status Date	Corr Type	Corr ID	Dup Copy	# of Pages
21112	Provider	Payment Summary (Provider)	Released					
21112	Provider	Payment Summary (Provider)	Released					
21112	Provider	Payment Summary (Provider)	Released	01/07/2010	Form	6288771-1	N	1
21112	Provider	Payment Summary (Provider)	Released	01/07/2010	Form	6288770-1	N	1
22030	Client	Waitlist Funds Available Letter	Printed Centrally	01/08/2010	Letter	6288939-1	N	1
22027	Client	Waitlist Funds Available Letter	Printed Centrally	01/08/2010	Letter	6288938-1	N	1
80023	Applicant	Application Transfer Letter	Printed Locally	01/08/2010	Letter	6288940-1	N	1
22024	Client	Waitlist Funds Available Letter	Printed Locally	01/08/2010	Letter	6288937-1	N	1
21112	Provider	Payment Summary (Provider)	Printed Locally	01/07/2010	Form	6288773-1	N	1

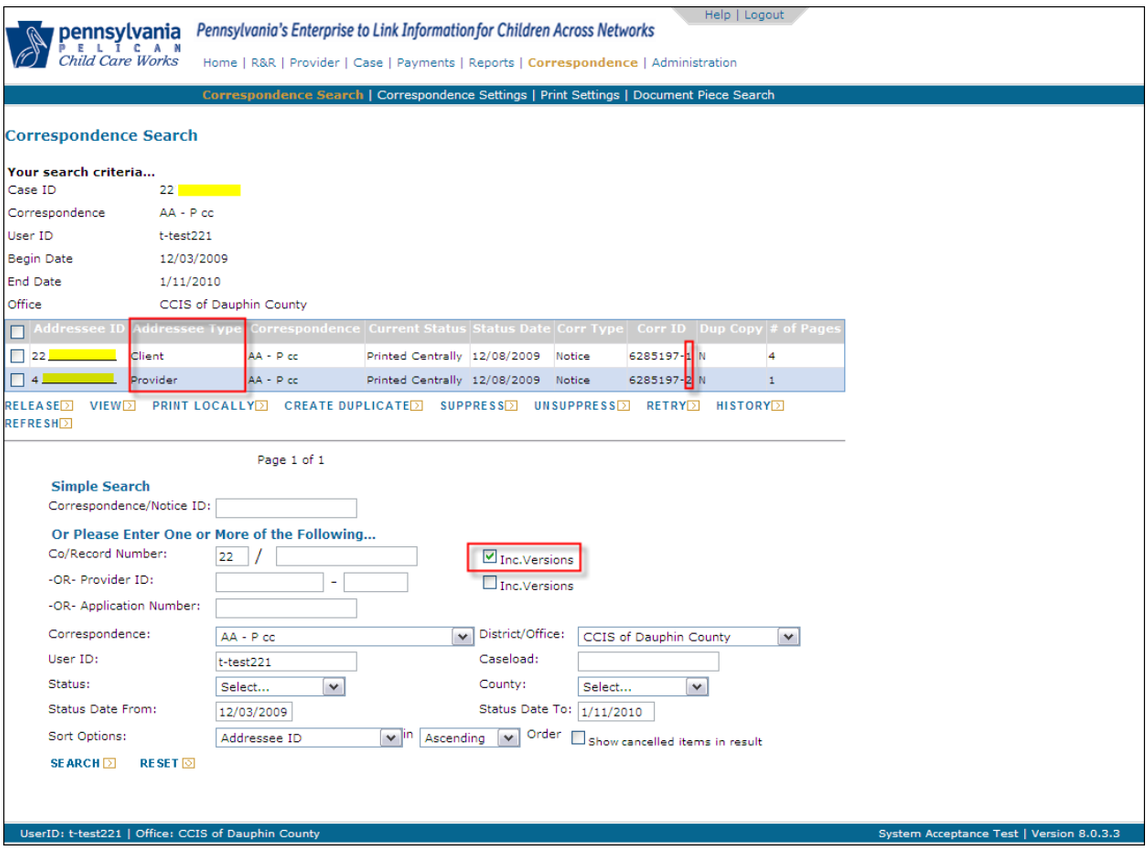
Each piece of correspondence, including duplicates, has a unique "Correspondence ID" or "Notice ID" that is displayed in the "Corr ID" field. Numbers following the dash indicate versions such as duplicates or a client or provider copy of the correspondence. The "Dup Copy" field indicates whether or not the correspondence is a duplicate copy.

To locate a user-generated correspondence that was created by another user or a direct report, the "User ID" field must be cleared from the default correspondence search parameters or the creator's User ID must be entered.

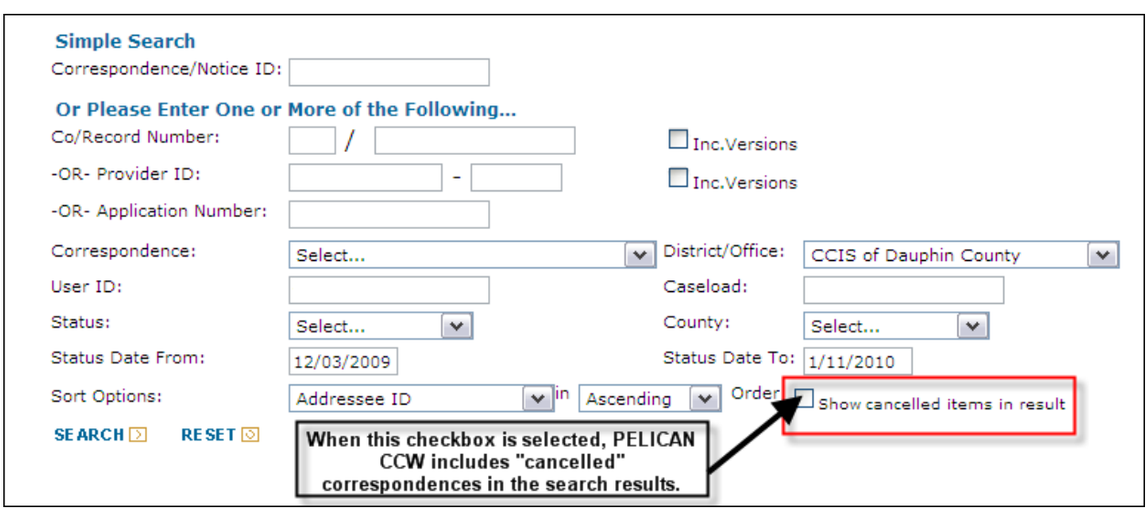


Addressee ID	Addressee Type	Correspondence	Current Status	Status Date	Corr Type	Corr ID	Dup Copy	# of Pages
22020	Client	Child Care Stop Letter	Printed Centrally	11/30/2009	Letter	6283264-1	N	1
51115	Provider	Child Care Stop Letter	Printed Centrally	11/30/2009	Letter	6283264-2	N	1
22020	Client	Child Care Stop Letter	Requested	01/11/2010	Letter	6283264-3	Y	0

The CCIS may select the "Inc. Versions" checkbox to include in the search results any provider or client copies of the correspondence that are automatically generated by PELICAN CCW.



The CCIS may also select the "Show Cancelled Items in Results" checkbox to include cancelled correspondences in the search results.



To display PELICAN CCW batch-generated correspondences, such as the Attendance Invoice, Payment Summary, Recoupment Letter or Redetermination Letter/Packet, the CCIS must do all of the following *before clicking "Search"*:

1. Ensure the "District/Office" is selected.
2. Remove the "User ID" from the search parameters.
3. Modify the dates to the appropriate timeframe.
4. Keep "Select…" as the "County".

NOTE: If the CCIS office serves multiple counties, the search results display the batch-generated correspondences associated with one office only. Results cannot be limited to a county.

To search by "Caseload", the "User ID" must be entered.

To ensure performance, PELICAN CCW prevents searches with too few criteria across a broad date range.

If a search does not have enough criteria, PELICAN CCW will display one of the following error messages suggesting a change in criteria appropriate to the criteria originally entered:

1. The maximum allowable date range for your selected search is 93 days. You must either specify a shorter date range or add one or more of the following criteria: - a Recipient (Co/Record Number, Provider ID or Application Number), - an office.
2. The maximum allowable date range for your selected search is 7 days. You must either specify a shorter date range or add one or more of the following criteria: - a Recipient (Co/Record Number, Provider ID or Application Number), - Correspondence Type, - User ID and/or Status.

If the CCIS requires a broad date range search, the CCIS must conduct a series of smaller, sequential searches to cover the desired date range.

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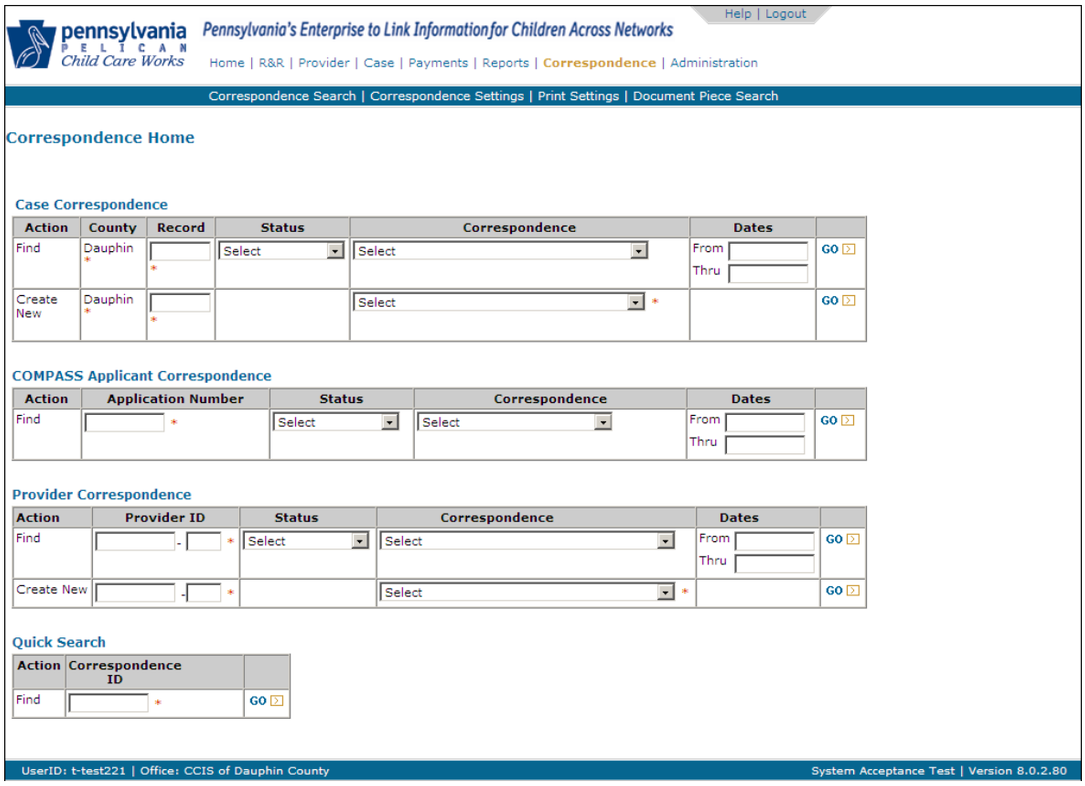
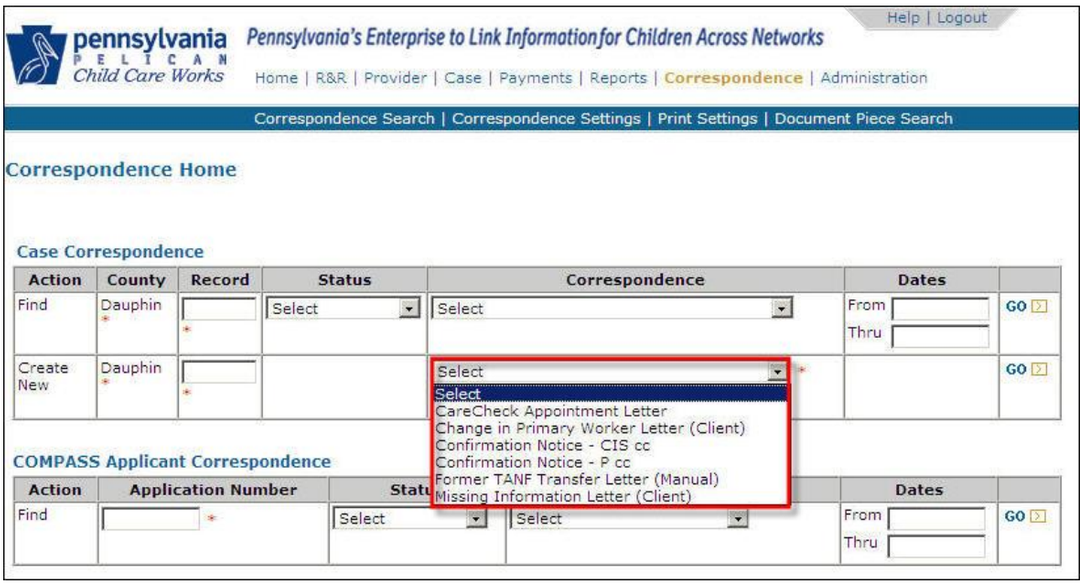
500.9.1.2 Correspondence Home page

The Correspondence Home page is used both to quickly jump to the correspondence associated with an individual case or provider and to create new correspondence.



The Correspondence Home page must be used to create the following correspondence:

1. CareCheck Appointment Letter.
2. Change in Primary Worker Letter.
3. Child Care Confirmation Notice.
4. Missing Information Letter.
5. Manual TANF Transfer Letter.



To create new correspondence, the CCIS must enter a Co/Record Number in the "Create New" row under "Case Correspondence", select the appropriate correspondence from the "Correspondence Select…" drop-down box and click "Go".

Likewise, to find correspondence using this page, the CCIS must enter the Co/Record Number or Provider ID under the appropriate section (i.e., under "Case Correspondence" for Co/Record Number and under "Provider Correspondence" for Provider ID), enter the desired search parameters and click "Go". The CCIS can narrow the search results by using the "Status", "Correspondence Select…" and "Date" search parameters.

The "COMPASS Applicant Correspondence" section is used to search for the Application Rejection Notice and/or the Application Transfer Letter. Generation of the Application Rejection Notice and the Application Transfer Letter is automated in PELICAN CCW so there is no functionality to create new correspondence of these types on the Correspondence Home page. See Manual Sections **"500.8.2 – Application Rejection Notice"** and **"500.8.3 – Application Transfer Letter"**.

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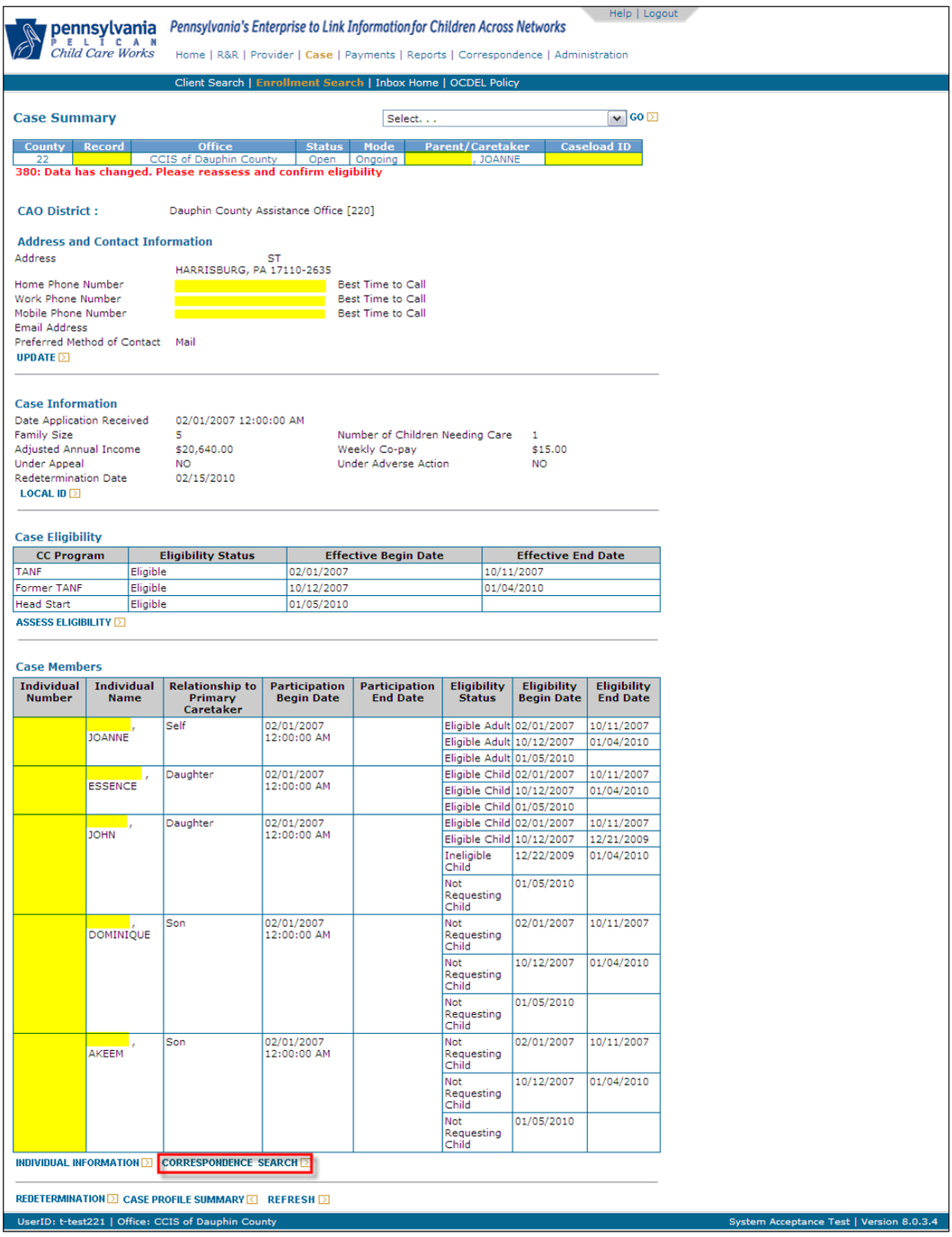
500.9.1.3 Case Summary page

The Case Summary page in PELICAN CCW displays case and demographic information.

If the CCIS clicks "Correspondence Search" on the Case Summary page, PELICAN CCW initiates a correspondence search using the County, Co/Record Number for the case and 1/1/2003 through the current date as the search parameters. For CCIS convenience, PELICAN CCW displays the search results in a new window.



pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home | OCDEL Policy

Case Summary Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, JOANNE	

380: Data has changed. Please reassess and confirm eligibility

CAO District : Dauphin County Assistance Office [220]

Address and Contact Information

Address ST
HARRISBURG, PA 17110-2635

Home Phone Number — Best Time to Call
Work Phone Number — Best Time to Call
Mobile Phone Number — Best Time to Call
Email Address
Preferred Method of Contact Mail

UPDATE

Case Information

Date Application Received 02/01/2007 12:00:00 AM
Family Size 5 — Number of Children Needing Care 1
Adjusted Annual Income $20,640.00 — Weekly Co-pay $15.00
Under Appeal NO — Under Adverse Action NO
Redetermination Date 02/15/2010

LOCAL ID

Case Eligibility

CC Program	Eligibility Status	Effective Begin Date	Effective End Date
TANF	Eligible	02/01/2007	10/11/2007
Former TANF	Eligible	10/12/2007	01/04/2010
Head Start	Eligible	01/05/2010	

ASSESS ELIGIBILITY

Case Members

Individual Number	Individual Name	Relationship to Primary Caretaker	Participation Begin Date	Participation End Date	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, JOANNE	Self	02/01/2007 12:00:00 AM		Eligible Adult	02/01/2007	10/11/2007
					Eligible Adult	10/12/2007	01/04/2010
					Eligible Adult	01/05/2010	
	, ESSENCE	Daughter	02/01/2007 12:00:00 AM		Eligible Child	02/01/2007	10/11/2007
					Eligible Child	10/12/2007	01/04/2010
					Eligible Child	01/05/2010	
	, JOHN	Daughter	02/01/2007 12:00:00 AM		Eligible Child	02/01/2007	10/11/2007
					Eligible Child	10/12/2007	12/21/2009
					Ineligible Child	12/22/2009	01/04/2010
					Not Requesting Child	01/05/2010	
	, DOMINIQUE	Son	02/01/2007 12:00:00 AM		Not Requesting Child	02/01/2007	10/11/2007
					Not Requesting Child	10/12/2007	01/04/2010
					Not Requesting Child	01/05/2010	
	, AKEEM	Son	02/01/2007 12:00:00 AM		Not Requesting Child	02/01/2007	10/11/2007
					Not Requesting Child	10/12/2007	01/04/2010
					Not Requesting Child	01/05/2010	

INDIVIDUAL INFORMATION | CORRESPONDENCE SEARCH

REDETERMINATION | CASE PROFILE SUMMARY | REFRESH

UserID: t-test221 | Office: CCIS of Dauphin County — System Acceptance Test | Version 8.0.3.4

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500.9.2 Correspondence Buttons

This section lists the buttons used in the Correspondence Subsystem in PELICAN CCW for processing correspondence requests from the Correspondence Search page.

See the table below.

BUTTON	DESCRIPTION
Release	Creates a PDF file for Requested correspondence.
View	Allows you to review Released or Printed correspondence.
Print Locally	Allows you to print a local copy of correspondence that is Released. Clicking this button removes the correspondence from the central printing queue.
Create Duplicate	Requests a copy of Printed or Released correspondence and includes a watermark indicating it is a "Duplicate" copy. This copy appears in Requested status on the Correspondence Search page.
Suppress	Delays Requested or Released correspondence from going out. After five days, PELICAN Child Care Works automatically cancels Suppressed correspondence.
Unsuppress	Returns Suppressed correspondence to its original, Requested or Released, status.
Retry	Allows you to retry the generation of Failed correspondence. This moves the correspondence into Requested status for further processing by you or PELICAN Child Care Works. You cannot use this button for correspondence that remained in Failed status for more than thirty (30) days.
History	Enables you to view a history of statuses for a piece of correspondence.

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500.9.3 Correspondence Statuses

PELICAN CCW processes correspondence requests using the following "Correspondence Statuses":

1. Requested
2. Generating Data
3. In-Process
4. Pending
5. Released
6. Printed
7. Failed Generation
8. Duplicate

The following subsections describe the differences between the "Correspondence Statuses" and how PELICAN CCW processes a correspondence request using these statuses.

500.9.3.1 Requested

The "Requested" status signifies that PELICAN CCW has triggered development of a piece of correspondence through either a manual or automatic process.

By default, a correspondence request begins and remains in the "Requested" status until the nightly batch runs. During the nightly batch, PELICAN CCW moves the status from "Requested" to "Released" status. "Released" status is the trigger PELICAN CCW uses to create a PDF.

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500.9.3.2 Generating Data

The "Generating Data" status indicates, as the name implies, that PELICAN CCW is processing the correspondence request and is generating data to create the PDF specific to the correspondence request.

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500.9.3.3 In-Process

The "In-Process" status is a temporary status that occurs rarely between "Pending" and "Generating Data" statuses.

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500.9.3.4 Pending

The "Pending" status represents that a piece of correspondence has been released manually. It takes PELICAN CCW a few minutes to move a correspondence from "Requested" to "Released" status.

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500.9.3.5 Released

The "Released" status signifies PELICAN CCW has created a PDF.

For additional information regarding how to release a correspondence, see Manual Section **"500.9.4.1 – Releasing a Correspondence"**.

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500.9.3.6 Printed

This status represents that Adobe Acrobat Reader was launched giving the user an opportunity to print the correspondence locally.

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500.9.3.7 Failed Generation

The "Failed Generation" status implies that the PDF was not generated. Certain circumstances, such as anomalies in the network, cause the PDF to fail generation. The CCIS must always try to retry generation as described in **Manual Section "500.9.4.8 – Retrying Generation of a Failed Correspondence"**.

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500.9.3.8 Suppressed

The "Suppressed" status indicates that a user has prevented the "Requested" or "Released" correspondence from being automatically processed.

PELICAN CCW will allow a correspondence to remain in "Suppressed" status *for five days only*. Following the fifth day a correspondence has remained in "Suppressed" status, PELICAN CCW will automatically move the correspondence into "Cancelled" status during the nightly batch process.

The "Reason" for the suppression indicates the user's purpose for the suppression.

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500.9.3.9 Cancelled

The "Cancelled" status indicates that five days have elapsed since the user suppressed the correspondence and PELICAN CCW can no longer process this correspondence.

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500.9.3.10 Failed Consolidation

The "Failed Consolidation" status indicates that a piece of correspondence failed to consolidate and as a result, that piece of correspondence and any others that should be consolidated with it have been excluded from central printing.

To ensure printing, the CCIS must select the correspondence and click "Retry".

For additional information regarding how to retry generation of a failed correspondence, see Manual Section **"500.9.4.8 – Retrying Generation of a Failed Correspondence"**.

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500.9.4 Correspondence Functions

Correspondence functions occur from two main pages in the Correspondence Subsystem in PELICAN CCW:

1. Correspondence Search page as described in Manual Section **"500.9.1.1 – Correspondence Search page"**.
2. Correspondence Home page as described in Manual Section **"500.9.1.2 – Correspondence Home page"**.

The Correspondence Search page in PELICAN CCW allows the CCIS to complete the following correspondence functions:

1. Search for correspondence.
2. Release correspondence.
3. View correspondence.
4. View status history.
5. Locally print correspondence.
6. Suppress correspondence.
7. Unsuppress correspondence.
8. Retry correspondence that failed generation.
9. Create duplicates of correspondence.

The Correspondence Home page in PELICAN CCW allows the CCIS to complete the following correspondence functions:

1. Search for correspondence.
2. Create new correspondence.

The following subsections explain the correspondence functions and the actions for which the CCIS are responsible in processing a correspondence in PELICAN CCW.

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500.9.4.1 Releasing a Correspondence

A correspondence may be released in one of two ways:

1. PELICAN CCW-released.
2. User-released.

By default, a correspondence request begins and remains in the "Requested" status until the nightly batch runs.

During the nightly batch, PELICAN CCW moves the status from "Requested" to "Released" status.

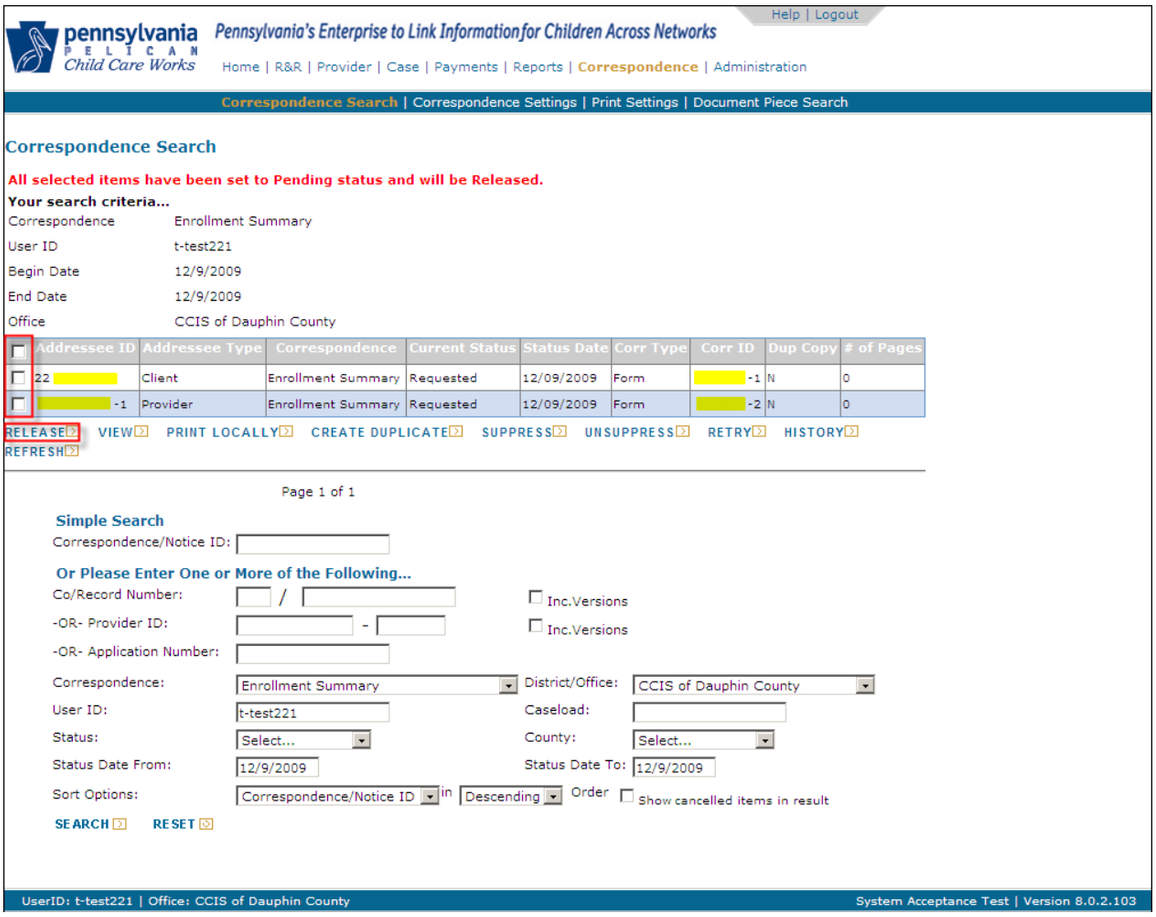
"Released" status is the trigger PELICAN CCW uses to create a PDF.

To prevent over-taxation of resources, OCDEL recommends the CCIS allow PELICAN CCW to release correspondence during the nightly batch process unless there is an urgent need for the CCIS to manually release a correspondence.

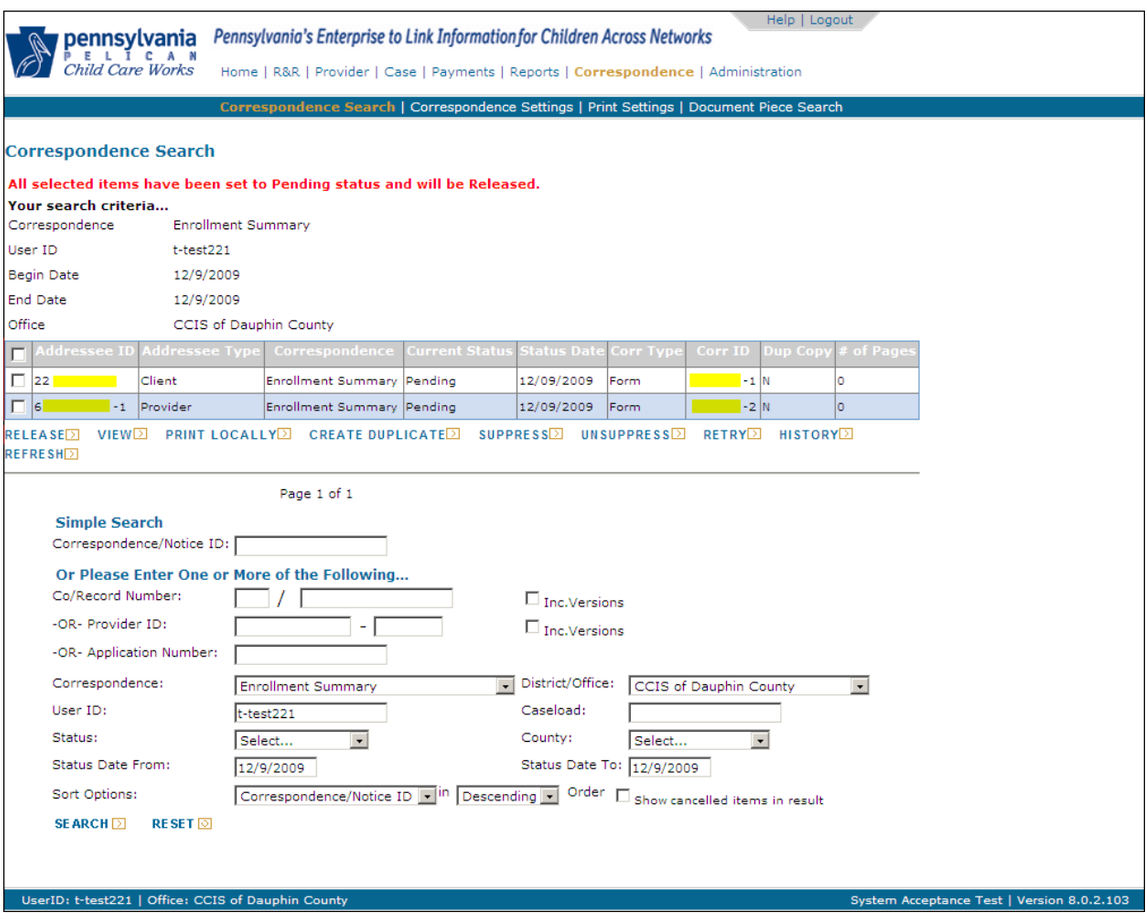
If the CCIS wishes to "Print Locally" a correspondence that is designed for "Central Printing", the CCIS must "Release" the correspondence using the "Release" button on the Correspondence Search page.

The CCIS may release correspondences by group by selecting multiple checkboxes or by selecting the checkbox in the header row.

If the CCIS chooses to release all correspondences, the CCIS must filter the search results to include only those correspondences in "Requested" status and then select the checkbox in the header row.



Once the page refreshes, PELICAN CCW will display a confirmation message.



Once the correspondence is in "Released" status, the CCIS may print the correspondence. For additional information regarding how to print a correspondence locally, see Manual Section **"500.9.4.4 – Printing Locally"**.

Once the correspondence is in "Requested" status, the CCIS need not take additional steps to process the correspondence request unless the correspondence is designed for "Local Printing". For additional information see Manual Section **"500.9.4.5 – Central Printing"**.

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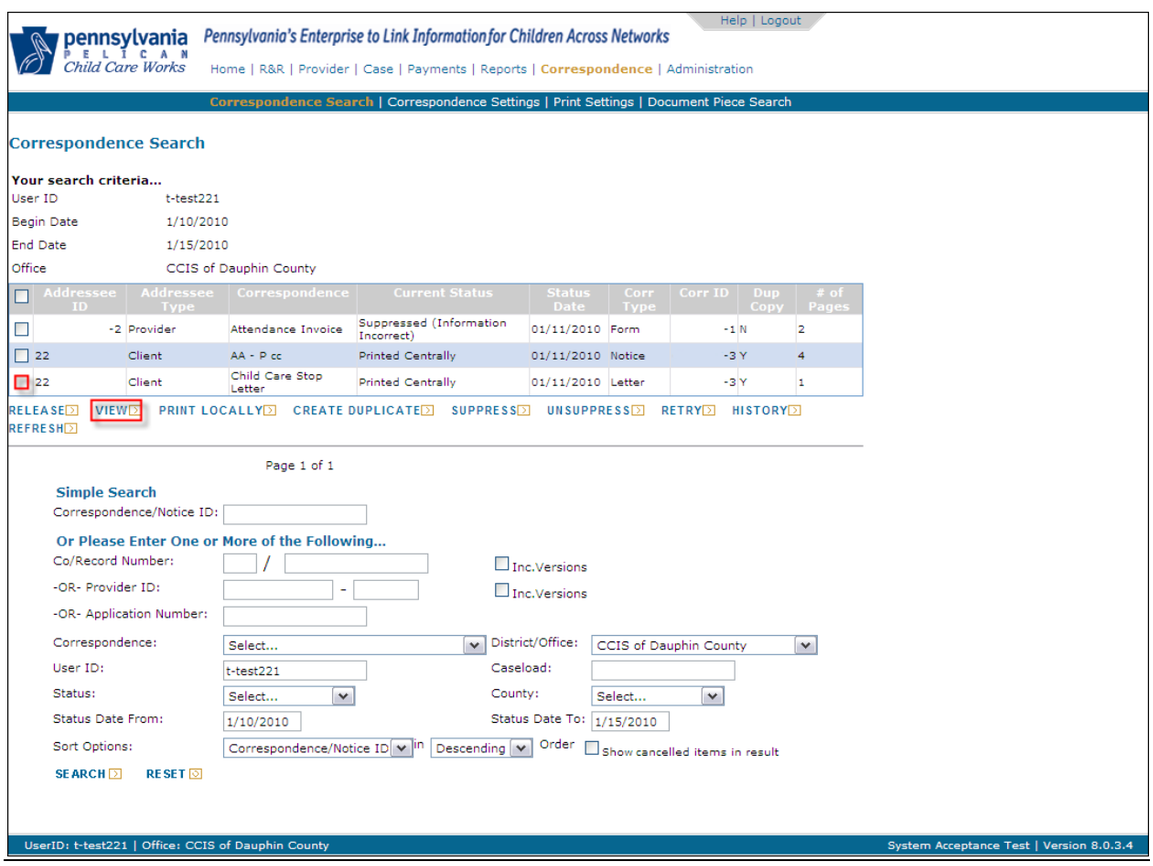
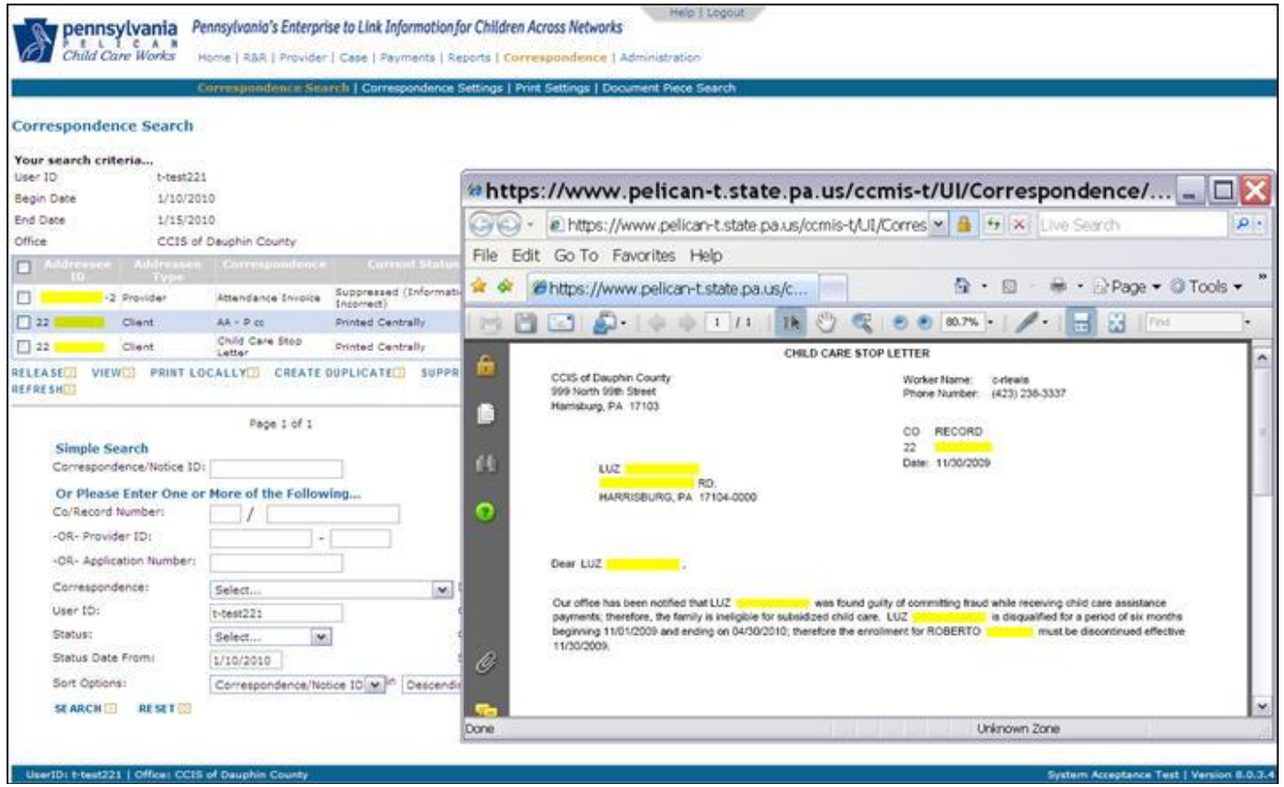
500.9.4.2 Viewing a Correspondence

To view correspondence, the correspondence must be in "Released" or "Printed" status.

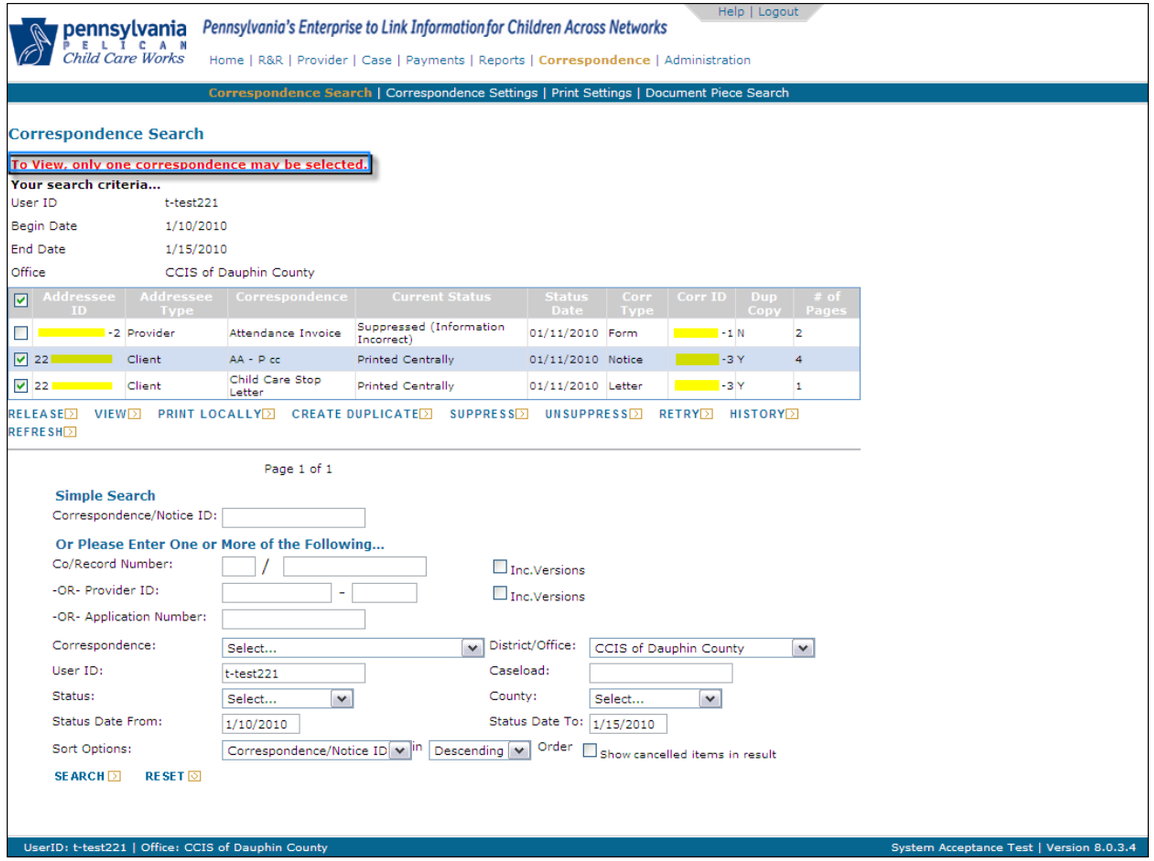
To view correspondence, the CCIS must select the checkbox associated with the desired correspondence and click "View".



When PELICAN CCW processes the request to view the correspondence, a new window will open. PELICAN CCW launches a non-printable, read-only file for viewing purposes.



PELICAN CCW will display an error message if the CCIS attempts to use the “View” button on the Correspondence Search page with multiple checkboxes selected.



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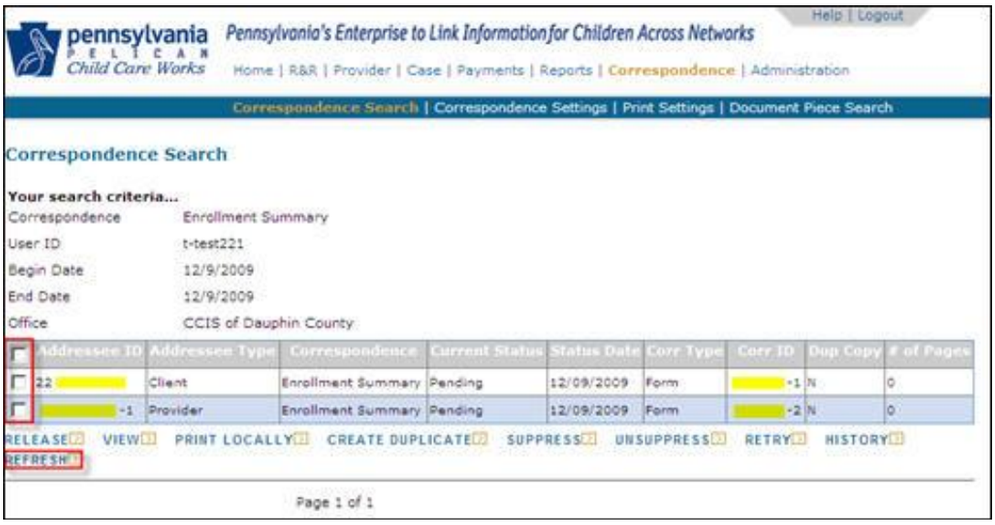
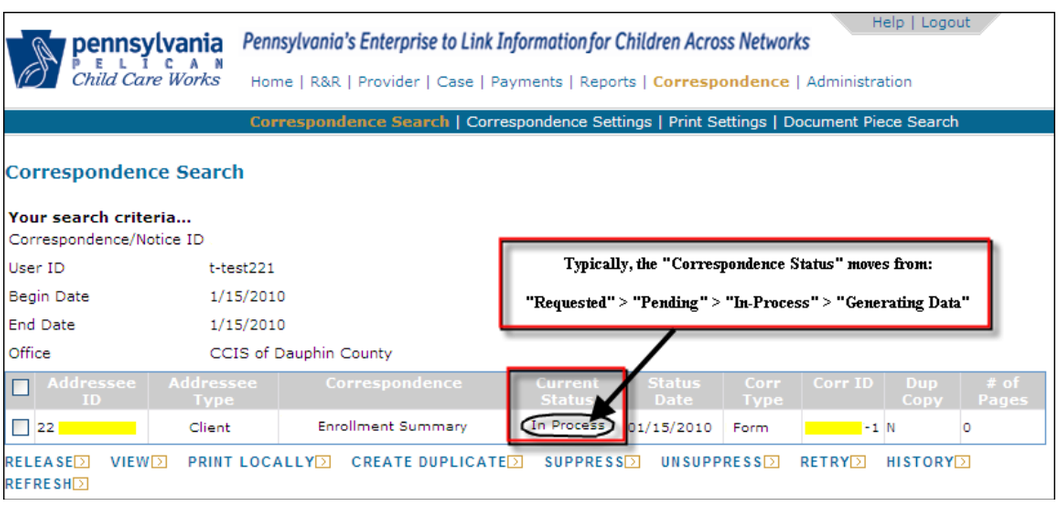
500.9.4.3 Refreshing

When the CCIS is waiting for a correspondence to be released, the CCIS may "Refresh" the page by selecting the desired correspondence checkbox and clicking "Refresh" on the Correspondence Search page.



Once the page refreshes, the "Correspondence Status" will change to "Pending". If the CCIS clicks "Refresh" again, the correspondence will move through the remaining statuses until it reaches "Released" status. This process takes a few minutes.



The CCIS may use only the "Refresh" button on the Correspondence Search page when processing correspondence requests.

The CCIS may *NOT* use the "Refresh" icon on the internet browser because it causes PELICAN CCW to retry the last action taken by the user and *causes PELICAN CCW to display error messages and results in an over-taxation of resources.*

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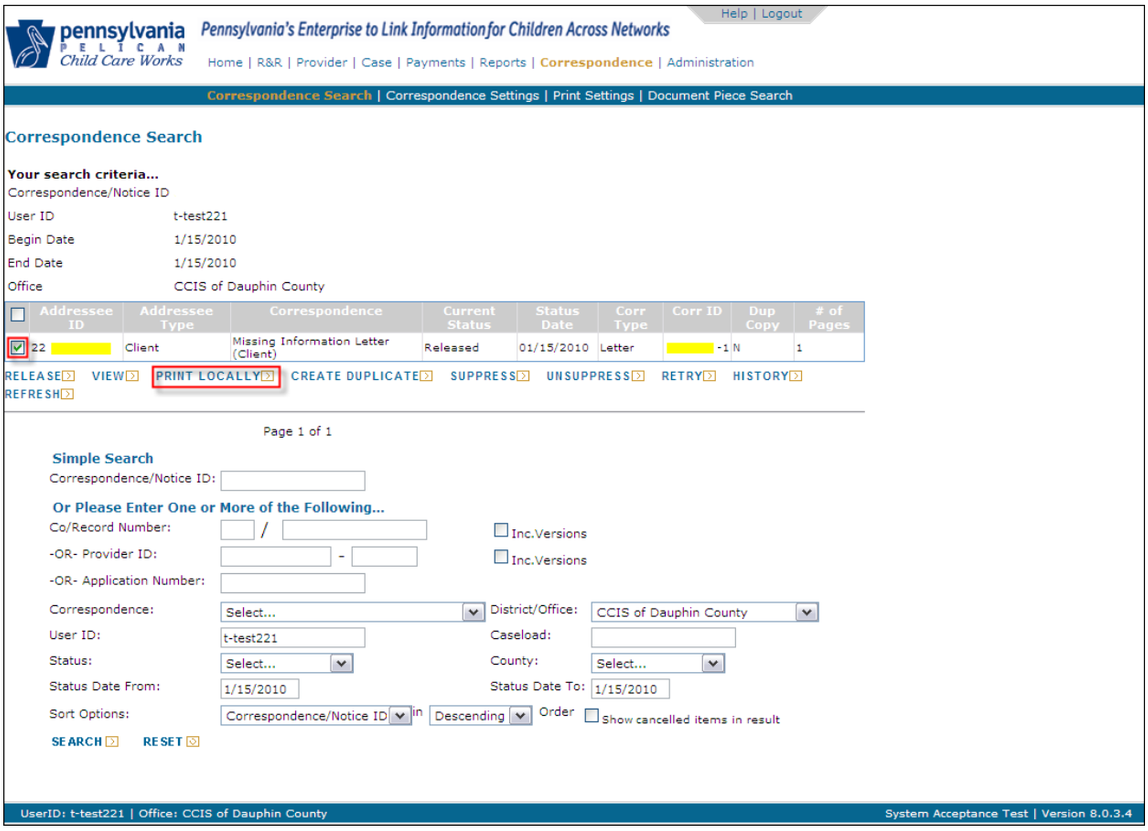
500.9.4.4 Printing Locally

Correspondence must be in "Released" status to print. Once the "Correspondence Status" is "Released", the CCIS may print the correspondence by selecting the desired correspondence and clicking the "Print Locally" button.

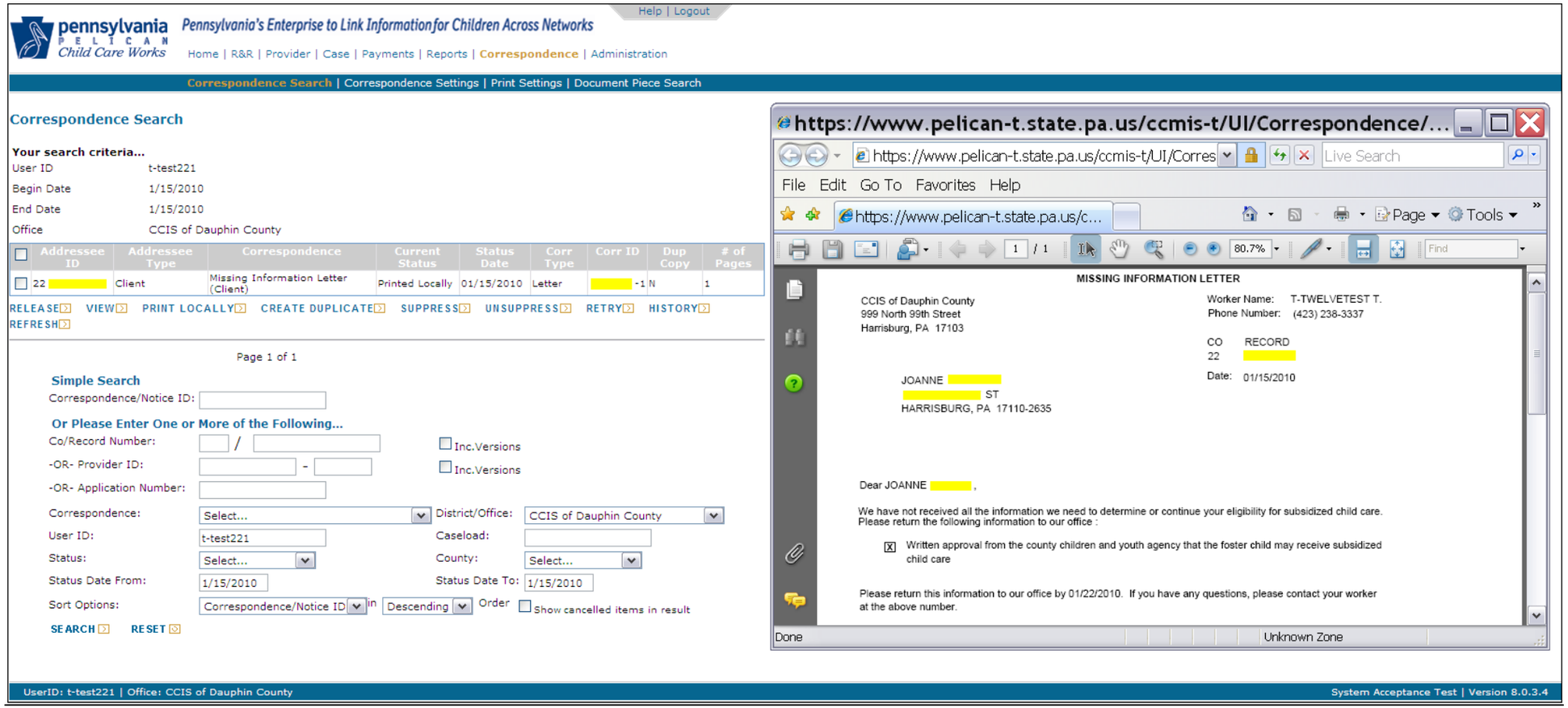


The CCIS can print all correspondences by selecting the checkbox in the header row and clicking "Print Locally".

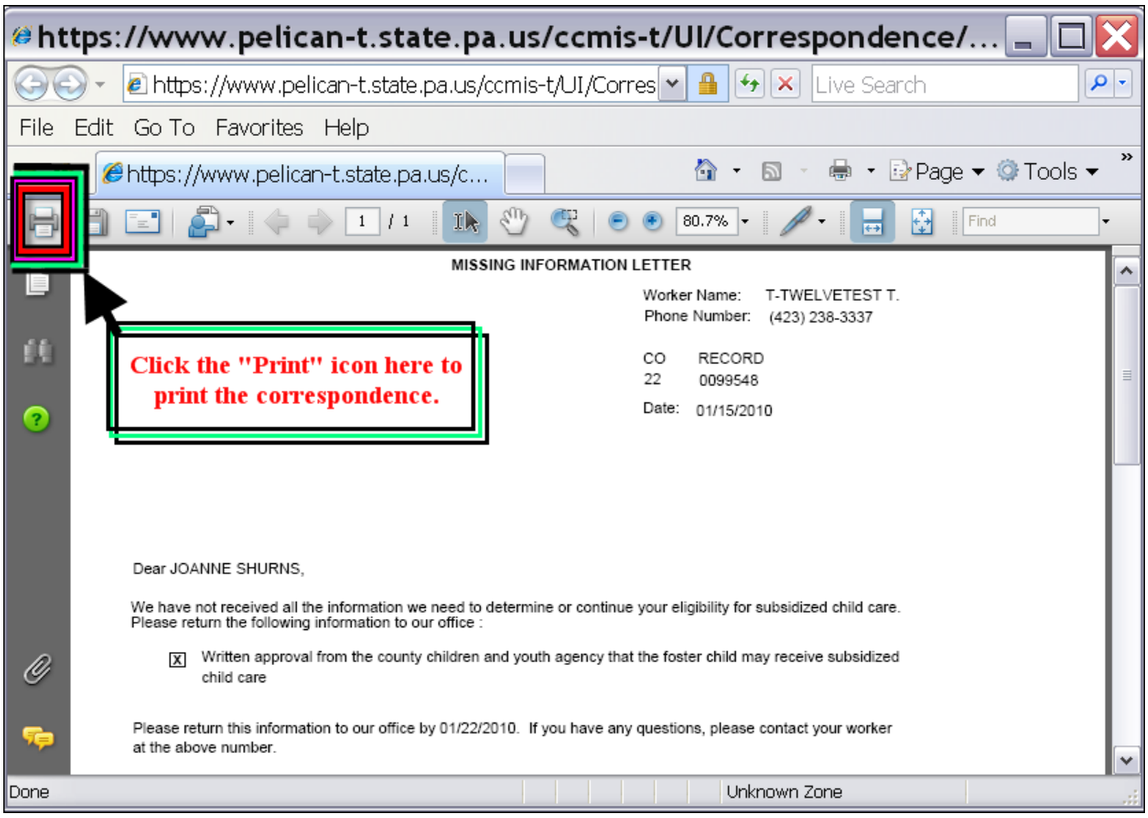
In general, if a CCIS user selects multiple or all checkboxes, PELICAN CCW groups the marked correspondence pieces into one PDF file for printing. An exception to this rule occurs for the Redetermination Letter/Packet. If the CCIS user chooses to group multiple correspondences (i.e., over ten), the CCIS user must note the Correspondence ID for each correspondence.

Group printing of correspondence has been restricted to a set number of pages. The limit is currently 100 pages. If the page limit exceeds 100 pages, PELICAN CCW displays an error identifying the limit on the number of pages and the number of pages currently included in the selection. The error also suggests the selection of fewer correspondences or printing the correspondences individually.

Once the CCIS clicks “Print Locally”, the Adobe Acrobat Reader opens the PDF file in a new window.

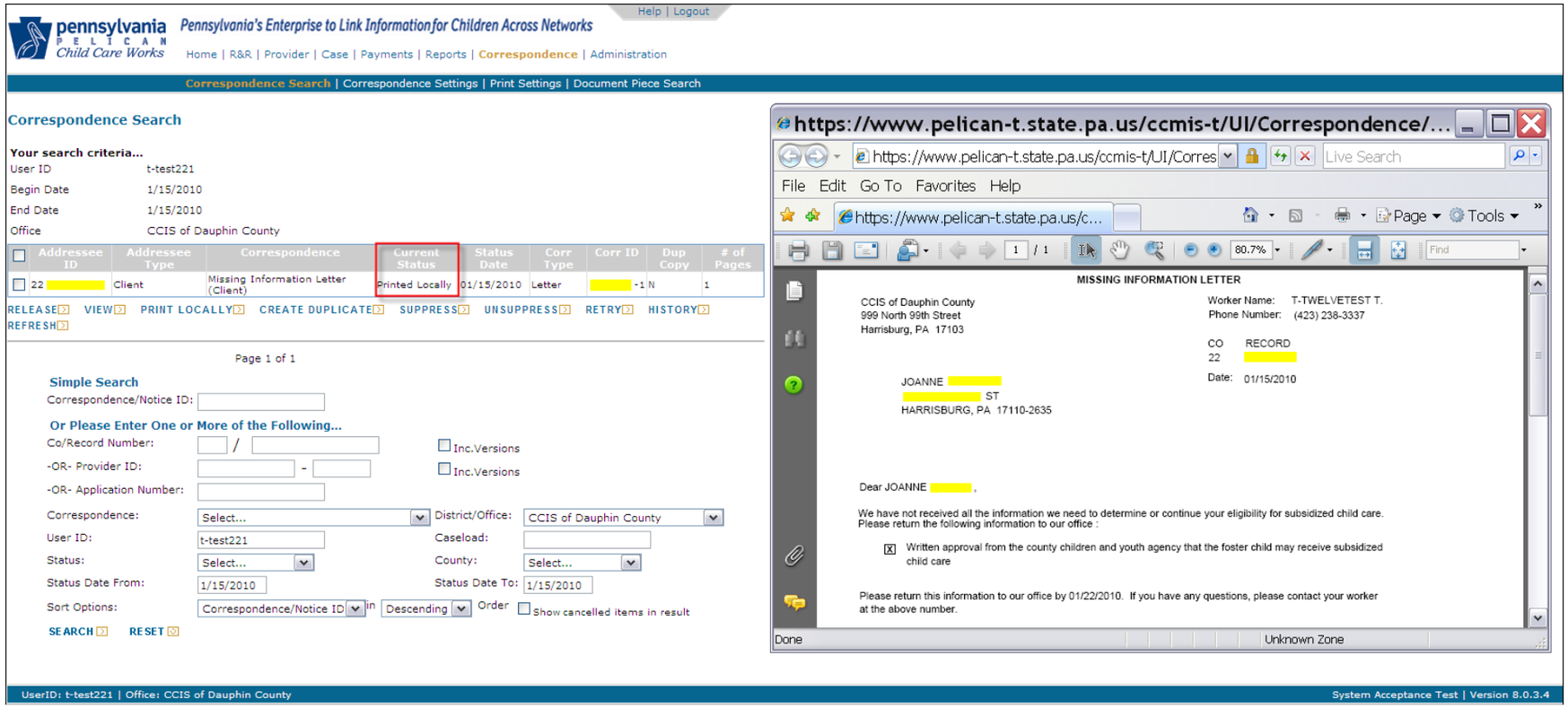


The CCIS must then click the “Print” icon in Adobe to send the print job to the printer.



Once the Adobe Acrobat Reader opens the PDF file in a new window, regardless of whether the CCIS clicks the “Print” icon, PELICAN CCW moves the correspondence to “Printed” status and removes the correspondence from the central printing queue. *This means it will not be batched overnight and sent the following day.*

Finalized 3/24/10



Although the current "Correspondence Status" displays as "Printed Locally", the CCIS may search for the correspondence using "Printed" status only.

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500.9.4.5 Central Printing

PELICAN CCW changes the correspondence status from "Requested" status to "Released" status when the nightly batch runs.

PELICAN CCW automatically prints the majority of correspondences centrally by default if the CCIS user takes no action to locally print the correspondences.

All correspondences may be locally printed if the CCIS user takes action to do so.

The table below lists which correspondences are locally versus centrally printed by default.

Correspondence Template	**Printing Default**	
	Local	**Central**
AA Notice		X
Application Rejection Notice		X
Application Transfer Letter		X
Attendance Invoice	X	
CareCheck Appointment Letter	X	
Change in Primary Worker Letter – *CLIENT*		X
Change in Primary Worker Letter – *PROVIDER*		X
Child Care Confirmation Notice		X
Child Care Eligible Notice		X
Child Care Ineligible Notice		X
Enrollment Eligible Notice		X
Enrollment Ineligible Notice		X
Enrollment Summary		X
Former TANF Transfer Letter	X (manually)	X
Funds Available Letter		X
Funds Not Available Letter		X
Missing Information Letter – *CLIENT*	X	
Missing Information Letter – *PROVIDER*	X	
Noncompliance Letter		X
Outstanding Balance Letter	X	
Payment Summary	X	
Recoupment Letter	X	
Redetermination Letter/Packet	X	
Waiting List Funds Available Letter		X
Welcome Letter		X

As part of the central printing process, PELICAN CCW consolidates all client and provider correspondence according to the “Recipient Mailing Address”.

PELICAN CCW then applies a barcode to the consolidated correspondence, while the correspondence is in PDF format, to indicate to the mailroom how many pieces of paper to insert in each envelope.

Once the barcode is applied to the PDF files, the batch process sends all of the files to the DPW network printers which are dedicated to correspondence generation.

Although the batch runs overnight, mailing occurs the following morning.

The status in PELICAN CCW is changed to “Printed Centrally” or “Failed” depending on whether or not the files transferred successfully from PELICAN CCW to the DPW network printers.

Once printed and boxed, a courier transports the printed documents to the mailroom for folding and stuffing. This is where the barcode is read to ensure the correct number of sheets is inserted in the envelope before postage is applied.

To save money, all centrally printed correspondence prints on both sides of the paper (i.e., duplex).

All correspondence has been formatted for duplex printing, so if the CCIS user prints the correspondence locally there may be blank pages. This is to ensure proper duplex printing.

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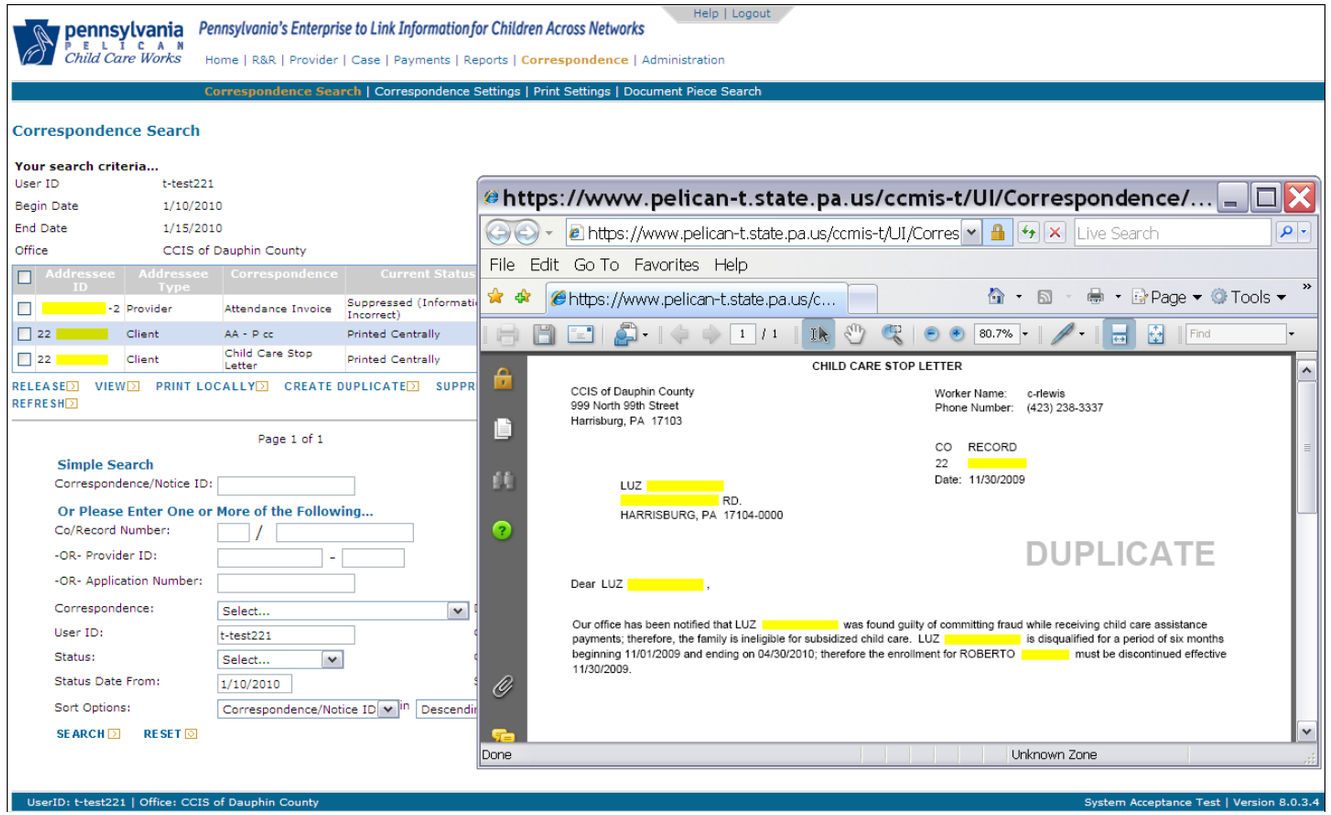
500.9.4.6 Creating a Duplicate

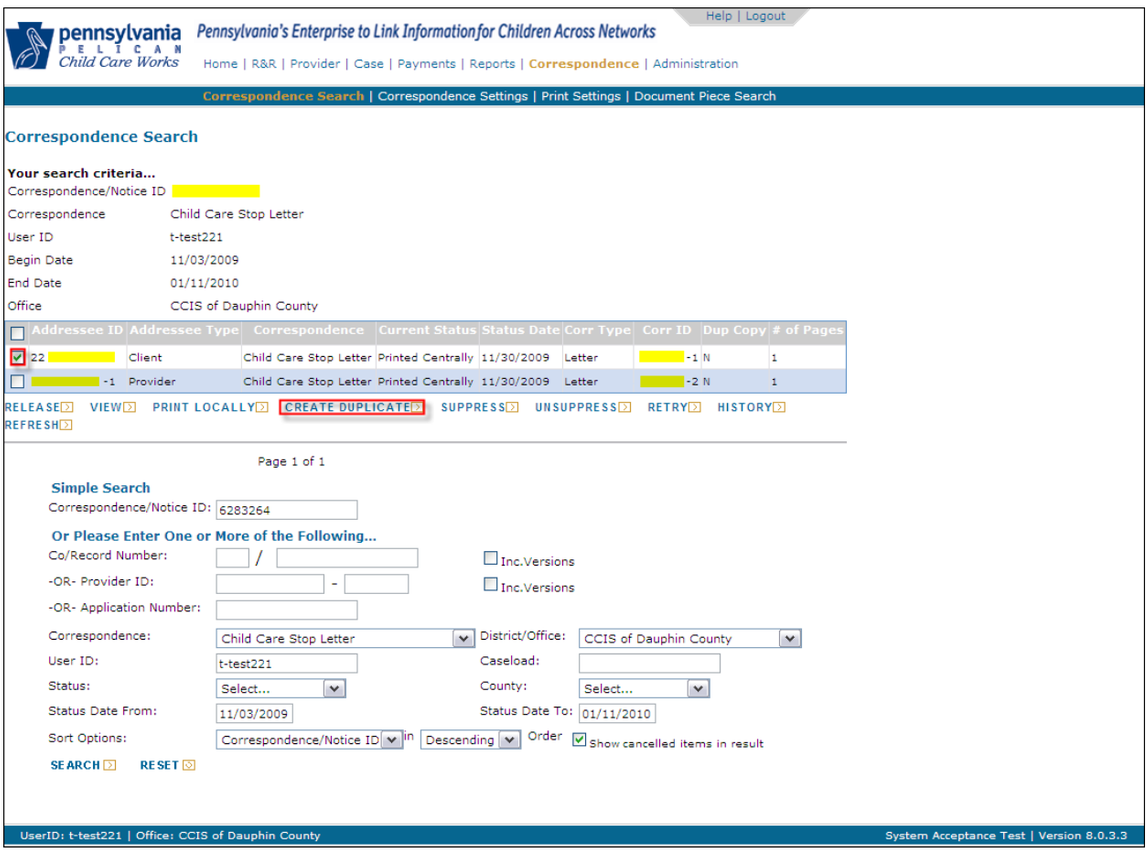
PELICAN CCW allows the CCIS the option of creating a "Duplicate" copy of any correspondence generated by PELICAN CCW. The purpose of creating a duplicate is to allow a copy for the CCIS records for use during an appeal hearing, or to send another copy to the client or provider. When a duplicate is created, a watermark is displayed on the correspondence that reads "Duplicate". The "Duplicate" watermark displays on all pages of the correspondence.



The CCIS can create a duplicate of any correspondence that is in "Printed" status.

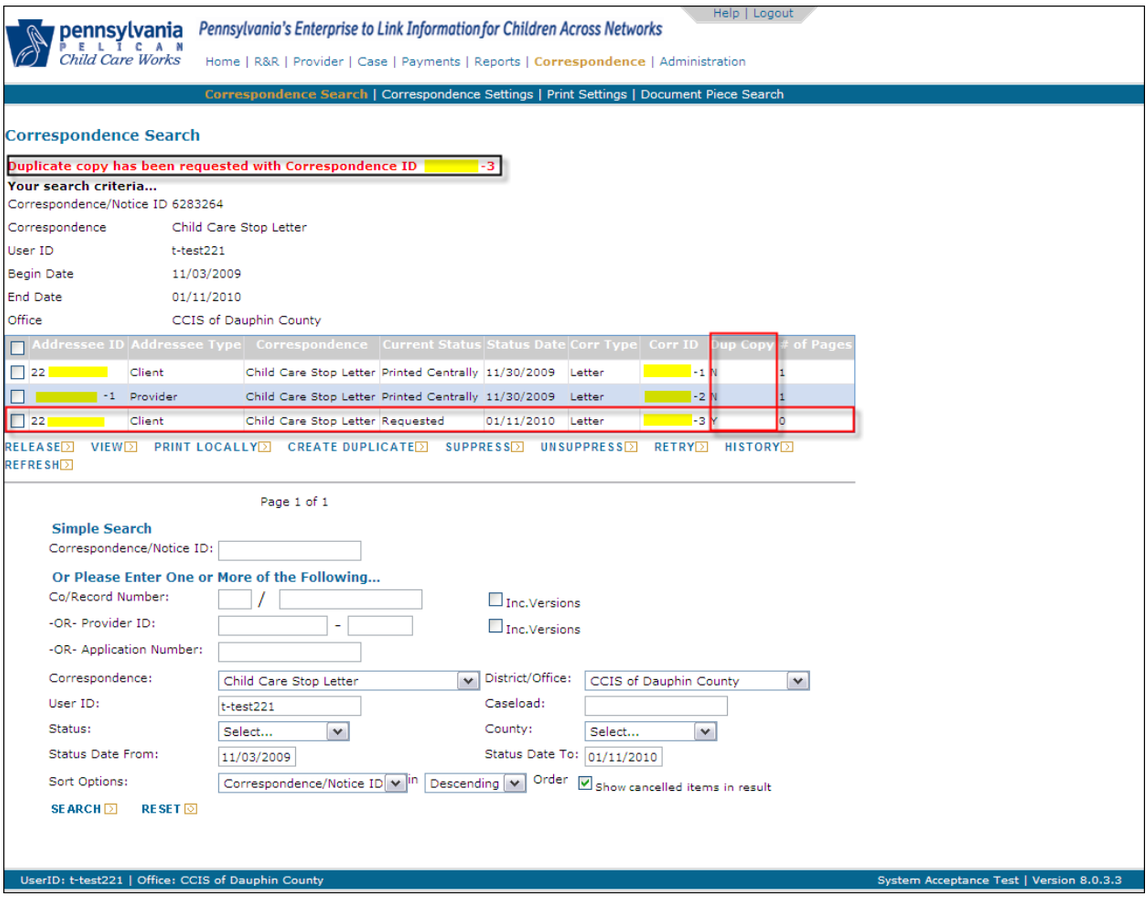
To create a duplicate, the CCIS must complete the following steps in PELICAN CCW:

1. Select the checkbox for the desired correspondence. PELICAN CCW will display an error message if the CCIS user selects multiple checkboxes.
2. Click the "Create Duplicate" button on the Correspondence Search page.



3. Select the "Address Update" indicator, if appropriate, and click "Save" on the Create Duplicate page.

Once the page refreshes, the new correspondence will be listed with the same Correspondence ID *but a different suffix*. Also, the "Duplicate" indicator column displays "Y" to indicate the correspondence is a duplicate.



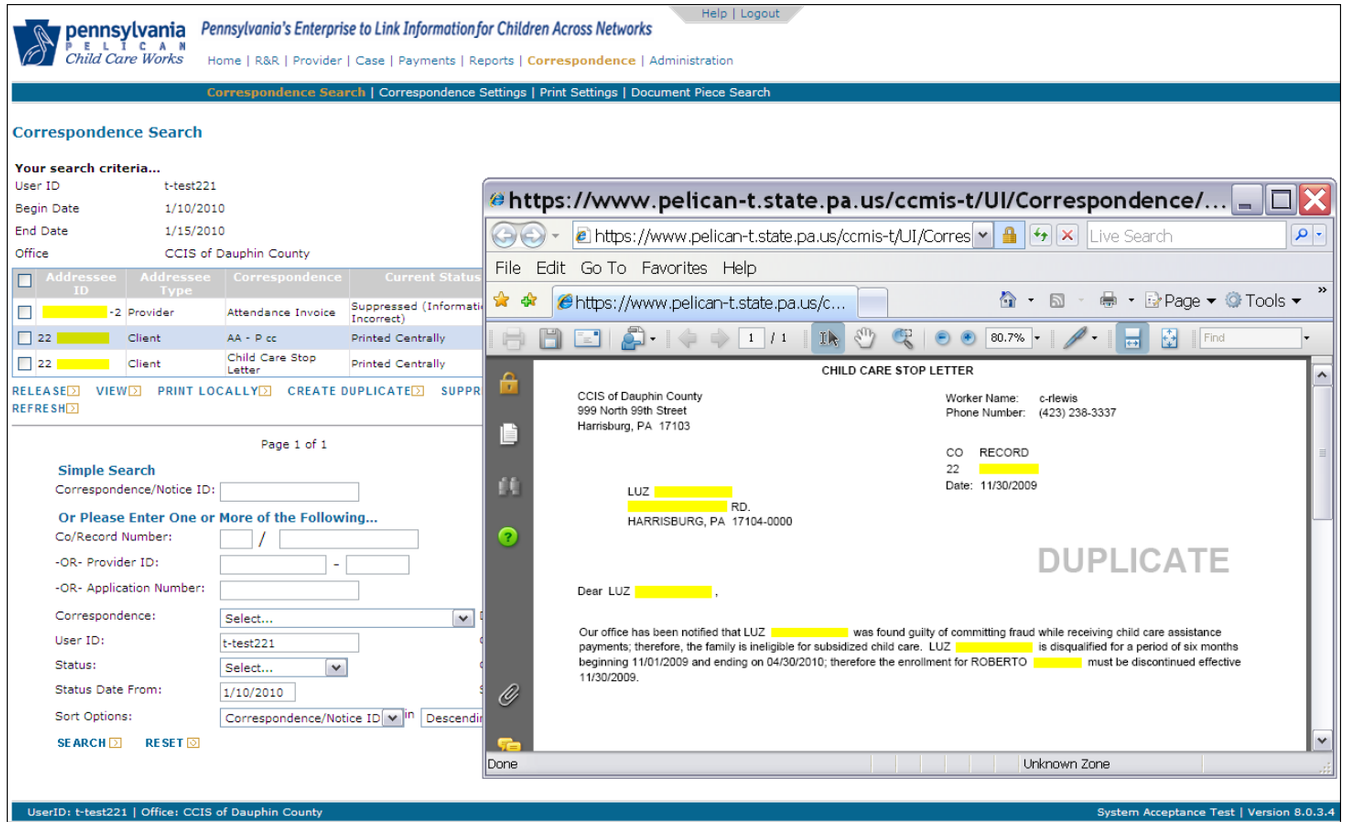
If the CCIS user selects the "Address Update" indicator on the Create Duplicate Correspondence page, PELICAN CCW reviews the client or provider record to determine whether the address was updated since the original correspondence was generated and ensures the updated address displays on the duplicate, if appropriate.

When creating a duplicate, the CCIS must select the appropriate version of the correspondence. Although PELI CAN CCW will release and print all versions of a correspondence even if only one version is selected, the same is not true when creating a duplicate.

In the screen shot above, the "Client" version was selected to create a duplicate so the duplicate was created based upon that version only. If the CCIS wished to create a duplicate of the "Provider" version also, the CCIS must follow the steps listed above for this version as well.

The CCIS must release the duplicate correspondence and then the CCIS may view and/or print the duplicate copy. When the duplicate correspondence is viewed and/or printed, a new window will open displaying the PDF. See screen shot below. Note, the "Duplicate" watermark is displayed.

Finalized 3/24/10



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500.9.4.7 Suppressing & Unsuppressing Correspondence

PELICAN CCW allows two ways for the CCIS to stop generation or printing of correspondence after the correspondence has moved to "Released" status. The CCIS may suppress correspondence as follows:

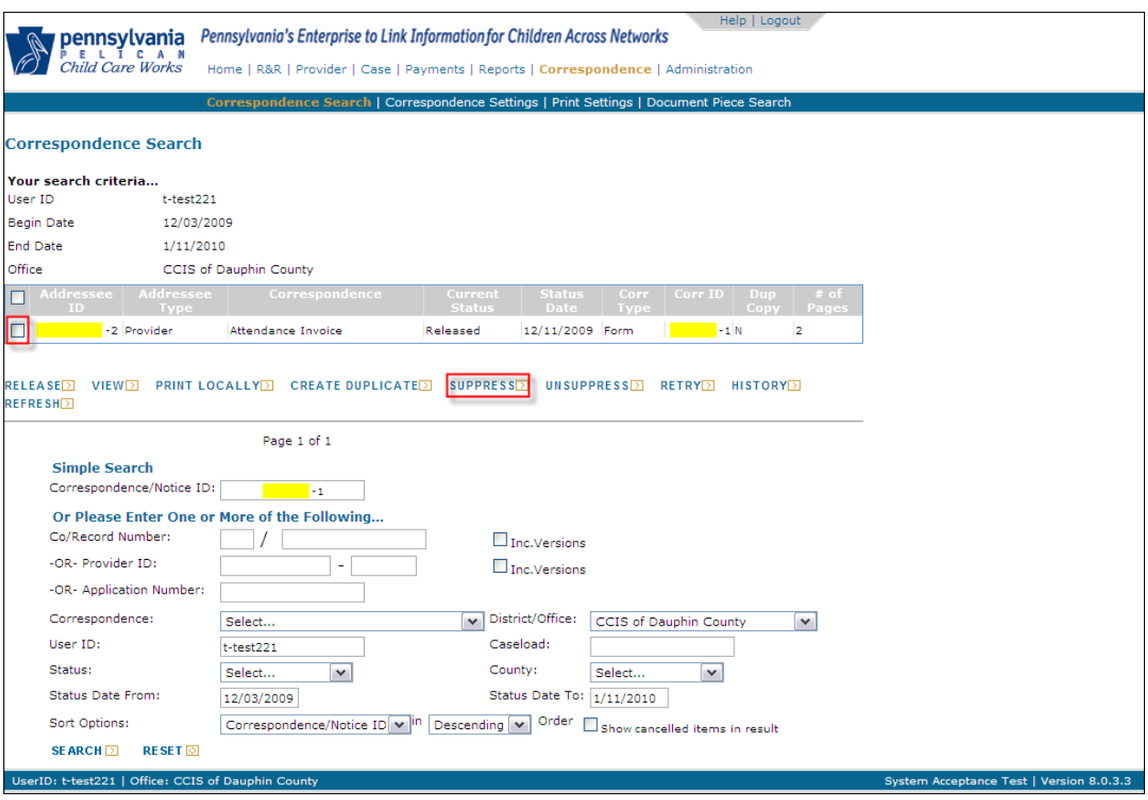
1. Suppress the correspondence.
2. Take no action when a correspondence is in "Suppressed" status.

The CCIS must complete the following steps in PELICAN CCW to suppress correspondence:

1. Navigate to the Correspondence Search page and conduct a search for the desired correspondence.
2. Select the desired correspondence by checking the checkbox.

   NOTE: PELICAN CCW will display an error message if the CCIS user selects multiple checkboxes.

3. Click "Suppress".



4. Select one of the following "Reasons" for suppression from the "Select…" drop-down.

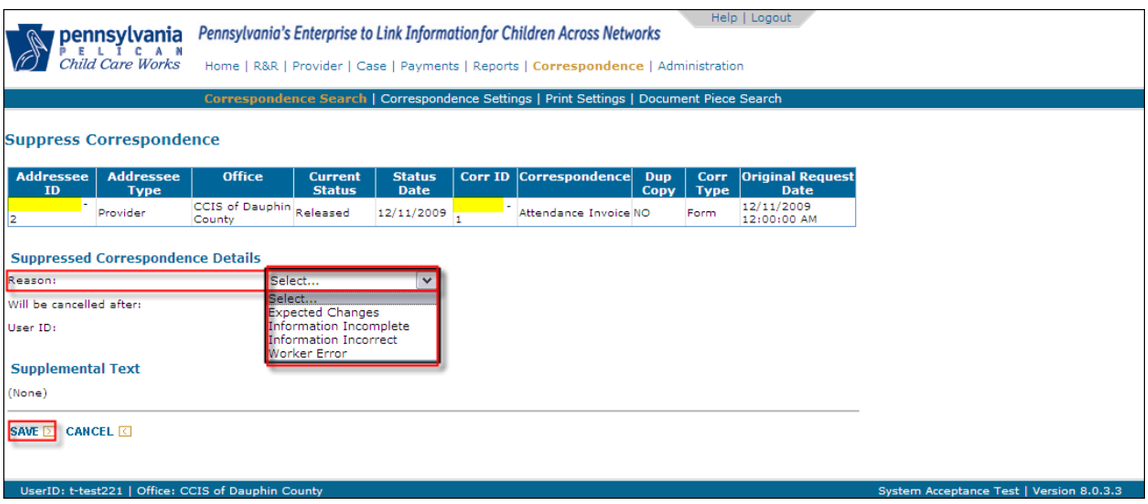
    a. Expected Changes.

    b. Information Incomplete.

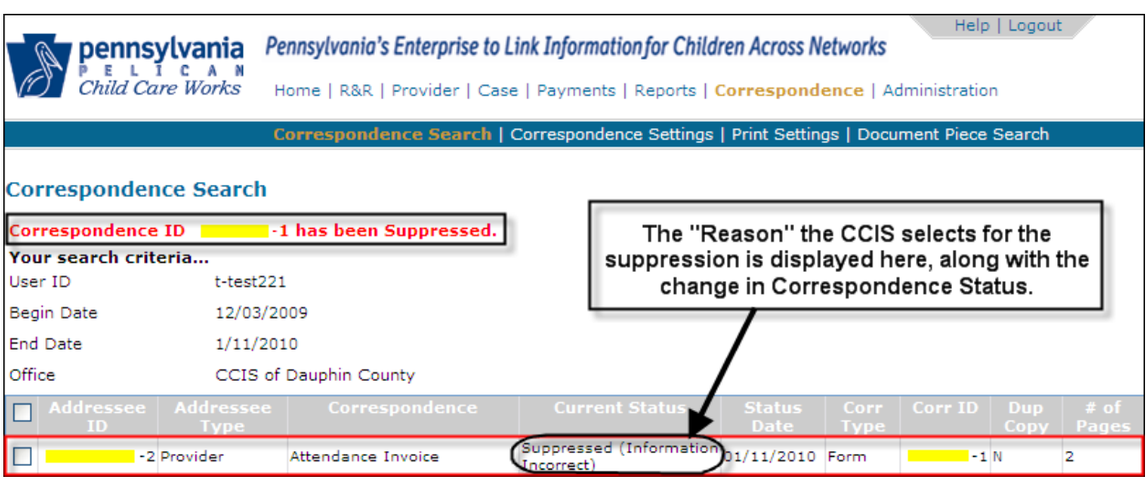
    c. Information Incorrect.

    d. Worker Error.

5. Click "Save".



Once the page refreshes, PELICAN CCW will navigate back to the Correspondence Search page and the correspondence will be displayed in the search results. The "Correspondence Status" will be displayed as "Suppressed" and the "Reason" for the suppression will be included in the status.

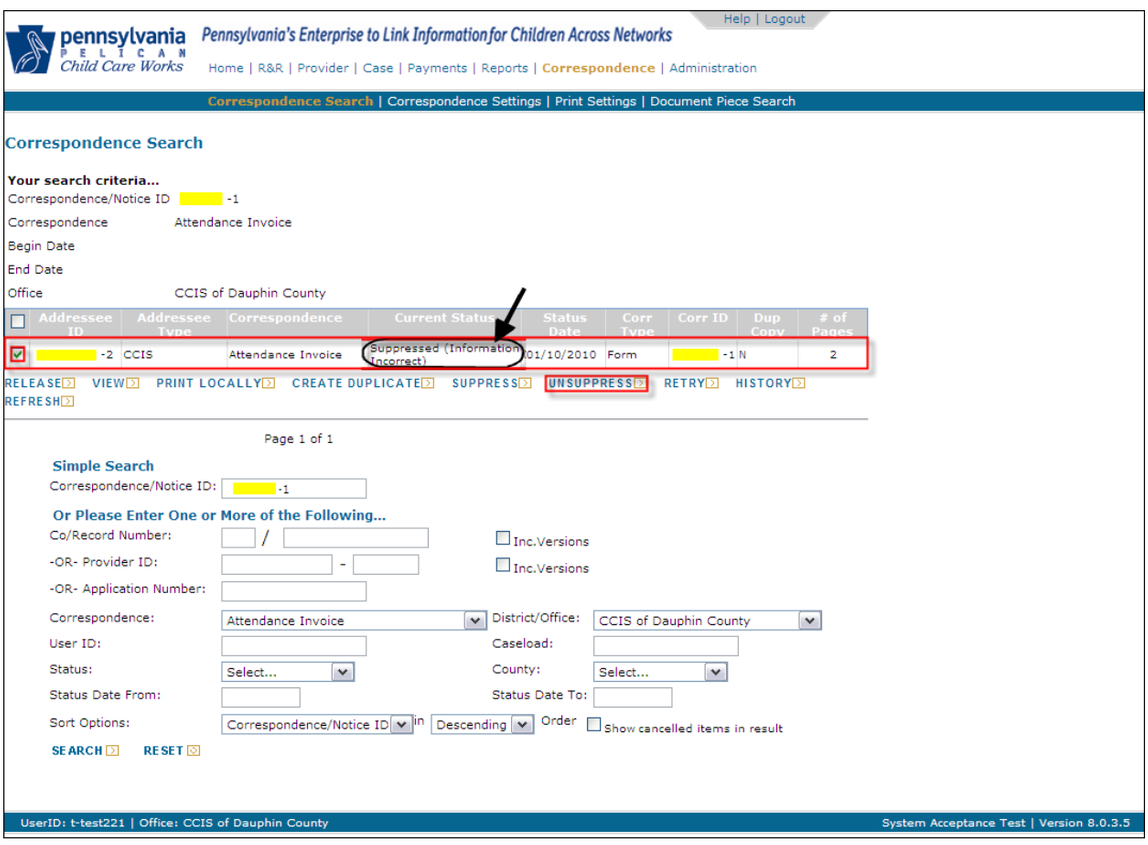


When the CCIS selects a correspondence that has multiple versions when suppressing, PELICAN CCW automatically selects all versions of the correspondence when processing the suppression.

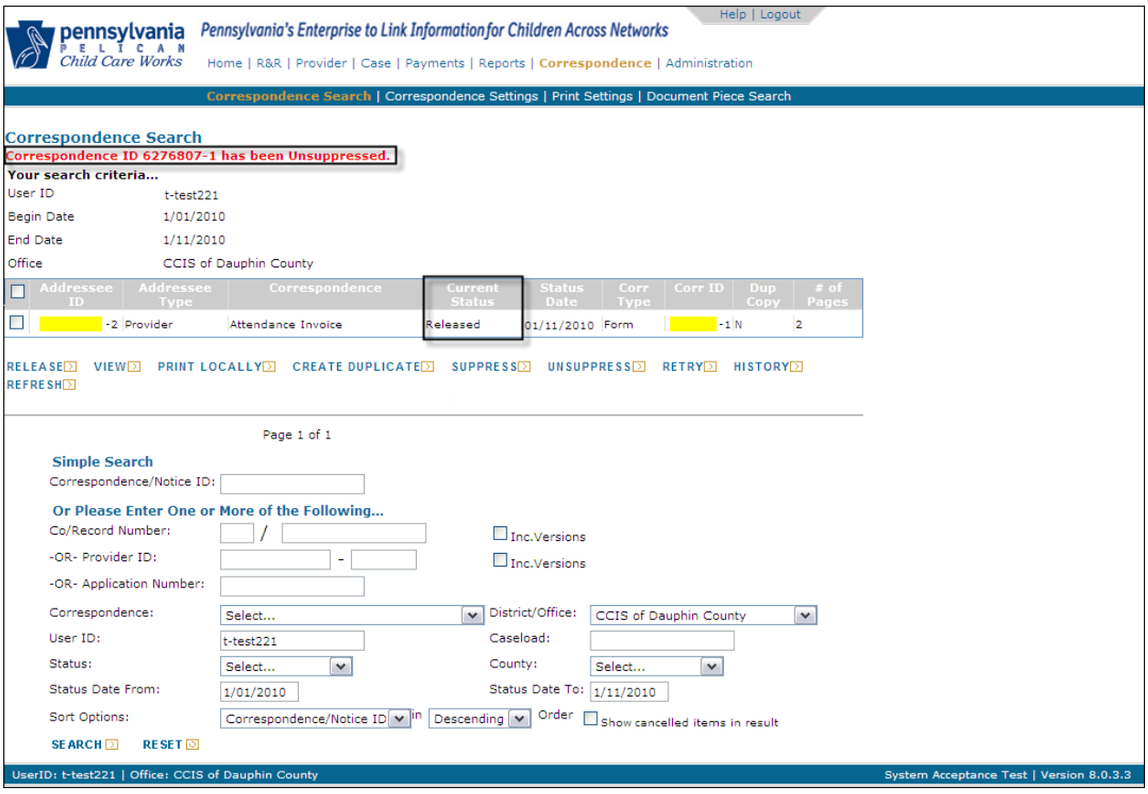
The CCIS may "unsuppress" the correspondence as long as the "Correspondence Status" is "Suppressed – *Reason*". If the correspondence remains in "Suppressed" status for more than five days, PELICAN CCW will automatically cancel the correspondence and change the "Correspondence Status" to "Cancelled".

To "unsuppress" the correspondence or return the correspondence back to the "Released" status, the CCIS must complete the following steps in PELICAN CCW:

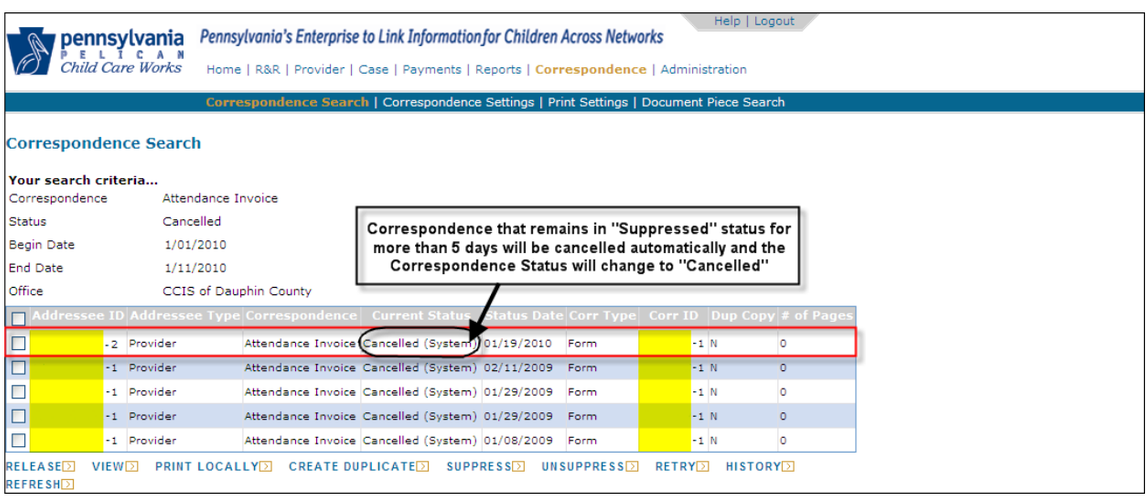
1. Navigate to the Correspondence Search page and conduct a search for the desired correspondence.
2. Select the desired correspondence.
3. Click "Unsuppress".



Once the page refreshes, the "Correspondence Status" will display as "Released".



If the CCIS conducts a search for the suppressed correspondence more than five days following the suppression, the correspondence will be in "Cancelled" status and the CCIS will no longer be able to "unsuppress" the correspondence.



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500.9.4.8 Retrying Generation of a Failed Correspondence

Due to certain circumstances, such as rare anomalies in the network, PELICAN CCW is unable to generate requested correspondence in a single attempt. PELICAN CCW identifies this failed correspondence and repeatedly attempts to retry generation.

If the anomaly persists and the retries fail, PELICAN CCW uses the "Failed Generation" status to prompt the CCIS to click the "Retry" button to release the correspondence.

PELICAN CCW also issues an alert indicating that "Generation failed for Correspondence ID *XXXXXX-X*". When the CCIS clicks the link within the alert text, PELICAN CCW navigates the user to the Correspondence Search page where the user may manually "retry" generation of the correspondence.

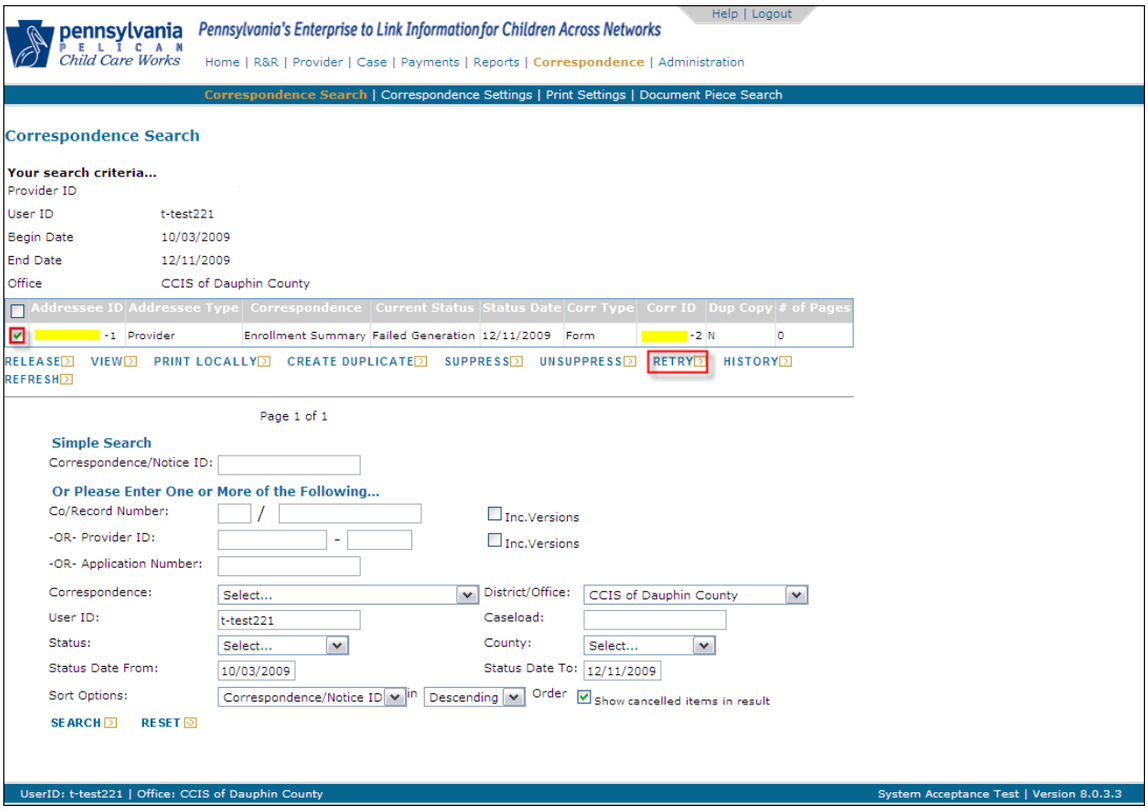
If there are multiple versions of a correspondence and both versions fail, PELICAN CCW generates a separate alert for each version.

For retried correspondences, PELICAN CCW does not automatically process multiple versions of the correspondence together if only one version is selected. The CCIS user must select each version individually and click "Retry".

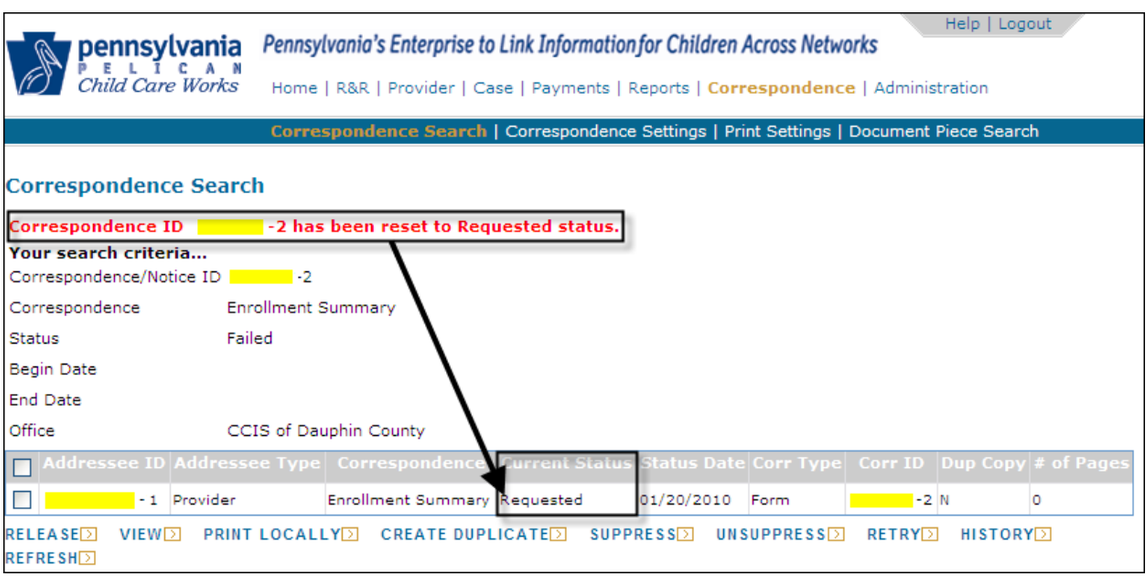
PELICAN CCW will not allow the user to "retry" correspondence that remained in "Failed" status for more than 30 days.

The CCIS must complete the following steps in PELICAN CCW to "retry" a correspondence that has failed generation:

1. Navigate to the Correspondence Search page and conduct a search for the desired correspondence.
2. Select the desired correspondence.
3. Click "Retry".



Once the page refreshes, PELICAN CCW will display the "Correspondence Status" as "Requested" and a confirmation message will display indicating the correspondence has been requested successfully.



If the CCIS user navigates to the Correspondence History page, the additional clarification of "Failed Generation – No Data Found" or "Failed Consolidation" is displayed.

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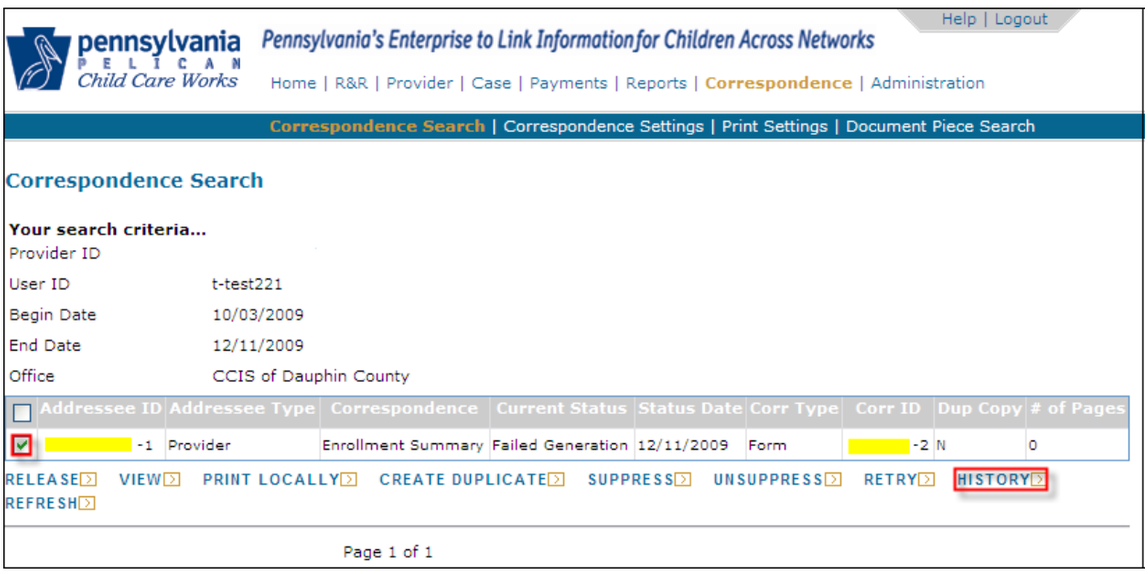
500.9.4.9 Viewing History

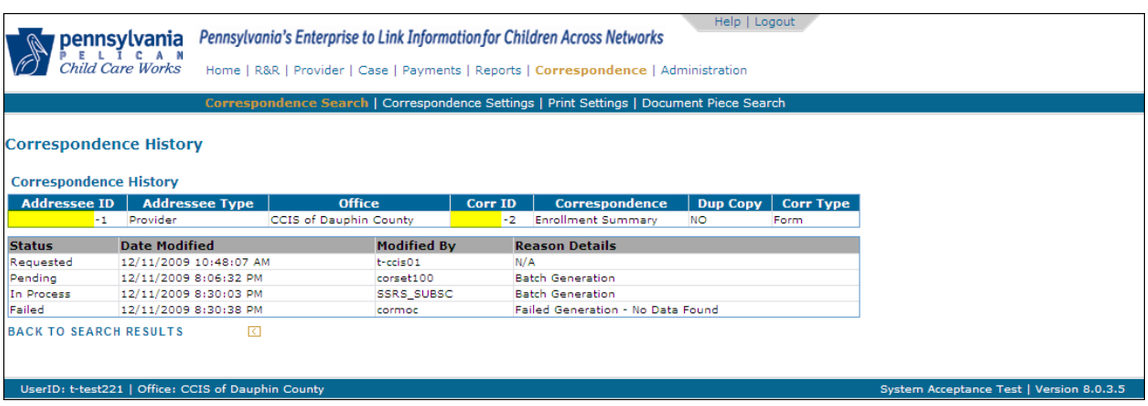
A history of correspondence is available in PELICAN CCW to identify reasons for intentional suppression of correspondence and to identify unintentional delay of correspondence resulting from generation errors.

As discussed in the previous section, the CCIS may navigate to the Correspondence History page by selecting the desired correspondence on the Correspondence Search page and clicking the "History" button.

The CCIS may select only one correspondence at a time to view history.



Once the CCIS clicks the "History" button, PELICAN CCW will navigate to the Correspondence History page and will display details regarding the Correspondence Status.



"Failed Generation – No Data Found" typically indicates that an Attendance Invoice or Enrollment Summary had enrollment changes after the correspondence was requested but before the nightly batch process released the correspondence.

If a correspondence fails generation and the reason indicated is "No Data Found", the CCIS should verify that the information in the case is valid during the period for which the correspondence was requested. If the information in the case is not valid, the CCIS must correct the enrollment information and create a new request for the correspondence.

"Failed Consolidation" indicates that a piece of correspondence failed to be included with other correspondence generated to the same addressee and has been excluded from central print.

LMS

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500.9.4.10 Creating a New Correspondence

The CCIS may create new correspondence by completing the following steps in PELICAN CCW:

1. Navigate to the Correspondence Home page.
2. Enter the appropriate number in the "Create New" row of either the "Case Correspondence" (i.e., the Co/Record Number) or the "Provider Correspondence" (i.e., Provider ID) section, depending on the type of correspondence to be created.
3. Click the "Correspondence Select…" drop-down and select the appropriate correspondence.
4. Click "Go".
5. Enter any mandatory information on the Create New Correspondence page.

   NOTE: If a field requiring data entry is left blank, PELICAN CCW will display an error message.

6. Click "Save".

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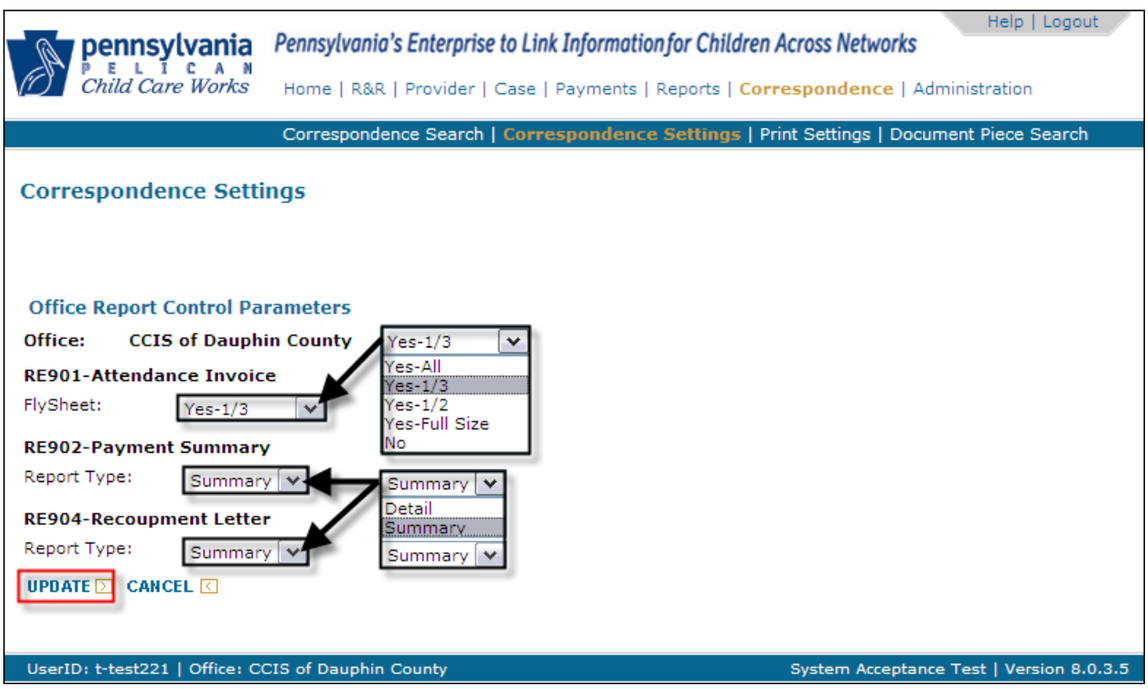
500.9.5 Correspondence Settings

The Correspondence Settings page in PELICAN CCW allows the CCIS to change the appearance of the "FlySheet". The "FlySheet" is a single sheet of paper that provides the CCIS and the p/c's address in a variety of ways that fit into the window of different sizes of envelope. The "FlySheet" is used for the Attendance Invoice, as well as change the appearance of the Payment Summary and Recoupment Letter.

The current default settings are as follows:

- *RE901 – Attendance Invoice – FlySheet* → "Yes – 1/3"
- *RE902 – Payment Summary – Report Type* → "Summary"
- *RE904 – Recoupment Letter – Report Type* → "Summary"

If the CCIS wishes to change the correspondence settings associated with its office, the CCIS must click the appropriate drop-down, select the desired setting and click "Update".



To see the "Summary" version of the Payment Summary, **click here**.

To see the "Detail" version of the Payment Summary, **click here**.

To see the "Summary" version of the Recoupment Letter, **click here**.

To see the "Detail" version of the Recoupment Letter, **click here**.

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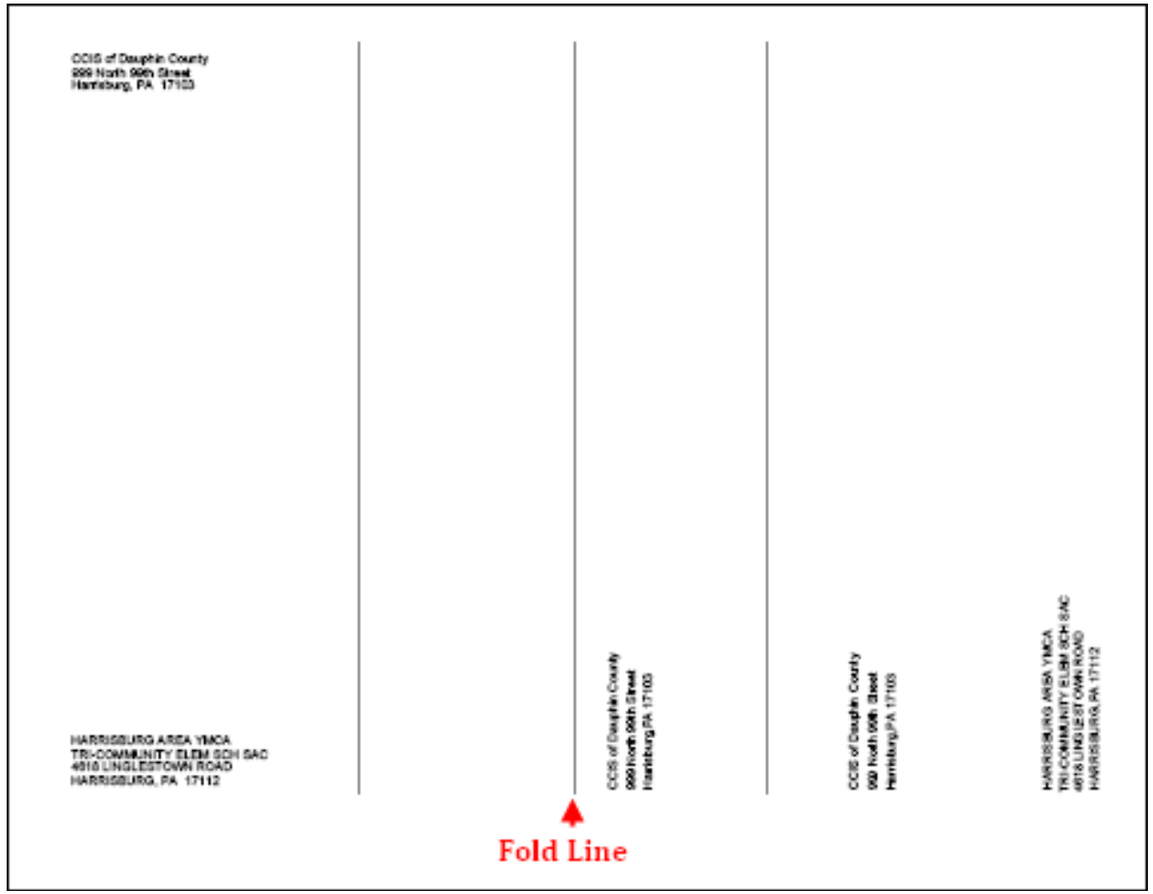
The following screen shots indicate the difference between the types of setting related to the Attendance Invoice "FlySheet".

1/2 Sheet



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1/3 Sheet

CCIS of Dauphin County
999 North 99th Street
Harrisburg, PA 17103

HARRISBURG AREA YMCA
TRI-COMMUNITY ELEM SCH SAC
4818 LINGLESTOWN ROAD
HARRISBURG, PA 17112

Fold Line

CCIS of Dauphin County
999 North 99th Street
Harrisburg, PA 17103

CCIS of Dauphin County
999 North 99th Street
Harrisburg, PA 17103

Fold Line

HARRISBURG AREA YMCA
TRI-COMMUNITY ELEM SCH SAC
4818 LINGLESTOWN ROAD
HARRISBURG, PA 17112

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Full Sheet

CCIS of Dauphin County
999 North 99th Street
Harrisburg, PA 17103

HARRISBURG AREA YMCA
TRI-COMMUNITY ELEM SCH SAC
4910 LINGLESTOWN ROAD
HARRISBURG, PA 17112

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All on Sheet

CCIS of Dauphin County
999 North 99th Street
Harrisburg, PA 17103

HARRISBURG AREA YMCA
TRI-COMMUNITY ELEM SCH SAC
4918 LINGLESTOWN ROAD
HARRISBURG, PA 17112

CCIS of Dauphin County
999 North 99th Street
Harrisburg PA 17103

CCIS of Dauphin County
999 North 99th Street
Harrisburg PA 17103

HARRISBURG AREA YMCA
TRI-COMMUNITY ELEM SCH SAC
4918 LINGLESTOWN ROAD
HARRISBURG, PA 17112

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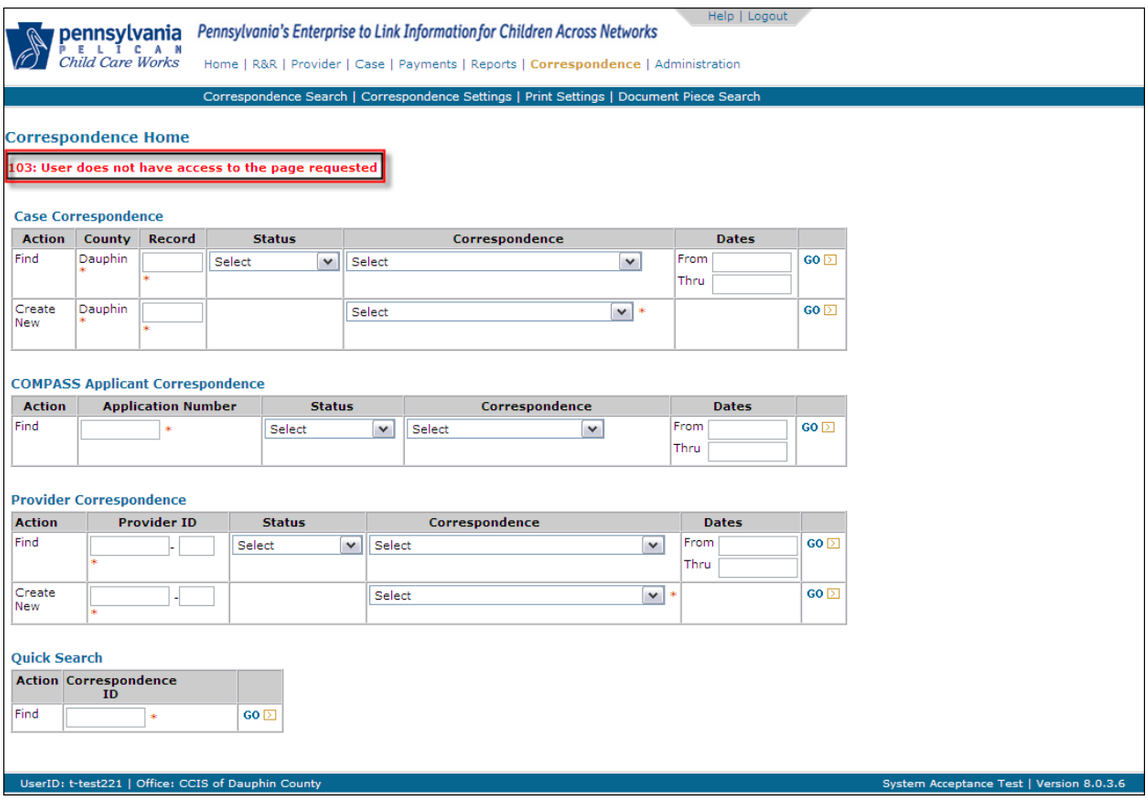
500.9.6 Print Settings & Document Piece Search

The Print Settings and Document Piece Search functionality is reserved for Commonwealth users only.

The CCIS will receive an error message if the CCIS attempts to navigate to these pages.



The Print Settings functionality is used to change the print default of a centrally printed correspondence to local print for a CCIS office, should the need arise.

The Document Piece Search functionality is used to update regulatory language on the different variations of AA, Child Care Ineligible and Enrollment Ineligible notices and Provider Agreement language on the different variations of the Provider Noncompliance Letter.

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500.10 ISSUING CORRESPONDENCE OUTSIDE OF PELICAN CCW

This section contains information regarding the correspondence that is not yet included in PELICAN CCW and must be issued by the CCIS outside of PELICAN CCW.

500.10.1 Outstanding Delinquency at Application

As set forth in § 3041.106(a) – (d) (relating to eligibility agency responsibilities regarding co-payment), "The eligibility agency shall generate notices based on delinquent co-payments. The eligibility agency shall send the provider a copy of each notice issued to a p/c whose child is enrolled with the provider. When a co-payment is reported to the eligibility agency as delinquent, the eligibility agency shall mail a notice to the p/c, on a form provided by the Department. The notice must state that service will be terminated on a date set forth on the notice, which shall be the first day after 10 calendar days following the date of the written notice, unless the delinquent co-payment is paid by that date. A family whose subsidy is terminated for failure to make required co-payments may not be reauthorized for subsidy until all outstanding co-payments have been paid in full."

PELICAN CCW is not designed to handle generation of a letter, at application, indicating the child(ren) may not be enrolled until all outstanding delinquent co-payments have been resolved when a family that had previously lost subsidized child care as a result of delinquent co-payment reapplies.

If the CCIS discovers during application that a family owes outstanding delinquent co-payments, the CCIS may not enroll the child until all outstanding co-payments have been paid in full. The CCIS must:

1. Determine whether the delinquent co-payment(s) have been paid or satisfactory arrangements have been made with the provider to pay delinquent co-payments.
2. If the delinquent co-payment(s) *WERE PAID or SATISFACTORY ARRANGEMENT WERE MADE TO PAY*, the CCIS must enter a "Resolution Date" in PELICAN CCW, click "Save", assess and confirm eligibility.
3. If the delinquent co-payment(s) *WERE NOT PAID and SATISFACTORY ARRANGEMENT WERE NOT MADE TO PAY*, the CCIS must enter a future "Resolution Date" of the 30th calendar day following the date the CCIS determines the family eligible for subsidized child care and send the **New Case – Initial Delinquency Letter**.

If the p/c fails to pay the delinquent co-payment(s), the CCIS must:

1. Remove the future "Resolution Date" in PELICAN CCW and click "Save".
2. Deselect the "CC Request" using the "Reason Ending Care" of "Delinquent Co-payment "and click "Save".
3. Assess and confirm eligibility.

   NOTE: This will trigger PELICAN CCW to generate an AA.

4. Locally print the AA, include a copy of the **New Case – 2nd Delinquency Letter** and send both to the p/c.

If the *PARENT AND/OR THE CCIS IS UNABLE TO LOCATE THE PROVIDER TO WHOM THE PRIOR DELINQUENT CO-PAYMENT IS OWED TO VERIFY THAT THE DELINQUENCY WAS SATISFIED*, the CCIS must consider the delinquency resolved, enter a "Resolution Date", click "Save", assess and confirm eligibility.

NOTE: The CCIS should not spend inordinate amounts of time attempting to verify a delinquency was resolved in these circumstances, but should merely take the p/c's word and allow the child(ren) to be enrolled.

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See Manual Section "500.12.3.35 – Questions – 500.10.1 – Outstanding Delinquency at Application"

500.10.2 Overpayment Collection – Family Receiving Care

As set forth in § 3041.186(b)(1) (relating to collection), "If the Department, eligibility agency or other entity identifies an overpayment subject to repayment as specified in § 3041.181 (relating to overpayment) related to a family whose child continues to receive subsidized child care, the eligibility agency shall notify the p/c by a letter that a repayment is required, the amount of the repayment and the following repayment options:

(i) A one-time payment of the full amount owed.

(ii) A one-time partial payment and an increase in the co-payment to be paid until repayment is complete.

(iii) An increase in the co-payment until the repayment is complete."

The CCIS must manually print the **Overpayment Collection – Family Receiving Care – Initial Letter** to send to the p/c along with the Child Care Confirmation Notice.

As set forth in § 3041.186(b)(3), "The eligibility agency shall notify the p/c by a second letter of failure to choose a repayment option as specified in paragraph (1), the amount of the increased co-payment and the number of weeks the increased co-payment will continue.

If the p/c fails to notify the CCIS of the selected repayment option in response to the initial letter, the CCIS must manually print the **Overpayment Collection – Family Receiving Care – 2nd Letter** to send to the p/c.

If the p/c fails to respond to the second letter, the CCIS must automatically increase the co-payment no later than 10 calendar days following the date of the second letter. The increased co-payment remains in effect until the repayment is complete.

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See Manual Section "500.12.3.36 – Questions – 500.10.2 – Overpayment Collection – Family Receiving Care"

500.10.3 Overpayment Collection – Family no longer Receiving Care

As set forth in § 3041.188(b)(1) (relating to collection for a family whose child is no longer in care), "If the Department, eligibility agency or other entity identifies an overpayment subject to repayment as specified in § 3041.181 (relating to overpayment) related to a family whose child continues to receive subsidized child care, the eligibility agency shall notify the Department of the subsidy termination date, the amount of the overpayment recouped and the amount outstanding. The Department will notify the p/c by a letter of the overpayment, the amount of the outstanding overpayment and that repayment is required in either a single payment or under a payment plan agreeable to the p/c and the eligibility agency. The letter must state that the p/c has 10 calendar days to respond to the Department indicating agreement or disagreement and indicating the choice of a repayment method."

Per policy, the CCIS, *NOT the Department*, must manually print the **Overpayment Collection – Family no longer Receiving Care – Initial Letter** to send to the p/c along with the Child Care Confirmation Notice.

As set forth in § 3041.188(b)(2), "The eligibility agency shall send a second letter that repeats the information contained in the letter specified in paragraph (1) when the Department notifies the eligibility agency that the p/c failed to respond. The second letter must also request a response from the p/c no later than 10 calendar days following the date of the letter."

If the p/c fails to respond to the initial letter, the CCIS, *NOT the Department*, must manually print the **Overpayment Collection – Family no longer Receiving Care – 2nd Letter** to send to the p/c.

As set forth in § 3041.188(b)(3), "The Department may institute civil legal proceedings when the p/c fails to respond to the second letter."

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See Manual Section "500.12.3.37 – Questions – 500.10.3 – Overpayment Collection – Family no longer Receiving Care"

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500.11 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.

500.11.1 Announcements

DATE ISSUED	ANNOUNCEMENT NUMBER	TITLE

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500.11.2 Updates

DATE ISSUED	UPDATE NUMBER	TITLE

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500.11.3 Communiqués

DATE ISSUED	COMMUNIQUE NUMBER	TITLE

Return to Table of Contents

500.11.4 Additional Resources

DATE ISSUED	REFERENCE NUMBER	TITLE

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500.12 TRAINING GUIDE

The information in this section contains the goals and objectives with regard to the generation of correspondence within PELICAN CCW and general notification requirements.

500.12.1 Goals

The information in this subsection contains the goals with regard to demonstrating knowledge of how correspondence is generated within PELICAN CCW. The following are the goals of this manual section:

1. To exhibit a basic understanding of, and the ability to explain, the types of correspondences generated within PELICAN CCW.

2. To exhibit a basic understanding of, and the ability to explain, the addressee logic used by PELICAN CCW during the generation of correspondence.

3. To exhibit a basic understanding of, and the ability to explain, the difference between a correspondence template and a correspondence version.

4. To exhibit a basic understanding of, and the ability to explain, the triggers that cause generation of correspondences.

5. To exhibit a basic understanding of each correspondence and an ability to explain the reason the CCIS uses the correspondence.

6. To exhibit a working knowledge of the correspondence subsystem of PELICAN CCW and the actions for which the CCIS is responsible.

7. To exhibit a basic understanding of, and the ability to explain, the limitations of the correspondence subsystem in detail.

Return to Manual Section "500. 4 – Correspondence Types"

500.12.2 Objectives

The information in this subsection contains the objectives with regard to demonstrating knowledge of how correspondence is generated within PELICAN CCW. The following are the objectives of this manual section:

1. To list the types of correspondences and understand when each type of correspondence must be used.
2. To understand and explain the difference between system-generated and manual triggers in correspondence generation.
3. To understand and explain the role of the child care program in the generation of correspondence and how the child care program impacts the types of correspondences that may be generated.
4. To list the correspondences associated with the client, provider and payment subsystems.
5. To understand and explain how to search for a correspondence in PELICAN CCW using various criteria.
6. To understand and explain correspondence statuses and the role these statuses play in the generation of correspondence.
7. To understand and explain how to release a correspondence.
8. To understand and explain how to view a correspondence.
9. To understand and explain how to create a duplicate correspondence.
10. To understand and explain how to suppress, cancel or unsuppress a correspondence.
11. To understand and explain how to retry generation of a failed correspondence.
12. To understand and explain how to view history of a correspondence.
13. To understand and explain how to create a new correspondence.
14. To understand and explain the difference between Local Printing and Central Printing and which specific correspondences are set up for use of this functionality.
15. To understand and explain correspondence settings.

Return to Manual Section "500. 4 – Correspondence Types"

500.12.3 Section Checkpoint Questions

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services developed the following questions as a check point to ensure comprehension of the information presented within this section.

Upon review of the information within this section, CCIS staff should be able to answer all of the questions listed below. Answers to these questions can be found in Appendix A: Manual Section Evaluation.

500.12.3.1 Questions – 500.1 – General Policy & Regulation

1. TRUE or FALSE. Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) is the formal record keeping system for the Subsidized Child Care program.

2. TRUE or FALSE. The CCIS may print file copies of forms, letters and notices as they choose.

3. The CCIS is mandated to print file copies of forms, letters and notices in which of the following circumstances?

    a. When mandated by the Office of Child Development and Early Learning (OCDEL) Bureau of Subsidized Child Care Services (BSCCS).

    b. When copies are required by the Office of the Inspector General (OIG) during an investigation of fraud.

    c. When copies are required during an audit.

    d. When copies are required for appeal or other hearings.

    e. All of the above.

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Return to Manual Section "500.1 – General Policy & Regulation"

See Answers

500.12.3.2 Questions – 500.1.1 – TANF, FS & GA/WS2 Child Care Programs

4. TRUE or FALSE. The majority of the notification for individuals receiving child care related to TANF, FS or GA/WS2 child care programs is generated within the Client Information System (CIS).

5. PELICAN CCW automatically generates correspondence for individuals receiving child care related to the TANF, FS or GA/WS2 child care programs under which of the following circumstances:

    a. When the case and/or an individual in the case fails enrollment rules.

    b. In response to the limitations of CIS in generating a specific notice.

    c. When a TANF or Transitional Cash Assistance (TCA) case closes and is potentially eligible for Former TANF.

    d. When a p/c requests child care for the first time.

    e. All of the above.

6. TRUE or FALSE. The CCIS is responsible for issuing a notice to the p/c informing the p/c of eligibility or ineligibility for child care enrollment within 15 calendar days following the request for subsidized child care.

7. TRUE or FALSE. The CAO is responsible for sending a Notice of Adverse Action (AA) to the p/c informing the p/c of ineligibility for TANF, FS or GA/WS2 benefits, including the child care related to those benefits from CIS.

8. TRUE or FALSE. Not all notices generated from CIS address eligibility for child care.

9. TRUE or FALSE. The CCIS is responsible for issuing an AA to the p/c when the case and/or an individual in the case becomes ineligible for child care enrollment.

10. TRUE or FALSE. PELICAN CCW will generate an AA when there is an enrollment rule failure that exists in addition to a CIS-related failure because the CIS-generated AA does not address ineligibility for the child care related to the benefit.

11. When PELICAN CCW does not generate an AA but the case and/or an individual in the case becomes ineligible for child care enrollment, the CCIS must do which of the following:

    a. Manually fail the case and/or an individual in the case to trigger generation of an AA.

    b. Manually discontinue/close all active enrollments, as appropriate, to trigger generation of a Child Care Stop Letter.

    c. Do nothing because CIS generates the proper notification.

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Return to Manual Section "500.1.1 – TANF, FS & GA/WS2 Child Care Programs"

See Answers

500.12.3.3 Questions – 500.1.2 –FT, HS/PK & LI Child Care Programs

12. Considering the following example, until what date must the CCIS retain the family file? The CCIS begins paying subsidized child care for a family on 3/1/2010. The family continues to receive subsidized child care until determined ineligible. The AA expires on 12/29/2010.

    a. 12/29/2016 or until an audit or litigation is resolved.

    b. 6/30/2017 or until an audit or litigation is resolved.

    c. 3/1/2016 or until an audit or litigation is resolved.

    d. None of the above.

13. TRUE or FALSE. The CCIS must notify a p/c when the family is determined eligible using a Child Care Eligible Notice.

14. The CCIS must notify the child care provider of a family's eligibility using which type of correspondence?
    a. Child Care Eligible Notice.
    b. Enrollment Summary.
    c. All of the above.

15. TRUE or FALSE. The CCIS must notify a p/c in writing no later than 10 calendar days prior to taking an action that affects the family's eligibility status for subsidized child care or results in a change in the amount of subsidized child care benefit.

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Return to Manual Section "500.1.2 – FT, HS, PK & LI Child Care Programs"

See Answers

500.12.3.4 Questions – 500.4 –Correspondence Types

16. Which of the following are valid correspondence types?
    a. Forms.
    b. Letters.
    c. Notices.
    d. Reports.
    e. All of the above.
    f. a through c above.

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Return to Manual Section "500.4 – Correspondence Types"

See Answers

500.12.3.5 Questions – 500.4.1 –Forms

17. Forms are used to do which of the following?

    a. Assist in the determination of initial or ongoing eligibility.

    b. Establish or update an enrollment.

    c. Notify the provider of modifications to an enrollment or a co-payment associated with an enrollment.

    d. Assist in the processing of a payment request based upon the child(ren)'s attendance.

    e. Notify the p/c and/or provider of details associated with a payment for subsidized child care services provided to a child(ren).

    f. All of the above.

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Return to Manual Section "500.4.1 – Forms"

See Answers

500.12.3.6 Questions – 500.4.2 –Letters

18. TRUE or FALSE. Letters are designed for informational purposes and do not include appeal rights.

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Return to Manual Section "500.4.2 – Letters"

See Answers

500.12.3.7 Questions – 500.4.3 –Notices

19. Notices include, but are not limited to, information for the p/c regarding which of the following?

    a. Eligibility or ineligibility for subsidized child care.

    b. An increase or decrease in subsidized child care benefits.

    c. The need for additional verification or other information in order to maintain eligibility.

    d. A change in the family's weekly co-payment amount.

    e. The decision to grant or deny a co-payment waiver.

    f. The decision to grant or deny a waiver based on domestic or other family violence.

    g. Suspension or disruption of subsidized child care.

    h. Confirmation of voluntary withdrawal from the Subsidized Child Care program.

    i. All of the above.

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Return to Manual Section "500.4.3 – Notices"

See Answers

500.12.3.8 Questions – 500.5 –Appeal Rights

20. TRUE or FALSE. Pages 3 and 4 of all notices are the same and include the appeal rights for the p/c and explanation regarding how the p/c may appeal a decision.

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Return to Manual Section "500.5 – Appeal Rights"

See Answers

500.12.3.9 Questions – 500.6 –Correspondence Template versus Version

21. TRUE or FALSE. PELICAN CCW automatically generates correspondences based upon predetermined templates, which consist of fixed and variable text.

22. TRUE or FALSE. Fixed text never changes; whereas variable text may change depending upon the actions taken by the CCIS user or the circumstances at the time PELICAN CCW generates the correspondence.

23. TRUE or FALSE. A correspondence version indicates that PELICAN CCW generated a correspondence multiple times.

24. TRUE or FALSE. The Correspondence ID indicates whether the correspondence has multiple versions.

25. TRUE or FALSE. PELICAN CCW automatically generates a provider version of certain correspondences upon generation of the client version.

26. TRUE or FALSE. The client and provider version are basically the same, but the client version contains personal demographic information that is variable and is not included in the provider version, such as the specific reason for ineligibility or family income.

27. PELICAN CCW generates which of the following correspondences with a client and provider version?

    a. AA.

    b. Enrollment Summary.

    c. Child Care Stop Letter.

    d. Child Care Confirmation Notice.

    e. a through c above.

    f. All of the above.

28. TRUE or FALSE. PELICAN CCW applies the “Group” version when generating the Payment Summary and the Recoupment Letter.

29. PELICAN CCW generates which of the following correspondence versions?

    a. Client.

    b. Provider.

    c. Group.

    d. CIS.

    e. PELICAN CCW.

    f. Form.

    g. Letter.

    h. Notice.

    i. a and b above.

    j. a through c above.

    k. a through e above.

    l. All of the above.

30. TRUE or FALSE. PELICAN CCW processes “Client” and “Provider” versions of a correspondence as separate requests.

31. PELICAN CCW generates which of the following correspondences with a group version?

    a. Payment Summary.

    b. Recoupment Letter.

    c. Redetermination Letter/Packet.

    d. Enrollment Summary.

    e. a and b above.

    f. a through c above.

    g. All of the above.

32. PELICAN CCW processes which of the following types of correspondence templates?
    a. Client.
    b. Provider.
    c. CIS.
    d. PELICAN CCW.
    e. Form.
    f. Letter.
    g. Notice.
    h. a through d above.
    i. All of the above.

33. PELICAN CCW determines which correspondence template to generate based on what information?
    a. The intended recipient.
    b. The child care program of the case in which the correspondence is being generated.
    c. The correspondence type.
    d. a and b above.
    e. All of the above.

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Return to Manual Section "500.6 – Correspondence Template Versus Correspondence Version"

See Answers

500.12.3.10 Questions – 500.7 –Individual Failure Reason Codes

34. TRUE or FALSE. PELICAN CCW does not process data correctly when the CCIS applies an "Individual" Failure Reason Code at the "Family Composition" level because PELICAN CCW cannot determine from which page to pull the variable data.

35. TRUE or FALSE. The CCIS should *never* apply an "Individual" Failure Reason Code at the "Family Composition" level.

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Return to Manual Section "500.7 – Individual Failure Reason Codes"

See Answers

500.12.3.11 Questions – 500.8.1 –Adverse Action (AA) Notice

36. The CCIS may generate an AA to send to the p/c in which of the following circumstances?

    a. When a case or individual becomes ineligible for subsidized child care.

    b. When the co-payment increases.

    c. When subsidized child care is suspended.

    d. When subsidized child care is disrupted.

    e. a and b above.

    f. a, b and d above.

    g. All of the above.

37. TRUE or FALSE. PELICAN CCW generates a provider version of the AA if an enrollment exists for an affected child.

38. TRUE or FALSE. PELICAN CCW automatically cancels the first, incorrect AA if the CCIS discovers an incorrect AA was generated, satisfies the initial AA in PELICAN CCW assesses and confirms eligibility again.

39. PELICAN CCW does not generate an AA if child care is ended on the Child Care Request page for any of the following reasons?
    a. Voluntary Withdrawal.
    b. Moved out of Household.
    c. Worker Error.
    d. Change in Custody.
    e. Lost Appeal.
    f. All of the above.

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Return to Manual Section "500.8.1 – AA Notice"

See Answers

500.12.3.12 Questions – 500.8.2 –Application Rejection Notice

40. TRUE or FALSE. The Application Rejection Notice is send to a p/c who has applied for subsidized child care via COMPASS and whose Application cannot be processed.

41. TRUE or FALSE. PELICAN CCW generates the Application Rejection Notice when the CCIS selects a "Rejection Reason" on the Application Summary page when processing a COMPASS Application and then selects "Reject Application".

42. PELICAN CCW *will not* generate an Application Rejection Notice when which of the following "Rejection Reasons" are selected?
    a. Using Existing Co/Record Number.
    b. Incorrect Individual Match.
    c. Applied in Error – C.
    d. Applied in Error – P.
    e. a and b above.
    f. All of the above.

43. PELICAN CCW ***will*** generate an Application Rejection Notice when which of the following "Rejection Reasons" are selected?

    a. Using Existing Co/Record Number.

    b. Incorrect Individual Match.

    c. Applied in Error – C.

    d. Applied in Error – P.

    e. Active Case/Receiving Services – CIS.

    f. Active Case/Receiving Services – P.

    g. Active Case/Waitlisted.

    h. c through g above.

    i. All of the above.

Return to Table of Contents

Return to Manual Section "500.8.2 – Application Rejection Notice"

See Answers

500.12.3.13 Questions – 500.8.3 – Application Transfer Letter

44. TRUE or FALSE. The CCIS sends the Application Transfer Letter to the p/c when the CCIS receives a COMPASS Application in the Application Inbox but the address implies it should have been sent to another CCIS.

45. TRUE or FALSE. PELICAN CCW will generate the Application Transfer Letter when the CCIS selects another CCIS from the drop-down and click "Transfer Application" on the Application Summary page.

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Return to Manual Section "500.8.3 – Application Transfer Letter"

See Answers

500.12.3.14 Questions – 500.8.4 –Attendance Invoice

46. TRUE or FALSE. The CCIS uses the Attendance Invoice as a reporting tool to confirm a child's attendance at the provider location.

47. TRUE or FALSE. The Attendance Invoice lists each child enrolled at the provider location according to the child's care level and each child's monthly schedule is included.

48. TRUE or FALSE. The provider is required to place a checkmark in the "NC" column to indicate "No Change" in attendance compared to the schedule, or to note absences when appropriate.

49. TRUE or FALSE. PELICAN CCW automatically generates all Attendance Invoices on the night of the 24th of each month.

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Return to Manual Section "500.8.4 – Attendance Invoice"

See Answers

500.12.3.15 Questions – 500.8.5 –CareCheck Appointment Letter

50. TRUE or FALSE. PELICAN CCW does not automatically generate a CareCheck Appointment Letter.

51. TRUE or FALSE. The CCIS must manually request a CareCheck Appointment Letter for a first-time unregulated provider.

52. TRUE or FALSE. The CCIS must include the OCDEL-prescribed listing of the crimes that prohibit persons from caring for children.

53. TRUE or FALSE. The CCIS must generate the CareCheck Appointment Letter from the Correspondence Home page by entering a Co/Record Number in the "Create New" row under "Case Correspondence", selecting "CareCheck Appointment Letter" from the "Correspondence" drop-down and clicking "Go".

54. TRUE or FALSE. The CCIS may enter additional text in the "Supplemental Text" field, as appropriate.

55. TRUE or FALSE. The CCIS must manually enter the name and address for the provider in the "Variable Fields" section.

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Return to Manual Section "500.8.5 – CareCheck Appointment Letter"

See Answers

500.12.3.16 Questions – 500.8.6 –Change in Primary Caretaker Letter

56. TRUE or FALSE. PELICAN CCW contains two distinct templates depending upon the recipient.

57. TRUE or FALSE. The CCIS sends the Change in Primary Worker Letter to a p/c or provider to indicate a change in the primary worker.

58. TRUE or FALSE. The CCIS must generate the Change in Primary Worker Letter from the Correspondence Home page by entering a Co/Record Number in the "Create New" row under the appropriate section (i.e., "Case Correspondence" or "Provider Correspondence"), selecting "Change in Primary Worker Letter" from the "Correspondence" drop-down and clicking "Go".

Return to Table of Contents

Return to Manual Section "500.8.6 – Change in Primary Worker Letter"

See Answers

500.12.3.17 Questions – 500.8.7 –Child Care Confirmation Notice

59. TRUE or FALSE. PELICAN CCW automatically generates a Child Care Confirmation Notice depending upon fields populated by the CCIS in PELICAN CCW.

60. A Child Care Confirmation Notice is sent in the following circumstances, which include, but are not limited to which of the following?

    a. Subsidy suspension.

    b. Subsidy disruption.

    c. Continued eligibility following a redetermination of eligibility.

    d. Decision to grant or deny a domestic violence and other family violence waiver.

    e. Increase or decrease in the assigned weekly co-payment.

    f. Decision to grant a co-payment waiver.

    g. Voluntary request to terminate subsidized child care benefits.

    h. Transfer to another child care program within PELICAN CCW.

    i. Overpayment notification.

    j. All of the above.

61. TRUE or FALSE. The CCIS must generate the Child Care Confirmation Notice from the Correspondence Home page by entering a Co/Record Number in the “Create New” row under the “Case Correspondence”, selecting “Child Care Confirmation Notice” from the “Correspondence” drop-down and clicking “Go”.

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Return to Manual Section “500.8.7 – Child Care Confirmation Notice”

See Answers

500.12.3.18 Questions – 500.8.8 –Child Care Eligible Notice

62. TRUE or FALSE. The CCIS must send the p/c a Child Care Eligible Notice to notify the p/c the family is eligible for subsidized child care.

63. TRUE or FALSE. The CCIS must use the Enrollment Summary to notify the family's child care provider of the family's eligibility status and indicate information pertaining to the child(ren)'s enrollment(s).

64. TRUE or FALSE. The Child Care Eligible Notice is used for the Former TANF, Head Start/PreK or Low-Income child care programs during the initial determination of eligibility only.

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Return to Manual Section "500.8.8 – Child Care Eligible Notice"

See Answers

500.12.3.19 Questions – 500.8.9 –Child Care Ineligible Notice

65. TRUE or FALSE. The CCIS must send the p/c a Child Care Ineligible Notice to notify the p/c the family or an individual in the family is ineligible for subsidized child care.

66. TRUE or FALSE. The Child Care Ineligible Notice is used for the Former TANF, Head Start/PreK or Low-Income child care programs during the initial determination of eligibility only.

67. TRUE or FALSE. PELICAN CCW will generate a Child Care Eligible Notice and a Child Care Ineligible Notice if not all members of the case pass eligibility, and each notice will list all family members and indicate the family members' eligibility statuses.

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Return to Manual Section "500.8.9 – Child Care Ineligible Notice"

See Answers

500.12.3.20 Questions – 500.8.10 –Child Care Stop Letter

68. TRUE or FALSE. The CCIS must send the Child Care Stop Letter to the p/c as notification that either the provider, the family or a child in the family is no longer eligible to participate in the Subsidized Child Care program.

69. The Child Care Stop Letter is generated by the CCIS when discontinuing/closing or suspending active enrollments using which of the following reasons?

    a. Provider Noncompliance.

    b. OIM Program Termination.

    c. Disqualification.

    d. Ineligible.

    e. All of the above.

Return to Table of Contents

Return to Manual Section "500.8.10 – Child Care Stop Letter"

See Answers

500.12.3.21 Questions – 500.8.11 –Enrollment Eligible Notice

70. TRUE or FALSE. The CCIS provides the Enrollment Eligible Notice to the p/c as a confirmation of the case's eligibility for subsidized child care enrollment under the TANF, FS or GA/WS2 child care programs.

71. TRUE or FALSE. PELICAN CCW automatically generates the Enrollment Eligible Notice when the CCIS assesses and confirms eligibility for enrollment according to enrollment rules during intake, and the case and individuals pass.

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Return to Manual Section "500.8.11 – Enrollment Eligible"

See Answers

500.12.3.22 Questions – 500.8.12 –Enrollment Ineligible Notice

72. TRUE or FALSE. A CCIS provides the Enrollment Ineligible Notice to inform the p/c that either the entire case or an individual in the case is ineligible for subsidized child care under the TANF, FS or GA/WS2 child care programs.

Return to Table of Contents

Return to Manual Section "500.8.12 – Enrollment Ineligible"

See Answers

500.12.3.23 Questions – 500.8.13 –Enrollment Summary

73. The CCIS provides the Enrollment Summary to the p/c and/or provider to confirm which of the following?

    a. Provider information.

    b. The number of days per week for which the child is enrolled.

    c. The type and unit of care for which the CCIS will pay.

    d. The weekly co-payment for which the p/c is responsible to pay the provider for each week of care provided.

    e. A new or changed enrollment, which may include changes to the child's schedule or co-payment.

    f. All of the above.

74. TRUE or FALSE. The CCIS may request the Enrollment Summary only for a week in which the child has an active enrollment in either an "Enrolled State" or "Enrolled Local" status.

75. TRUE or FALSE. The CCIS may generate the Enrollment Summary by selecting the enrollment checkbox, entering the date the CCIS would like to retrieve information **(which must be a Monday date)**, entering a "Reason" and clicking the "Generate Enrollment Summary" button on the Case Enrollment Summary page in PELICAN CCW.

76. TRUE or FALSE. The CCIS may generate an Enrollment Summary effective any day of the week.

Return to Table of Contents

Return to Manual Section "500.8.13 – Enrollment Summary"

See Answers

500.12.3.24 Questions – 500.8.14 –Former TANF Transfer Letter

77. TRUE or FALSE. The CCIS provides the Former TANF Transfer Letter to the p/c as notification of potential eligibility for subsidized child care after TANF cash assistance ends/is scheduled to end.

78. PELICAN CCW generates different versions of the Former TANF Transfer Letter depending upon whether the TANF benefits:

    a. Ended in the past.

    b. Are scheduled to end on the system/today's date.

    c. Are scheduled to end in the future.

    d. All of the above.

79. TRUE or FALSE. PELICAN CCW automatically generates the Former TANF Transfer Letter after the TANF case closes and CIS sends the transfer file to PELICAN CCW during the nightly batch.

80. TRUE or FALSE. The CCIS may manually generate the Former TANF Transfer Letter in the event of an improper transfer but the Former TANF Transfer Letter will not display a Co/Record Number since it will not be associated with a specific case.

81. TRUE or FALSE. The CCIS may manually generate the Former TANF Transfer Letter from the Correspondence Home page by entering a Co/Record Number in the "Create New" row under the "Case Correspondence", selecting "Former TANF Transfer Letter" from the "Correspondence" drop-down and clicking "Go".

82. TRUE or FALSE. The CCIS must manually enter data in the variable text fields on the Create New Correspondence page in PELICAN CCW.

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Return to Manual Section "500.8.14 – Former TANF Transfer Letter"

See Answers

500.12.3.25 Questions – 500.8.15 –Funds Available Letter

83. TRUE or FALSE. PELICAN CCW generates the Funds Available Letter when the CCIS authorizes a child's first enrollment from the Pre-Enrollment List if funds are immediately available to enroll the child.

84. PELICAN CCW generates which of the following letters when the CCIS authorizes a child from the Pre-Enrollment List or the Waiting List depending upon whether funds are immediately available to cover the cost of the child's enrollment and depending upon whether the child is currently on the waiting list?

    a. Funds Available Letter.

    b. Funds Not Available Letter.

    c. Waitlist Funds Available Letter.

    d. a and c above.

    e. All of the above.

85. TRUE or FALSE. PELICAN CCW generates the Funds Available Letter when the CCIS authorizes a child's second or subsequent enrollment from the Pre-Enrollment List if funds are immediately available to enroll the child.

86. TRUE or FALSE. The CCIS may manually generate the Funds Available Letter if the CCIS moves a child's enrollment back to "Authorized Status (Enrollment)" or "AUT" as a retroactive change by clicking the "Generate Correspondence" button on the Enrollment Status Information page.

Return to Table of Contents

Return to Manual Section "500.8.15 – Funds Available Letter"

See Answers

500.12.3.26 Questions – 500.8.16 –Funds Not Available Letter

87. TRUE or FALSE. PELICAN CCW generates a Funds Not Available Letter when funds are not available to enroll a child because the CCIS has a waiting list.

Return to Table of Contents

Return to Manual Section "500.8.16 – Funds Not Available Letter"

See Answers

500.12.3.27 Questions – 500.8.17 –Missing Information Letter

88. TRUE or FALSE. The Missing Information Letter has two templates depending upon how the CCIS generates the letter.

89. TRUE or FALSE. The CCIS can generate the Missing Information Letter using the "Create New Correspondence" process on the Correspondence Home page.

90. TRUE or FALSE. The "Supplemental Text" field of the Missing Information Letter is limited to 1,000 characters.

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Return to Manual Section "500.8.17 – Missing Information Letter"

See Answers

500.12.3.28 Questions – 500.8.18 –Noncompliance Letter

91. TRUE or FALSE. The CCIS sends the Noncompliance Letter to a provider to indicate that the Bureau of Certification and Registration has revoked the provider's license or the CCIS has revoked the provider's CCIS Provider Agreement within PELICAN CCW.

92. TRUE or FALSE. PELICAN CCW generates the Noncompliance Letter when an end date is entered for the CCIS Provider Agreement and an end reason is selected on the Location Agreement Detail page in PELICAN CCW.

93. The Noncompliance Letter has which of the following templates?

    a. Licensing.

    b. Provider Agreement.

    c. OIM Program Termination.

    d. a and b above.

    e. All of the above.

Return to Table of Contents

Return to Manual Section "500.8.18 – Noncompliance Letter"

See Answers

500.12.3.29 Questions – 500.8.19 –Outstanding Balance Letter

94. TRUE or FALSE. The CCIS sends the Outstanding Balance Letter to any provider who has a negative adjustment due to an overpayment and no longer has active enrollments from which to recoup the overpayment.

95. The CCIS may manually generate the Outstanding Balance Letter using the button provided on the Invoice Adjustment Details page by completing which of the following steps in PELICAN CCW?

    a. Process a paid pending adjustment with a negative amount.

    b. Wait for the nightly batch process to run.

    c. Navigate to the Invoice Adjustment Details page.

    d. Click the "Outstanding Balance Letter" button at the bottom of the page.

    e. All of the above.

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Return to Manual Section "500.8.19 – Outstanding Balance Letter"

See Answers

500.12.3.30 Questions – 500.8.20 –Payment Summary

96. TRUE or FALSE. The CCIS sends the Payment Summary to a provider or p/c (for in-home care) so the payee has a document detailing the payment calculations.

97. TRUE or FALSE. PELICAN CCW automatically generates the Payment Summary during the nightly batch process.

98. The CCIS may choose to print the Payment Summary in which of the following formats?

    a. Summary.

    b. Detail.

    c. Group.

    d. a and b above.

    e. All of the above.

Return to Table of Contents

Return to Manual Section "500.8.20 – Payment Summary"

See Answers

500.12.3.31 Questions – 500.8.21 –Recoupment Letter

99. TRUE or FALSE. The CCIS sends the Recoupment Letter to any provider or payee who has a negative adjustment due to an overpayment.

100. TRUE or FALSE. PELICAN CCW automatically generates the Recoupment Letter during the nightly batch process when the CCIS processes a negative adjustment, but the CCIS may also manually generate the Recoupment Letter using the button provided on the Invoice Adjustment Details page.

101. PELICAN CCW generates the Recoupment Letter in which of the following formats?

    a. Summary.

    b. Detail.

    c. Group.

    d. a and b above.

    e. All of the above.

Return to Table of Contents

Return to Manual Section "500.8.21 – Recoupment Letter"

See Answers

500.12.3.32 Questions – 500.8.22 –Redetermination Letter/Packet

102. TRUE or FALSE. The CCIS must send the Redetermination Letter/Packet to the p/c along with the appropriate verification forms.

103. Which of the following verification forms may be included with the Redetermination Letter/Packet?

    a. Employment Verification form.

    b. Training Verification form.

    c. Education Verification form.

    d. Medical Assessment form.

    e. Domestic Violence Verification form.

    f. Self-Employment Verification form.

    g. All of the above.

104. TRUE or FALSE. The p/c must review the Redetermination Summary and indicate any changes in information, if appropriate, by updating the information in the gray rows that are provided.

105. TRUE or FALSE. The p/c must sign and date the "Affidavit" section of the form and return the entire form to the CCIS along with the required verification forms.

106. TRUE or FALSE. If the p/c completes the redetermination via COMPASS, the signed Affidavit is not required because "E-signature" is accepted as a DPW standard.

107. The CCIS must do which of the following if the p/c fails to submit all of the required verification prior to the redetermination due date?

    a. Process the redetermination in PELICAN CCW and generate an AA to send to the p/c.

    b. Send the Missing Information Letter requesting the additional information or verification by the redetermination due date.

108. TRUE or FALSE. PELICAN CCW automatically generates the Redetermination Letter/Packet during the nightly batch process six weeks prior to the redetermination due date.

109. PELICAN CCW generates the Redetermination Letter/Packet in which of the following formats?

    a. A single PDF file.

    b. Multiple PDF files.

    c. All of the above.

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Return to Manual Section "500.8.22 – Redetermination Letter/Packet"

See Answers

500.12.3.33 Questions – 500.8.23 –Waiting List Funds Available Letter

110. TRUE or FALSE. The CCIS sends the Waiting List Funds Available Letter to the p/c to inform the p/c the eligible child may now be enrolled because funds have become available.

111. TRUE or FALSE. The Waiting List Funds Available Letter has two templates generated by PELICAN CCW based upon whether a face-to-face date is entered on the Household Information page.

Return to Table of Contents

Return to Manual Section "500.8.23 – Waiting List Funds Available Letter"

See Answers

500.12.3.34 Questions – 500.8.24 –Welcome Letter

112. TRUE or FALSE. The CCIS sends the Welcome Letter to the p/c as a notification of potential eligibility for TANF, FS or GA/WS2 child care services.

113. TRUE or FALSE. PELICAN CCW generates the Welcome Letter for TANF, FS and GA/WS2 cases only when a child care request is made at the CAO and the CAO pushes or the CCIS pulls a case into the CIS Inbox that has a "Processed" or "Processed with Failures" status.

Return to Table of Contents

Return to Manual Section "500.8.24 – Welcome Letter"

See Answers

500.12.3.35 Questions – 500.10.1 –Outstanding Delinquency at Application

114. TRUE or FALSE. PELICAN CCW is not designed to handle generation of a letter, at application, indicating the child(ren) may not be enrolled until all outstanding delinquent co-payments have been resolved when a family that had previously lost subsidized child care as a result of delinquent co-payment reapplies.

115. TRUE or FALSE. If the CCIS cannot determine whether all outstanding delinquent co-payments have been resolved or whether satisfactory arrangements have been made to pay, the CCIS must consider the delinquency resolved.

116. If the CCIS discovers during application that a family owes outstanding delinquent co-payments, the CCIS must do which of the following?

    a. Determine whether the delinquent co-payment(s) have been paid in pull or satisfactory arrangements have been made with the provider to pay delinquent co-payments.

    b. Enter a resolution date in PELICAN CCW, assess and confirm eligibility if the delinquent co-payment(s) were paid or satisfactory arrangements were made to pay.

    c. Enter a future resolution date of the 30th calendar day following the date the CCIS determined the family eligible for subsidized child care, assess and confirm eligibility if the delinquent co-payment(s) were not paid or satisfactory arrangements were not made to pay and send the New Case – Initial Delinquency Letter.

    d. All of the above.

117. If the p/c fails to pay outstanding delinquent co-payments, the CCIS must do which of the following?

    a. Remove the future resolution date.

    b. Deselect the "CC Request" using the "Reason Ending Care" of "Delinquent Co-payment" and clicking "Save".

    c. Assess and confirm eligibility.

    d. Locally print the AA, include a copy of the New Case – 2nd Delinquency Letter and send both the to p/c.

    e. All of the above.

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Return to Manual Section "500.10.1 – Outstanding Delinquency at Application"

See Answers

500.12.3.36 Questions – 500.10.2 –Overpayment Collection – Family Receiving Care

118. TRUE or FALSE. The CCIS must manually print the Overpayment Collection – Family Receiving Care – Initial Letter to send to the p/c along with the Child Care Confirmation Notice explaining the overpayment.

119. TRUE or FALSE. If the p/c fails to notify the CCIS of the selected repayment option in response to the initial letter, the CCIS must manually print the Overpayment Collection – Family Receiving Care – 2nd Letter to send to the p/c.

120. TRUE or FALSE. If the p/c fails to respond to the second letter, the CCIS must automatically increase the co-payment until the repayment is complete.

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Return to Manual Section "500.10.2 – Overpayment Collection – Family Receiving Care"

See Answers

500.12.3.37 Questions – 500.10.3 –Overpayment Collection – Family no longer Receiving Care

121. TRUE or FALSE. The CCIS must manually print the Overpayment Collection – Family no longer Receiving Care – Initial Letter to send to the p/c along with the Child Care Confirmation Notice explaining the overpayment.

122. TRUE or FALSE. If the p/c fails to respond to the second letter, the CCIS must manually print the Overpayment Collection – Family no longer Receiving Care – 2nd Letter to send to the p/c.

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Return to Manual Section "500.10.3 – Overpayment Collection – Family no longer Receiving Care"

See Answers

500.12.4 Section Checkpoint Answers

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 "413.24.3 – Section Checkpoint Questions".

500.12.4.1 Answers – 500.1 – General Policy & Regulation

1. TRUE.

2. FALSE. The CCIS may not print file copies except as mandated by OCDEL BSCCS, when copies are required by the OIG during an investigation of fraud or when copies are required for participation in appeal or other hearings.

3. e. – All of the above.

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Review Questions Again

Return to Manual Section "500.1 – General Policy & Regulation"

Return to Manual Section "500.1.1 –TANF, FS & GA/WS2 Child Care Programs"

500.12.4.2 Answers – 500.1.1 –TANF, FS & GA/WS2 Child Care Programs

4. TRUE.
5. e. – All of the above.
6. TRUE.
7. TRUE.
8. TRUE.
9. TRUE.
10. TRUE.
11. b. – Manually discontinue/close all active enrollments, as appropriate, to trigger generation of a Child Care Stop Letter.

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Review Questions Again

Return to Manual Section "500.1.1 –TANF, FS & GA/WS2 Child Care Programs"

Return to Manual Section "500.1.2 – FT, HS, PK & LI Child Care Programs"

500.12.4.3 Answers – 500.1.2 –FT, HS, PK & LI Child Care Programs

12. b. – 6/30/2017 or until an audit or litigation is resolved.
13. TRUE.
14. b. – Enrollment Summary.
15. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.1.2 – FT, HS, PK & LI Child Care Programs"

Return to Manual Section "500.2 – Definitions & Acronyms"

500.12.4.4 Answers – 500.4 –Correspondence Types

16. f. – a through c above.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.4 – Correspondence Types"

Return to Manual Section "500.4.1 – Forms"

500.12.4.5 Answers – 500.4.1 –Forms

17. f. – All of the above.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.4.1 – Forms"

Return to Manual Section "500.4.2 – Letters"

500.12.4.6 Answers – 500.4.2 –Letters

18. TRUE.

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Review Questions Again

Return to Manual Section "500.4.2 – Letters"

Return to Manual Section "500.4.3 – Notices"

500.12.4.7 Answers – 500.4.3 –Notices

19. i. – All of the above.

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Review Questions Again

Return to Manual Section "500.4.3 – Notices"

Return to Manual Section "500.5 – Appeal Rights"

500.12.4.8 Answers – 500.5 –Appeal Rights

20. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.5 – Appeal Rights"

Return to Manual Section "500.6 – Correspondence Template Versus Correspondence Version"

500.12.4.9 Answers – 500.6 –Correspondence Template versus Version

21. TRUE.
22. TRUE.
23. TRUE.
24. TRUE.
25. TRUE.
26. TRUE.
27. e. – a through c above.
28. TRUE.
29. j. – a through c above.
30. TRUE.
31. e. – a and b above.
32. i. – All of the above.
33. e. – All of the above.

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Review Questions Again

Return to Manual Section "500.6 – Correspondence Template versus Correspondence Version"

Return to Manual Section "500.7 – Individual Failure Reason Codes"

500.12.4.10 Answers – 500.7 –Individual Failure Reason Codes

34. TRUE.

35. TRUE.

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Review Questions Again

Return to Manual Section "500.7 – Individual Failure Reason Codes"

Return to Manual Section "500.8 – Correspondence Details"

500.12.4.11 Answers – 500.8.1 – Adverse Action (AA) Notice

36. a. – When a case or individual becomes ineligible for subsidized child care.

37. TRUE.

38. FALSE. The CCIS must manually suppress the initial AA.

39. f. – All of the above.

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Review Questions Again

Return to Manual Section "500.8.1 – AA Notice"

Return to Manual Section "500.8.2 – Application Rejection Notice"

500.12.4.12 Answers – 500.8.2 –Application Rejection Notice

40. TRUE.

41. FALSE – Only some of the rejection reasons result in automatic generation of the Application Rejection Notice.

42. e. – a and b above.

43. h. – c through g above.

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Review Questions Again

Return to Manual Section "500.8.2 – Application Rejection Notice"

Return to Manual Section "500.8.3 – Application Transfer Letter"

500.12.4.13 Answers – 500.8.3 –Application Transfer Letter

44. TRUE.

45. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.3 – Application Transfer Letter"

Return to Manual Section "500.8.4 – Attendance Invoice"

500.12.4.14 Answers – 500.8.4 –Attendance Invoice

46. TRUE.
47. TRUE.
48. TRUE.
49. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.4 – Attendance Invoice"

Return to Manual Section "500.8.5 – CareCheck Appointment Letter"

500.12.4.15 Answers – 500.8.5 –CareCheck Appointment Letter

50. TRUE.
51. TRUE.
52. TRUE.
53. TRUE.
54. TRUE.
55. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.5 – CareCheck Appointment Letter"

Return to Manual Section "500.8.6 – Change in Primary Worker Letter"

500.12.4.16 Answers – 500.8.6 –Change in Primary Worker Letter

56. TRUE.

57. TRUE.

58. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.6 – Change in Primary Worker Letter"

Return to Manual Section "500.8.7 – Child Care Confirmation Notice"

500.12.4.17 Answers – 500.8.7 –Child Care Confirmation Notice

59. FALSE. The CCIS must manually generate all Child Care Confirmation Notices from the Correspondence Home page in PELICAN CCW.

60. j. – All of the above.

61. TRUE.

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Review Questions Again

Return to Manual Section "500.8.7 – Child Care Confirmation Notice"

Return to Manual Section "500.8.8 – Child Care Eligible Notice"

500.12.4.18 Answers – 500.8.8 –Child Care Eligible Notice

62. TRUE.

63. TRUE.

64. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.8 – Child Care Eligible Notice"

Return to Manual Section "500.8.9 – Child Care Ineligible Notice"

500.12.4.19 Answers – 500.8.9 –Child Care Ineligible Notice

65. TRUE.

66. TRUE.

67. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.9 – Child Care Ineligible"

Return to Manual Section "500.8.10 – Child Care Stop Letter"

500.12.4.20 Answers – 500.8.10 –Child Care Stop Letter

68. TRUE.

69. e. – All of the above.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.10 – Child Care Stop Letter"

Return to Manual Section "500.8.11 – Enrollment Eligible Notice"

500.12.4.21 Answers – 500.8.11 –Enrollment Eligible Notice

70. TRUE.

71. TRUE.

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Review Questions Again

Return to Manual Section "500.8.11 – Enrollment Eligible"

Return to Manual Section "500.8.12 – Enrollment Ineligible"

500.12.4.22 Answers – 500.8.12 –Enrollment Ineligible Notice

72. TRUE.

Return to Table of Contents

Review Questions Again

Return to Manual Section "500.8.12 – Enrollment Ineligible"

Return to Manual Section "500.8.13 – Enrollment Summary"

500.12.4.23 Answers – 500.8.13 –Enrollment Summary

73. f. – All of the above.

74. TRUE.

75. TRUE.

76. FALSE. The CCIS may generate an Enrollment Summary for a Monday effective date only.

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Return to Manual Section "500.8.13 – Enrollment Summary"

Return to Manual Section "500.8.14 – Former TANF Transfer Letter"

500.12.4.24 Answers – 500.8.14 –Former TANF Transfer Letter

77. TRUE.

78. d. – All of the above.

79. TRUE.

80. TRUE.

81. TRUE.

82. TRUE.

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Review Questions Again

Return to Manual Section "500.8.14 – Former TANF Transfer Letter"

Return to Manual Section "500.8.15 – Funds Available Letter"

500.12.4.25 Answers – 500.8.15 –Funds Available Letter

83. TRUE.

84. d. – **a and c above**.

85. FALSE; however, the CCIS may manually generate the Funds Available Letter by clicking the "Generate Correspondence" button on the Enrollment Status Information page.

86. TRUE.

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Return to Manual Section "500.8.15 – Funds Available Letter"

Return to Manual Section "500.8.16 – Funds Not Available Letter"

500.12.4.26 Answers – 500.8.16 –Funds Not Available Letter

87. TRUE.

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Return to Manual Section "500.8.16 – Funds Not Available Letter"

Return to Manual Section "500.8.17 – Missing Information Letter"

500.12.4.27 Answers – 500.8.17 –Missing Information Letter

88. TRUE.

89. TRUE.

90. TRUE.

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Review Questions Again

Return to Manual Section "500.8.17 – Missing Information Letter"

Return to Manual Section "500.8.18 – Noncompliance Letter"

500.12.4.28 Answers – 500.8.18 –Noncompliance Letter

91. TRUE.

92. TRUE.

93. d. – a and b above.

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Review Questions Again

Return to Manual Section "500.8.18 – Noncompliance Letter"

Return to Manual Section "500.8.19 – Outstanding Balance Letter"

500.12.4.29 Answers – 500.8.19 –Outstanding Balance Letter

94. TRUE.

95. e. – All of the above.

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Review Questions Again

Return to Manual Section "500.8.19 – Outstanding Balance Letter"

Return to Manual Section "500.8.20 – Payment Summary"

500.12.4.30 Answers – 500.8.20 –Payment Summary

96. TRUE.

97. TRUE.

98. d. – a and b above.

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Review Questions Again

Return to Manual Section "500.8.20 – Payment Summary"

Return to Manual Section "500.8.21 – Recoupment Letter"

500.12.4.31 Answers – 500.8.21 –Recoupment Letter

99. TRUE.

100. TRUE.

101. d. – a and b above.

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Review Questions Again

Return to Manual Section "500.8.21 – Recoupment Letter"

Return to Manual Section "500.8.22 – Redetermination Letter/Packet"

500.12.4.32 Answers – 500.8.22 –Redetermination Letter/Packet

102. TRUE.

103. g. – All of the above.

104. TRUE.

105. TRUE.

106. TRUE.

107. b. – Send the Missing Information Letter to the p/c requesting the additional information or verification by the redetermination due date.

108. TRUE.

109. c. – All of the above.

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Review Questions Again

Return to Manual Section "500.8.22 – Redetermination Letter/Packet"

Return to Manual Section "500.8.23 – Waiting List Funds Available Letter"

500.12.4.33 Answers – 500.8.23 –Waiting List Funds Available Letter

110. TRUE.

111. TRUE.

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Review Questions Again

Return to Manual Section "500.8.23 – Waiting List Funds Available Letter"

Return to Manual Section "500.8.24 – Welcome Letter"

500.12.4.34 Answers – 500.8.24 –Welcome Letter

112. TRUE.

113. TRUE.

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Review Questions Again

Return to Manual Section "500.8.24 – Welcome Letter"

Return to Manual Section "500.9 – Correspondence Subsystem in PELICAN CCW"

500.12.4.35 Answers – 500.10.1 – Outstanding Delinquency at Application

114. TRUE.

115. TRUE.

116. d. – All of the above.

117. e. – All of the above.

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Return to Manual Section "500.10.1 – Outstanding Delinquency at Application"

Return to Manual Section "500.10.2 –Overpayment Collection – Family Receiving Care"

500.12.4.36 Answers – 500.10.2 – Overpayment Collection – Family Receiving Care

118. TRUE.

119. TRUE.

120. TRUE.

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Return to Manual Section "500.10.2 – Overpayment Collection – Family Receiving Care"

Return to Manual Section "500.10.3 – Overpayment Collection – Family no longer Receiving Care"

500.12.4.37 Answers – 500.10.3 – Overpayment Collection – Family no longer Receiving Care

121. TRUE.

122. TRUE.

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Return to Manual Section "500.10.3 – Overpayment Collection – Family no longer Receiving Care"

Return to Manual Section "500.11 – Updated Information & Additional Resources"