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## 404.1 GENERAL POLICY & REGULATION

The information in this chapter contains direction and procedure for determining eligibility for the Department of Welfare's (DPW) Subsidized Child Care program as it relates to Low-Income (LI) child care. The Subsidized Child Care program provides help with child care costs to eligible families who need care in order to go to work, attend school, and/or participate in employment and/or training programs.

The regulations pertaining to the Subsidized Child Care program are found in [55 Pa. Code, Chapter 3041 \(relating to subsidized child care eligibility\)](#), which is available to the family upon request.

The CCIS is the eligibility agency and is responsible for providing services for all qualified families participating in the Subsidized Child Care program regardless of the type of child care program. For additional information about "eligibility agency" see [§ 3041.3](#) (relating to definitions) and [§ 3041.81](#) (relating to eligibility agency).

Child care programs include:

1. Low Income (LI)
2. Former TANF (FT)
3. Head Start (HS)
4. Temporary Assistance to Needy Families (TANF)
5. Food Stamp (FS/SNAP)

CCIS agencies use Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) to manage the Subsidized Child Care program. PELICAN CCW is used for intake, eligibility determination, ongoing case maintenance/updating case information, establishing and maintaining enrollment, payment, generating correspondence, reporting, provider management and providing R&R services.

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[See Manual Section "404.23.3.1 – Questions – 404.1 – General Policy & Regulation"](#)

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## 404.2 DEFINITIONS AND ACRONYMS

See [Manual “101 – Definitions”](#) for a complete, alphabetical listing of definitions and acronyms.

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## 404.3 GOALS & OBJECTIVES

See [Manual Section “404.25.1 – Goals”](#) and [Manual Section “404.25.2 – Objectives”](#)

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## 404.4 PROVISION OF SUBSIDY

**As specified in [§ 3041.12\(a\)](#) (relating to provision of subsidized child care), “Subsidized child care is provided for a child whose family meets financial and nonfinancial eligibility requirements.”**

When a family is determined eligible for subsidized child care by the CCIS, the CCIS will pay part of the child care fee (i.e., subsidy payment) and the family must pay the remainder of the fee (i.e., co-payment or co-pay).

**As specified in [§ 3041.1](#) (relating to purpose), “Subsidized child care is a nonentitlement benefit made available through limited Federal and State funds.” “The Department, through the Department’s contracts with the CCIS, will direct funding for various populations, as specified in [§ 3041.12\(e\)](#).”**

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[See Manual Section “404.23.3.2 – Questions – 404.4 – Provision of Subsidy”](#)



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## 404.5 SUBSIDY BENEFITS

As specified in [§ 3041.14](#) (relating to subsidy benefits), “A subsidy-eligible family may receive child care during the hours that the child needs care if the parent or caretaker (p/c):

- (1) **Works or attends education or training, including travel between the p/c’s work, education or training and the child care facility.**

NOTE: Travel time is limited to a reasonable amount of time not to exceed one hour each way, unless special circumstances exist to warrant additional time. If there are special circumstances, the CCIS may grant additional travel time, but must clearly document the reason in case comments.

- (2) **Requires uninterrupted sleep time because the work shift ends between the hours of 12 a.m. and 9 a.m.”**

NOTES:

- 12 a.m. refers to midnight the previous night.
- The definitions of "parent", "caretaker", work” “education” and “training” are specified in [§ 3041.3 \(relating to definitions\)](#) and can also be found in [Manual “101 – Definitions.”](#)

In certain circumstances, subsidized child care may be provided for more than a 24-hour period. If a p/c works in a job requiring 48-hour shifts, including but not limited to nursing homes, hospitals or group homes and the p/c requires continuous care for more than 48 hours, the CCIS must contact the Subsidy Coordinator.

EXAMPLE: P/C works as an aide in a nursing home. The family day care home (i.e., child care provider) is 30 minutes from the nursing home and 30 minutes from the p/c’s home. The p/c has the following standard (i.e., repeating) weekly schedule:

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OFF – All day

July 10						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
June 28	29	30	July 1	2	3	4
		8:30 PM - 9:00 PM Travel from provider to work	12:00 AM - 9:00 AM Work 9:00 AM - 5:00 PM Sleeps on-site	12:00 AM - 6:00 AM Works 6:00 AM - 6:30 AM Travels home to sleep		
5	6	9:00 PM - 11:59 PM Works	5:00 PM - 6:00 PM showers & eats on-site	6:30 AM - 12:00 PM Sleeps @ home		
			6:00 PM - 11:59 PM Works	12:00 PM - 12:30 PM Travels to provider		
		12:00 AM - 9:00 AM Work	12:00 AM - 6:00 AM Works			
	8:30 PM - 9:00 PM Travel from provider to work	9:00 AM - 5:00 PM Sleeps on-site	6:00 AM - 6:30 AM Travels home to sleep			
12	9:00 PM - 11:59 PM Work	5:00 PM - 6:00 PM showers & eats on-site	6:30 AM - 12:00 PM Sleeps @ home			
		6:00 PM - 11:59 PM Works	12:00 PM - 12:30 PM Travels to provider			
	12:00 AM - 9:00 AM Works	12:00 AM - 6:00 AM Works				
8:30 PM - 9:00 PM Travels from provider to work	9:00 AM - 5:00 PM Sleeps on-site	6:00 AM - 6:30 AM Travels home to sleep				
9:00 PM - 11:59 PM Works	5:00 PM - 6:00 PM showers & eats on-site	6:30 AM - 12:00 PM Sleeps @ home				8:30 PM - 9:00 PM Travels from provider to work
	6:00 PM - 11:59 PM Works	12:00 PM - 12:30 PM Travels to provider				9:00 PM - 11:59 PM Works
19	20	21	22	23	24	25
12:00 AM - 9:00 AM Works	12:00 AM - 6:00 AM Works					12:00 AM - 9:00 AM Works
9:00 AM - 5:00 PM Sleeps on-site	6:00 AM - 6:30 AM Travels home to sleep					9:00 AM - 5:00 PM Sleeps on-site
5:00 PM - 6:00 PM showers & eats on-site	6:30 AM - 12:00 PM Sleeps @ home				8:30 PM - 9:00 PM Travels from provider to work	5:00 PM - 6:00 PM showers & eats on-site
6:00 PM - 11:59 PM Works	12:00 PM - 12:30 PM Travels to provider				9:00 PM - 11:59 PM Works	6:00 PM - 11:59 PM Works
26	27	28	29	30	31	August 1
12:00 AM - 6:00 AM Works					12:00 AM - 9:00 AM Works	12:00 AM - 6:00 AM Works
6:00 AM - 6:30 AM Travels home to sleep					9:00 AM - 5:00 PM Sleeps on-site	6:00 AM - 6:30 AM Travels home to sleep
6:30 AM - 12:00 PM Sleeps @ home				8:30 PM - 9:00 PM Travels from provider to work	5:00 PM - 6:00 PM showers & eats on-site	6:30 AM - 12:00 PM Sleeps @ home
12:00 PM - 12:30 PM Travels to provider				9:00 PM - 11:59 PM Works	6:00 PM - 11:59 PM Works	12:00 PM - 12:30 PM Travels to provider

The p/c may receive subsidized child care for a total of 40 consecutive hours during the 3-day work schedule.

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[See Manual Section “404.23.3.3 – Questions – 404.5 –Subsidy Benefits”](#)

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## 404.6 SUBSIDY LIMITATIONS

**As specified in § 3041.16(a) (relating to subsidy limitations), “A family in which a p/c is receiving funds from the TANF cash assistance program is not eligible for subsidized child care under this chapter.”**

### NOTES:

- In special circumstances where a grandparent, aunt, uncle or sibling is assigned care and control over the child in CIS and receives TANF payments for the child *ONLY*, the family may qualify for child care under the LI child care program if all other eligibility requirements are met. The amount of the TANF grant for the child must be included as income.
- The CCIS must review the Individual Match Report weekly, at a minimum, to ensure that any LI subsidy that is received is ended immediately upon discovering the family is receiving TANF benefits and care is requested under the TANF child care program. The CCIS must end all active enrollments, voluntarily close the LI case and then process the TANF case so enrollments may be created under the TANF child care program.

**“Subsidized child care may not be used as a substitute for a publicly funded educational program, such as kindergarten or a specialized treatment program,” as specified in § 3041.16(b).**

The CCIS may not pay for subsidized child care during a period of time in which an educational program is available for the child.

### EXAMPLES:

1. The CCIS receives an LI Application consisting of a mother and two children. One of the children is school age, 5, and should be attending kindergarten in the fall. The CCIS contacts the p/c to inquire if the child will be attending kindergarten. The p/c states she will not be sending her child to kindergarten because she feels he is not ready. The CCIS inquires if the p/c has documentation from a physician, psychiatrist or licensed psychologist stating the child is not ready to start kindergarten. The p/c states she does not, but she knows what is best for her child.

### DECISION:

The child is not eligible for subsidized child care during public school hours because there is a publicly funded educational program (i.e., kindergarten) available for the child and there is no documentation indicating the program is inappropriate for the child.

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2. The CCIS has been providing care to two children in an LI case; one has turned age 5. The CCIS contacts the p/c to inquire if the child will be attending kindergarten. The p/c states there is no space and her child would have to wait until next year and submits documentation from the school district.

**DECISION:**

Subsidized child care may continue for the child during public school hours.

3. The CCIS receives an LI Application consisting of a mother and two school-age children, 7 and 10. The CCIS contacts the p/c to inquire when the children need care. The p/c works from 9 a.m. until 2 p.m. every day, travels home to home-school her children and then participates in training in the evening from 7 p.m. until 9 p.m.

**DECISION:**

The children are only eligible for subsidized child care during the hours the p/c participates in training (i.e., 7 p.m. – 9 p.m.), including travel time. She is not eligible for care during her work hours because there is a publicly funded educational program available for the children during the day (i.e., while she is working from 9 a.m. until 2 p.m.).

**As specified in § 3041.16(c) “If a p/c is the operator of a child day care center, group child day care home or family child day care home as specified in Chapter 3270, Chapter 3280 or Chapter 3290 (relating to child day care centers; group child day care homes; and family child day care homes) or is the operator of a home that is exempt from certification or registration under section 1070 of the Public Welfare Code (62 P. S. § 1070), and if space is available to enroll the p/c’s child at the facility operated by the p/c, that child is not eligible to receive subsidized child care.”**

**NOTE:** “Child care” is defined as “care *in lieu of parental care* for part of a 24-hour day. When a p/c works at a child day care center or group child day care home, the p/c may not under any circumstances provide care to his own child(ren). If a p/c is working in a child day care center or group child day care home and is providing care to his own child(ren), the family is ineligible for subsidized child care at that child care provider.

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## EXAMPLES:

1. The p/c co-owns Jack and Jill Daycare. In PELICAN CCW, the legal entity name is Jane Smith and Carly Jones. Ms. Jones applies for subsidized child care indicating she works for a tax service and does not run the daycare, she just co-owns it. There IS space available to enroll her child at the facility. **The family is ineligible for subsidized child care because the p/c is an operator of the child care facility in which her children are attending and space is available to enroll the children at that same facility.**
2. The p/c co-owns Jack and Jill Daycare. In PELICAN CCW, the legal entity name is Jane Smith and Carly Jones. Ms. Jones applies for subsidized child care indicating she works for a tax service and does not run the daycare, she just co-owns it. There is NO space available to enroll her child. **The family is eligible for subsidized child care at another child care facility.**
3. A p/c is working in a child day care center in the young toddler room. Her child is in the infant room. . **When the p/c's child moves into the young toddler room, the p/c must change assignments so he is not in the same room as his child.**

As specified in [§ 3270.4](#) (relating to definitions), an “operator” is defined as “the legal entity or a person designated by the legal entity to serve as the facility director.” The p/c is a co-owner (i.e. legal entity of the facility in which her children attend), so she is also considered an operator of the facility. Therefore, the co-owner is NOT eligible for subsidized child care.

“Subsidized child care is provided for a child whose family is determined eligible, up to the limits of available subsidized child care funds,” as specified in [§ 3041.16\(d\)](#).

As specified in [§ 3041.16\(e\)](#), “A p/c is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the eligibility agency notifies the p/c that funding is available or that the family’s current child care provider is ineligible to participate in the subsidized child care program.

In addition, subsidized child care services are not considered as needed when an unemployed p/c of the child is in the home and is able to care for the child.

**NOTE:** When a family is authorized from the wait list and a p/c is unemployed, but within the 60 days of involuntary job loss or 84 days of maternity/family leave, the p/c’s eligibility may continue for that 60 (involuntary job loss) or 84 (maternity/family leave) day period. Therefore, if the p/c requests care during the leave period, the CCIS may pay for care as long as the p/c enrolls the child(ren) within 30 days of the date the Funds Available Letter was generated. If the p/c does not request care during the leave period, the CCIS may suspend the enrollments for the remainder of the allowable leave period. If the p/c does not request care upon expiration of the of the leave period, the CCIS must generate the Adverse Action Notice (AA) but may *not* pay for care during the 13-day notice period (i.e., the enrollment remains in “Suspended” status through the AA period).

# LOW-INCOME (LI)

~~The CCIS must be cognizant of two dates:~~

~~1. The date of the Funds Available Letter.~~

~~For a regulated provider, the p/e has 30 days from the date he was notified of 1) funding availability, or 2) that the selected provider is ineligible to participate in the subsidized child care program, to submit provider information and enroll the child(ren) in care. If the p/e fails to give the CCIS provider information and enroll the child(ren) within the 30 days, the CCIS must generate an AA on Day 31. Once an AA is generated, the p/e has only 13 days to select an eligible provider and enroll the child(ren) in care.~~

~~For a relative/neighbor (R/N) provider, the p/e has 30 days from the date the p/e is advised that funds are available, to submit provider information to the CCIS. If the p/e submits provider information to the CCIS between Day 1 and Day 30, the CCIS must generate a Confirmation Notice notifying the p/e that the family has an additional 30 calendar days to enroll the child(ren). If the p/e fails to give the CCIS provider information, the CCIS must generate an AA on Day 31. Once an AA is generated, the p/e has only 13 days to select an eligible provider and enroll the child. See [Manual Section “301.7 – Identifying an R/N Provider”](#) for additional information on R/N providers.~~

~~2. The date of the CareCheck Appointment Letter.~~

~~The CCIS must generate the CareCheck Appointment Letter to send to the R/N provider when the p/e gives the CCIS the provider information. The R/N provider has 30 days from the date of the CareCheck appointment letter to submit acceptable Federal criminal history clearances and come to the face-to-face interview. The CCIS must set a 30-day tracking date alert from the date the p/e advises the CCIS of the identity of the R/N provider to assure the provider complies within 30 days. See [Manual Section “301.8 – CCIS Procedure after the P/C Identifies the R/N Provider”](#) for additional information on R/N providers.~~

~~**NOTE:** The date on the Funds Available Letter and the date on the CareCheck Appointment Letter may be different. However, on Day 31 following generation of the Funds Available Letter, if the p/e submits provider information timely, the CCIS must generate a Confirmation Notice advising the p/e of the additional time to find an eligible provider (since the p/e did select a provider before the end of the 30-day period following generation of the Funds Available Letter). Remember, the p/e has up to 30 days to select a provider and the selected provider has 30 days to complete the CareCheck and federal fingerprinting processes.~~

~~**EXAMPLES:**~~

- ~~1. On 7/1 the CCIS generates the Funds Available Letter and sends the letter notifying the p/e that funds are available to enroll the child(ren). On day 31, 8/1, if the p/e has not selected an eligible provider and enrolled the child, the family (i.e., if there is only one child requesting subsidy) or the child (i.e., if other children in the family are enrolled) is ineligible. This applies to both Regulated and R/N providers.~~



# LOW-INCOME (LI)

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2. ~~On 7/1, the CCIS generates the Funds Available Letter and sends the letter notifying the p/c that funds are available to enroll the child(ren). On 7/21, the p/c selects an R/N provider. On 7/22, the CCIS generates the CareCheck Appointment Letter to send to the provider. The provider must comply with the CareCheck and Federal Fingerprinting requirements no later than 8/21. On 8/1, the CCIS must generate a Confirmation Notice to notify the p/c that the child(ren) must be enrolled no later than 9/1 in order to maintain eligibility. This applies R/N providers only.~~

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[See Manual Section “404.23.3.4– Questions –404.6 – Subsidy Limitations”](#)

## 404.7 PROHIBITION OF ADDITIONAL CONDITIONS

As specified in [§ 3041.17\(1\)](#) (relating to prohibition of additional conditions and charges): “The eligibility agency may not impose eligibility conditions other than conditions listed in this chapter.”

EXAMPLE: The CCIS may not require a p/c to sign a Health Insurance Portability and Accountability Act (HIPAA) form as a condition of eligibility.

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[See Manual Section “404.23.3.5 – Questions 404.7 Prohibitions of Additional Conditions and Charges”](#)

## 404.8 DETERMINING FAMILY COMPOSITION

To be eligible for subsidized child care, a child must live with a p/c (i.e., a parent or an individual who has legal custody or an aunt, uncle or grandparent who has “Care and Control” over the child) who has completed the [Subsidized Child Care Application \(CY868\)](#) on behalf of the family.

As specified in [§ 3041.3](#) (relating to definitions), a family is “the child or children for whom subsidized child care is requested and the following individuals who live with that child or children in the same household:

- (i) A parent of the child, defined as the biological or adoptive mother or father, stepmother or stepfather who exercises care and control of the child for whom subsidy is requested.
- (ii) A caretaker, defined as an individual who has legal custody of the child, a foster parent, a grandparent, an aunt or an uncle who lives with and exercises care and control of a child and a caretaker’s spouse.

NOTE: “Care and control” is limited to a “grandparent”, “aunt” or “uncle.” “Caretakers” with a relationship to the child other than “grandparent”, “aunt” or “uncle”, such as a friend or neighbor must have legal custody of the child for whom subsidy is requested. A live-in companion of a p/c is not considered a “caretaker” of other children in the family for whom he is not a legal guardian. If the live-in companion becomes a spouse of the caretaker, he is considered a caretaker.

# LOW-INCOME (LI)

## EXAMPLES:

1. Family consists of mother, her live-in companion, their shared child, the mother's child and the mother's niece for whom she has legal custody). **If the live-in companion is available to care for his child due to overlapping schedules, the CCIS will not pay for subsidized child care for his child; however, he is not responsible to care for the mother's child or the mother's niece because he is not a caretaker and does not have legal custody of the children. The CCIS must pay for subsidized child care for the mother's child and the mother's niece.**
2. Using Example #1 as a starting point, the CCIS discovers the mother and her live-in companion were married. **The live-in companion is now a spouse and is considered a caretaker of the mother's child and the mother's niece; therefore, he is now responsible to care for all children in the family if there are overlapping schedules and he is available to care for the children.** This may also be considered an overpayment depending on the date of the marriage and other circumstances.

**NOTE:** This may be considered an overpayment depending upon the date of the marriage and other circumstances. If the CCIS determines there is an overpayment, the CCIS should follow the procedures specified in **Manual "412 – PC Overpayment & Recovery."**

- (iii) **A biological, adoptive or foster child or stepchild of the p/c who is under 18 years of age and not emancipated by marriage or by the court.**

**NOTE:** When the foster parent's own children need care, the CCIS has an option whether or not to include the foster child(ren) as part of the family or establish the foster child(ren) in a separate case. When determining whether to add the foster child(ren) into the family composition, the CCIS should consider the benefit to the family. Usually, the family benefits by including the foster child(ren) in the family composition; however, in certain instances, such as school-age half co-payment, the family may benefit by creating two separate families; one for the foster children and one for the other children in the foster family.

- (iv) **An unrelated child under the care and control of the p/c, who is under 18 years of age and not emancipated by marriage or by the court.**
- (iv) **A child who is 18 years of age or older but under 22 years of age who is enrolled in a high school, a general educational development program or a post-secondary program leading to a degree, diploma or certificate and who is wholly or partially dependent upon the income of the p/c or the p/c's spouse."**

**NOTE:** The CCIS must include in the family composition any family member who resides elsewhere solely for the purpose of employment or participation in a 2-year or 4-year postsecondary degree program.

The CCIS must determine the family composition based on the information provided by the p/c on the **Subsidized Child Care Application (CY868)**.

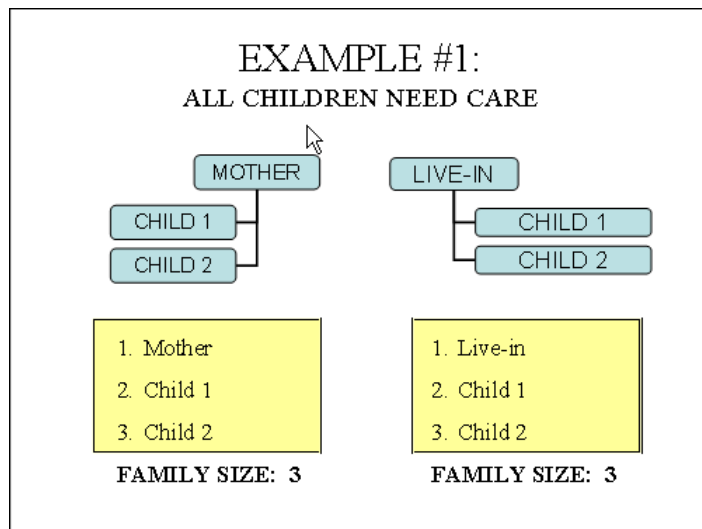


# LOW-INCOME (LI)

There may be more than one family residing in a common dwelling. If more than one family resides in a common dwelling, the eligibility and co-payment for each family must be determined separately based on the number of family members and the family income. When determining whether an individual should be included in the family (i.e., case), the CCIS should consider:

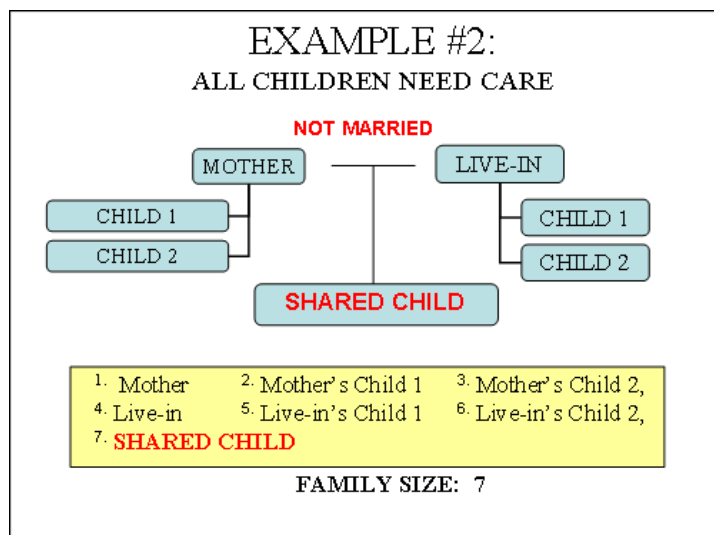
1. Are the adults in the family married?
2. Do the adults in the family share a child(ren) for whom subsidy is requested?
3. Do unmarried adults have legal custody over each other's children?
4. Has the p/c submitted documentation indicating proof of the relationship and family composition?

The following examples are informational only and indicate how the CCIS should enter families into PELICAN CCW.



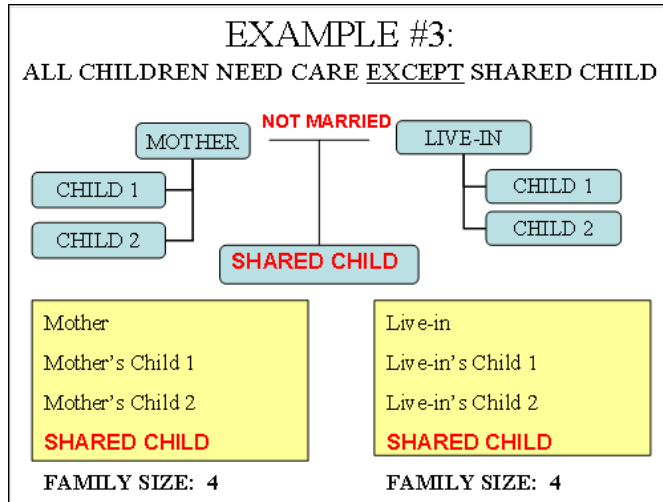
**DISCUSSION:** Based on the illustration above, there would be two cases entered in PELICAN CCW – one for the mother and her children and a second for the live-in companion and his children. This is because the adults are not married and they do not share a child. Also, neither adult in the above example has legal custody over the other adult's children (i.e., a "caretaker")

**ALTERNATE:** If either the mother or her live-in companion had legal custody of the other adult's child(ren), the CCIS would consider this one family and create one case in PELICAN CCW with a family size of 6.



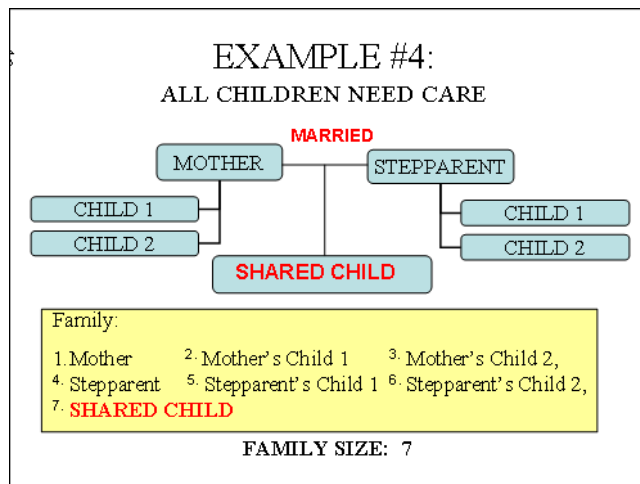
**DISCUSSION:** Based on the illustration above, there would be one case with a family size of 7 entered in PELICAN CCW. This is because the adults share a child for whom subsidy is requested and that "shared child" brings the live-in companion's other children into the family.

# LOW-INCOME (LI)

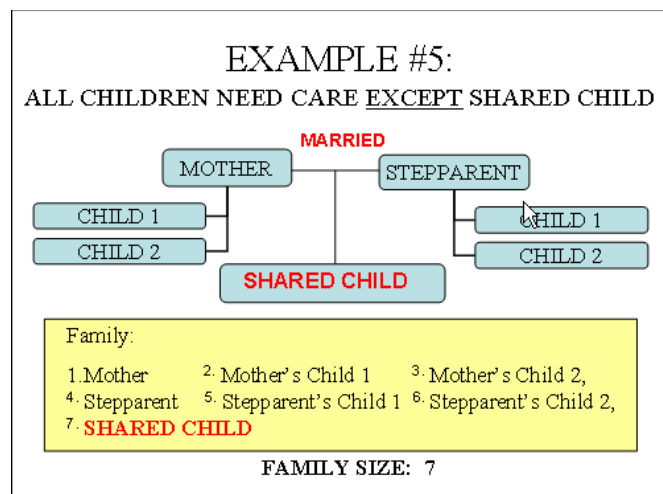


**DISCUSSION:** Based on the illustration above, there would be two cases entered in PELICAN CCW – one for the mother and her children and a second for the live-in companion and his children. This is because the adults are not married and they do not share a child for whom subsidy is requested. Also, neither adult in the above example has legal custody over the other adult's children (i.e., a "caretaker")

**ALTERNATE:** If either the mother or her live-in companion had legal custody of the other adult's child(ren) OR if subsidy was requested for the "shared child", the CCIS would consider this one family and create one case in PELICAN CCW with a family size of 7.

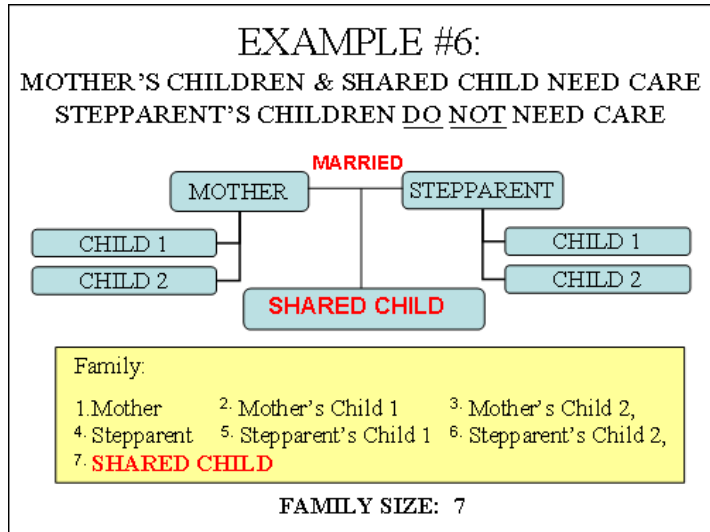


**DISCUSSION:** Based on the illustration above, there would be one case with a family size of 7 entered in PELICAN CCW. This is because the adults are married. The fact there is a "shared child" is irrelevant.

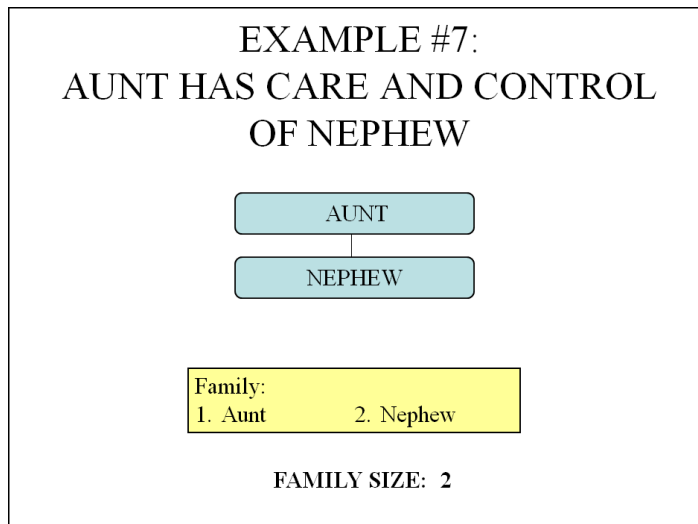


**DISCUSSION:** Based on the illustration above, there would be one case with a family size of 7 entered in PELICAN CCW. This is because the adults are married. The fact there is a "shared child who does not need subsidy" is irrelevant.

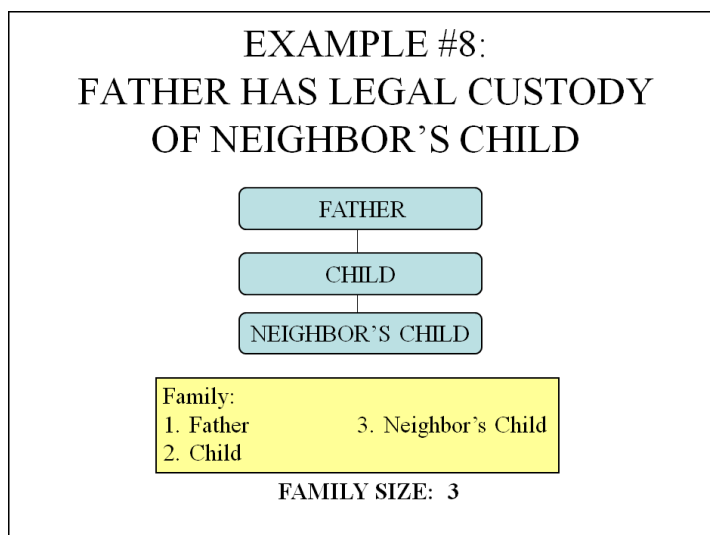
# LOW-INCOME (LI)



DISCUSSION: Based on the illustration above, there would be one case with a family size of 7 entered in PELICAN CCW. This is because the adults are married. The fact that the stepparent's children do not need subsidy is irrelevant.



DISCUSSION: Based on the illustration above, there would be one case with a family size of 2 entered in PELICAN CCW.



DISCUSSION: Based on the illustration above, there would be one case with a family size of 3 entered in PELICAN CCW.

# ***LOW-INCOME (LI)***

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As specified in [§ 3041.31](#) (relating to family size):

- (a) **Individuals included in the definition of family shall be included in determining family size.**
- (b) **An individual applying as a p/c may only be counted once.**
- (c) **An individual may not be included in more than one family unless the individual is a child who is in a shared custody arrangement between two families and both families are seeking subsidized child care.**

NOTE: The CCIS may include a teen parent in two cases; once as a child in the case associated with the teen's p/c and once as a p/c in the teen's case. Any child support or other income paid to the teen's p/c on behalf of the teen is entered as income in the case associated with the teen's p/c only.

- (d) **A foster child may be counted as a family of one or may be included in a family as defined in this chapter.**

NOTE: When determining whether to add the foster child(ren) into the family composition, the CCIS should consider the benefit to the family.

Each family has a "primary caretaker." The "primary caretaker" is typically the p/c who completed the Subsidized Child Care Application and is the primary contact for the family. The CCIS determines who the "primary caretaker" will be during the Intake process and identifies this person as such on the Individual Information page in PELICAN CCW.

The CCIS may not include in the family composition the following individuals who reside with the family:

1. A "roomer or boarder."
2. A live-in companion (i.e., boyfriend or girlfriend) who is not the p/c of a child for whom subsidized child care is requested.
3. A child 18 years of age or older, but under 22 years of age ***who is not:***
  - a. Enrolled in a high school, a general educational development program or a post-secondary program leading to a degree, diploma or certificate; AND
  - b. Wholly or partially dependent upon the income of the p/c or the p/c's spouse.

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[See Manual Section "404.23.3.6 – Questions – 404.8 – Determining Family Composition"](#)

# ***LOW-INCOME (LI)***

---

## 404.8.1 Adding an Additional P/C to the Household

When a p/c who is currently receiving subsidized child care reports to the CCIS that a new p/c (i.e., biological, adoptive, step-parent or caretaker to any child in the household who has requested or is receiving subsidy) has moved into the household, the CCIS must:

1. Gather all necessary information and verification regarding the p/c that was added to the household (i.e., verification of the work-hour requirement, income, etc.).
2. Note the current “Redetermination Date” from the *Family Composition Eligibility Results* page in PELICAN CCW and note the amount of the family’s assessed co-payment.
3. Place the case in “Full Redetermination Mode” and add the new p/c’s individual information, including employment and income.

NOTE: Adding the new p/c’s information with the case in “Full Redetermination mode” will ensure that the co-payment amount is calculated correctly based on the new family size and any additional income the new p/c may have.

4. Assess eligibility and change the newly established “Redetermination Date” back to the original date noted prior to putting the case into “Full Redetermination Mode” **PRIOR TO CONFIRMING RESULTS.**

NOTE: Changing the newly established redetermination date back to the originally scheduled date ensures that none of the case members go longer than a six-month period without the CCIS completing a full redetermination on that individual’s information.

5. Navigate to the *Eligibility Details* page in PELICAN CCW to determine whether the Federal Poverty Income Guidelines (FPIG) exceeds 235%.
6. Confirm the eligibility results and:
  - a. Send a Confirmation Notice to inform the family of the increase or decrease in co-payment and the effective date of the increased co-payment, if appropriate.
  - b. Send an AA informing the family of its ineligibility due to excess income, if appropriate.

# ***LOW-INCOME (LI)***

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EXAMPLE: A p/c is receiving child care under the LI program for her two children. Co-payment = \$15/week. Redetermination Date = 3/28/11. On 11/23/10, p/c reports her boyfriend (father to one of her two children receiving care), has moved into her household effective 11/17/10. He is working 25 hours/week at \$12.50/hour. On 11/24/10, the CCIS receives all verification necessary for a partial redetermination to add the boyfriend/father to the case, including his income verification. The CCIS notes the current “Redetermination Date” of 3/28/11 and the amount of the family’s currently assessed co-payment of \$15/week. The CCIS places the case in “Full Redetermination Mode” and enters the employment and income associated with the newly added p/c. The CCIS checks to see if the co-payment has increased or the FPIG exceeds 235% as a result of the additional income and changes the newly set “Redetermination Date” back to the original date of 3/28/11. The CCIS confirms the eligibility results and the family remains eligible for child care, but the co-payment increases. The CCIS must send a Confirmation Notice informing the family of the new co-payment amount and effective date. If the addition of the boyfriend/father’s income caused the case to fail for excess income, the CCIS should allow the system generated AA to be sent, so care appropriately discontinues at the end of the 13-day AA period.

The CCIS should only follow the steps outlined above when the primary p/c in an active case reports the addition of a new p/c to the household. These steps should **NOT** be followed for other types of reported changes that may impact co-payment or eligibility such as a change in work hours or income.

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[See Manual Section “404.23.3.7 – Questions – 404.8.1 – Adding an Additional P/C to the Household”](#)

# ***LOW-INCOME (LI)***

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## 404.8.2 Change in Primary Caretakers

When a p/c is leaving the home temporarily (i.e., drug and/or alcohol treatment, National Guard, etc.) the p/c's absence may not be longer than the length of the AA period (i.e., 13 calendar days). If the p/c will be absent longer than 13 calendar days, there must be a new p/c designated who has care and control over or legal custody of the child(ren) for whom subsidized child care is requested.

The newly designated p/c must submit a Subsidized Child Care Application (CY868). If the newly designated p/c does not apply for child care within the AA period, the CCIS must terminate the child(ren)'s subsidized child care. If the new p/c applies during the 13 day AA period, the CCIS must use voluntary closure to close the old case prior to opening the new p/c's case.

When there is a circumstance requiring the CCIS to make a change in the primary caretaker of a case, the CCIS may *NOT* simply delete the original primary caretaker and insert the newly designated p/c in the family composition.

The newly designated p/c must complete a CY868 and be determined eligible for the subsidized child care program. If no funding is available at the time of the eligibility determination, the CCIS must place the child(ren) on the waiting list (WL) based upon the newly designated p/c's Application Date.

***The only time the CCIS may substitute one primary caretaker for another is when a foster child moves from one foster parent to another.***

NOTE: Subsidy continuation does *NOT* apply when a foster child is returned to his/her parent's home following a foster placement. The child's p/c must submit an Application and the child must be placed on the WL effective the date of the p/c's Application.

***Joint custody cases, in which there is a "shared child", are handled differently.*** As per [§ 3041.31\(c\)](#) (relating to family size), a "shared" child is defined as being "in a shared custody arrangement between two families and both families are seeking subsidized child care." A child who moves from one p/c to another due to loss of custody or parental absence is not a "shared child". The newly designated p/c represents a new household, which requires a new Application and new eligibility determination.

# ***LOW-INCOME (LI)***

---

When a child exists simultaneously in two cases due to a joint/shared custody arrangement, the second p/c who applies for subsidized child care will benefit from the child's earliest Application date.

Although PELICAN CCW defaults the child(ren)'s WL date to the earlier date any time the child(ren) appear in two cases simultaneously, shared custody is the only circumstance in which the CCIS may allow a newly designated caretaker to benefit from an earlier WL date.

## EXAMPLES:

1. A mother and father have shared custody of a child and both are applying for care for the same child. The child is already active in the mother's case with an Application Date of 9/3/08. The father submits an Application on 11/7/08 for the shared child and for his newborn child.

### DECISION:

*The father will benefit from the earlier Application date of 9/3/08 for the shared child only because the child is in two cases due to a joint/shared custody arrangement. The newborn does not benefit from the earlier Application date, but instead is placed on the WL as of 11/7/08 (i.e., the date the CCIS received his Application).*

2. A mother and father share custody of two children. Mother applies for care for Child A on 9/15/08 and is determined eligible. Father later applies for Child B on 11/20/08 and is determined eligible.

### DECISION:

*Each p/c is applying for different children, therefore the WL dates will be based on the corresponding Application Dates for Child A (9/15/08) and Child B (11/20/08).*



# ***LOW-INCOME (LI)***

---

3. A mother is receiving subsidy for her two children. The CCIS discovers the mother is no longer in the home (i.e., incarcerated/admitted to a drug/alcohol rehabilitation center/deployed for military duty, etc.) on 6/1/10. The children's grandmother assumes care and control of the children and applies for subsidized child care on 6/2/10.

**DECISION:**

*First, the CCIS must close the mother's case voluntarily. This will allow the CCIS to create a new case that includes the newly designated p/c and the child. The CCIS **may not** create a new case while the original case is still open, and then mark "shared custody". The child will be placed on the WL. The WL date will be based on the grandmother's Application Date (6/2/10).*

4. A foster family is receiving subsidy for a foster child and the child returns to his/her biological parent on 6/28/10. The child's biological parents apply for subsidized child care on 7/5/10.

**DECISION:**

*The child will be placed on the WL. The WL date will be based on the biological parents' Application Date (7/5/10).*

5. A foster family applies for subsidy on 1/5/08 and has received subsidy since the Application Date. The foster child is scheduled to be moved to a new foster family on 6/28/10.

**DECISION:**

*Subsidy will continue for the foster child based on the original Application Date (1/5/08).*

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[See Manual Section "404.23.3.8 – Questions – 404.8.2 – Change in Primary Caretakers"](#)

# ***LOW-INCOME (LI)***

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## 404.8.3 Foster Care

A foster child is in the legal custody of the Children and Youth (C&Y) agency. The agency maintains custody while paying a licensed foster parent to provide care for the child. The state, via the family court and child protection agency, stands in loco parentis to the minor, making all legal decisions while the foster parent is responsible for the day to day care of said minor and is remunerated by the state.

NOTE: Kinship care is *NOT* considered foster care unless a C&Y agency has legal custody of the child and the child is placed with an individual who is a foster parent.

When a foster child is receiving care in a case that includes the biological, step or adoptive child(ren) of the foster parent, the foster parent must submit income verification and meet income guidelines, in addition to meeting the work requirement.

When a foster child is receiving care in a case that includes the biological, step or adoptive child(ren) of the foster parent who must continue to receive subsidized child care, or when the transfer to a new caretaker requires a change in the CCIS that is serving the child, the CCIS must *create a new case*.

When moving a foster child with active enrollments to the new case, the CCIS must complete the following steps in PELICAN CCW:

1. Create the new case and add the child to the Case on the Individual Information Detail page and click Save.
2. Verify MCI results & click Save.

NOTE: Since the child is already in PELICAN CCW, select the radio button next to the correct name.

3. Update the Relationships Detail page and click Save.
4. Update the Care Request page and click Save.

NOTE: You must select the Joint Custody checkbox and add the date the child moved into the new foster home while the child is still active in the original foster home case.

5. Assess and Confirm Eligibility.
6. Enter Enrollments for the child.

NOTE: If the child is still active in another case, the child will appear on the waiting list with the Eligibility Date from the original case. When necessary, contact Headquarters to authorize the child from the waiting list.

7. Delete the child and discontinue the enrollment(s) from the original case.

NOTE: If the case is owned by another office, contact that office to discontinue enrollments and delete the child.

8. Go to the Care Request page in the new case and clear the Joint Custody checkbox and reset the date the child Moved Into Joint Custody by changing it to "Select".

# ***LOW-INCOME (LI)***

---

When a foster child is receiving subsidy in a foster family where no other children are receiving care, and that foster child transfers to another foster family, the CCIS must close the foster child's existing case and open a new case consisting of the foster child and new foster parent(s) by completing the following steps in PELICAN CCW:

1. Close the existing case that includes the foster child.
2. Create a new case consisting of the foster child and new foster parents.
3. In the process of creating the new case, verify MCI results and click "Save".
4. Use the application date established in the foster child's previous case when creating the new case.

NOTES:

- Using the original application date will allow for continuity of care by either continuing to pay for care under the new case or maintaining the original waitlist date established in the foster child's previous case.
  - Care continues with the new foster parents as long as all nonfinancial eligibility requirements are met and a need for care still exists. This is true, regardless of whether the new foster parents ever had an active case in PELICAN CCW prior to applying for their new foster child.
5. Complete, for the foster child, all appropriate pages in PELICAN CCW, including the *Child Care Request* page and click "Save".

NOTE: If the foster child's previous case has not actually closed yet, the CCIS must select the "Joint Custody" checkbox, add the date the child moved into the new foster home and set a tracking date to remove the joint custody indicator at the next redetermination.

6. Add any Eligibility Information for the new foster parent(s) (i.e. Employment).

NOTE: If the foster parent is receiving or requesting subsidized child care for biological, step or adoptive children, there may be one or two cases entered in PELICAN CCW based upon the foster parent's preference. The CCIS must add the income information for the foster parent(s) to the case which includes the biological, step or adoptive children.

7. Assess and Confirm Eligibility.
8. Enter Enrollments for the child.

NOTE: If the new foster parents do not have an immediate need for care due to an allowable reason for suspending an enrollment, the CCIS may suspend the foster child's enrollment for up to 90 days.

# ***LOW-INCOME (LI)***

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When a foster child that is currently receiving care is adopted by the foster parents, the status of the family is changed and the CCIS must now consider the income of the adoptive parents, increase the family's co-payment as appropriate and complete a full redetermination to determine if the family continues to be eligible for care. If the family's income now exceeds 235% of the FPIG, PELICAN CCW will appropriately fail eligibility for the family.

If the adoptive parents were previously receiving care for the foster (now adopted) child and only one case exists for the family in PELICAN CCW, the CCIS must:

1. Gather necessary information and verification regarding the adoptive parent's employment AND income since the income must now be considered in the determination of eligibility and co-payment amount (if the income was not previously counted).
2. Note the current Redetermination Date from the *Family Composition Eligibility Results* page in PELICAN CCW and the amount of the family's assessed co-payment.
3. Place the case in "Full Redetermination Mode" and update the adoptive parent's relationship status, employment and income.

NOTE: Placing the case in "Full Redetermination Mode" will ensure that the co-payment amount is calculated correctly.

4. Assess eligibility and, PRIOR TO CONFIRMING RESULTS, change the newly established Redetermination Date back to the original date noted prior to placing the case into "Full Redetermination Mode".

NOTE: Changing the newly established redetermination date back to the originally scheduled date ensures that none of the case members go longer than a six-month period without the CCIS completing a full redetermination on that individual's information.

5. Navigate to the *Eligibility Details* page in PELICAN CCW to determine whether the FPIG exceeds 235%.
6. Confirm the eligibility results.
7. Generate correspondence as follow:
  - a. Send a Confirmation Notice to inform the family of the increase or decrease in co-payment and the effective date of the change in co-payment, if appropriate OR
  - b. Send an AA informing the family of its ineligibility due to excess income, if appropriate.

# ***LOW-INCOME (LI)***

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If the adoptive parents were previously receiving care for the foster (now adopted) child and two cases exist for the family in PELICAN CCW, the CCIS must:

1. Print the Individual Detail information for the foster (now adopted) child to use as a reference if adding the child to the family's other active case in PELICAN CCW.
2. Close one of the cases immediately, using the reason "Voluntary Withdraw.", combining all children into one case and ensure the participation/application dates for each child are correct so that any corresponding waitlist dates are accurate.

NOTE: If at least one child in one case is waitlisted, add the waitlisted child(ren) into the case in which the other child(ren) are receiving care.

3. Add the appropriate child(ren) to the active case on the *Individual Information Detail* page by clicking the "New" button.
4. Enter the individual information for the newly added child(ren) as necessary and click "Save".
5. Add the relationship status for the newly added children as necessary and click "Save".

REMINDER: Change the "Relationship Status" of the foster child to "Son" or "Daughter", as appropriate.

6. Complete the *Child Care Request* page for the newly added child(ren) as necessary and click "Save".

NOTE: If the previous case has not closed yet, the CCIS must select the "Joint Custody" checkbox, enter today's date and set a tracking date to remove the joint custody indicator at the next redetermination.

7. Assess and Confirm eligibility.
8. Generate correspondence as follows:
  - a. Send a Confirmation Notice to inform the family of the increase or decrease in co-payment and the effective date of the change in co-payment, if appropriate OR
  - b. Send an AA informing the family of its ineligibility due to excess income, if appropriate.
9. Enter enrollments for the newly added child(ren), as appropriate, if the family continues to be eligible for subsidy.

NOTE: If the newly added child(ren) is/are still active in another case, the child(ren) will appear on the waiting list with the Eligibility Date from the original case. When necessary, contact Headquarters to authorize the child from the waiting list.

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[See Manual Section "404.23.3.9 – Questions – 404.8.3 – Foster Care"](#)

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## 404.8.4 Using PELICAN CCW to Review Family Composition

The following pages in PELICAN CCW display the individuals who are included in the family composition of the case:

1. Individual Information Detail – For additional information about the *Individual Information Detail* page, see **Manual Section “404.13.3 –Entering Individual Information.”**

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### Individual Information Detail

Select...

GO

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

#### Basic Individual Information

Primary Caretrk*	Last*	First*	M	Suffix	DOB*	V*	Sex*	SSN	V	DOD	V	Delete
<input checked="" type="radio"/>		HEATHER		Select...	05/ /1978	V	Female		Select...		Select...	<input type="checkbox"/>
<input type="radio"/>		ALEXANDRI		Select...	12/ /1997	V	Female		Select...		Select...	<input type="checkbox"/>
<input type="radio"/>		DESTANI		Select...	01/ /2004	V	Female		Select...		Select...	<input type="checkbox"/>
<input type="radio"/>		AUTUMN		Select...	08/ /2005	V	Female		Select...		Select...	<input type="checkbox"/>

**NEW**

#### More Individual Information

Individual	Citizen Status*	V*	Marital Status	Race*	Ethnicity*	Highest Grade Level	Participation Begin Date*
HEATHER	CZN	V	1	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8	N	Select...	03/02/2004 12-00-AM
ALEXANDRIA	CZN	V	1	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8	N	Select...	03/02/2004 12-00-AM
DESTANI	CZN	V	1	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8	N	Select...	03/02/2004 12-00-AM
AUTUMN	CZN	V	Select...	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8	N	Select...	08/16/2005 9-30-AM

SAVE | HISTORY | CASE PROFILE SUMMARY | CANCEL

UserID: t-test21 | Office: CCIS of Dauphin County System Acceptance Test | Version 9.0.0.91

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- Relationships Detail – For additional information about the *Relationships Detail* page, see [Manual Section “404.13.4 – Entering Relationship Information.”](#)

**Relationships Detail** Select . . . GO

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

, HEATHER (32) has a

Daughter ▼ , ALEXANDRIA (12) \*

Daughter ▼ , DESTANI (6) \*

Daughter ▼ , AUTUMN (4) \*

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- Child Care Request – For additional information about the *Care Request* page, see [Manual Section “404.13.5 – Entering Child Care Request Information.”](#)

**Care Request** Select . . . GO

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

Individual	CC Request	Reason Ending Care	Age Appropriate Immunization	V
, AUTUMN	<input checked="" type="checkbox"/>	Select...	Yes. Immunized	Self-Certified
, DESTANI	<input checked="" type="checkbox"/>	Select...	Yes. Immunized	Self-Certified
, ALEXANDRIA	<input checked="" type="checkbox"/>	Select...	Yes. Immunized	Self-Certified


Individual	Joint Custody/Multiple Case	Moved into Joint Custody/Multiple Case	Head Start Begin Date	Head Start End Date	V (Head Start)
, AUTUMN	<input type="checkbox"/>				Select...
, DESTANI	<input type="checkbox"/>				Select...
, ALEXANDRIA	<input type="checkbox"/>				Select...

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4. Case Summary – For additional information about the *Case Summary* page, see [Manual Section “404.13.6 – Case Summary Page.”](#)



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### Case Summary

GO

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

#### Address and Contact Information

Address: [REDACTED] STREET  
HARRISBURG, PA 17104

Home Phone Number: 404-121-1237 X 859176      Best Time to Call

Work Phone Number: 947-680-5974 X 169168      Best Time to Call      7:30-5

Mobile Phone Number: 919-224-2374 X 721923      Best Time to Call

Email Address

Preferred Method of Contact: Mail

[UPDATE](#)

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#### Case Information

Date Application Received: 03/02/2004 12:00:00 AM

Family Size: 4      Number of Children Needing Care: 3

Adjusted Annual Income: \$23,870.40      Weekly Co-pay: \$25.00

Under Appeal: NO      Under Adverse Action: NO

Redetermination Date: 11/18/2009

[LOCAL ID](#)

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#### Case Eligibility

CC Program	Eligibility Status	Effective Begin Date	Effective End Date
Low income	Eligible	03/02/2004	

[ASSESS ELIGIBILITY](#)

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#### Case Members

Individual Number	Individual Name	Relationship to Primary Caretaker	Participation Begin Date	Participation End Date	Eligibility Status	Eligibility Begin Date	Eligibility End Date
[REDACTED]	[REDACTED], HEATHER	Self	03/02/2004 12:00:00 AM		Eligible Adult	03/02/2004	
[REDACTED]	[REDACTED], AUTUMN	Daughter	08/16/2005 09:30:00 AM		Eligible Child	08/16/2005	
[REDACTED]	[REDACTED], DESTANI	Daughter	03/02/2004 12:00:00 AM		Eligible Child	03/02/2004	
[REDACTED]	[REDACTED], ALEXANDRIA	Daughter	03/02/2004 12:00:00 AM		Eligible Child	03/02/2004	12/12/2005
					Not Requesting Child	12/13/2005	09/05/2007
					Eligible Child	09/06/2007	

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- Individual Eligibility Results – For additional information about the *Individual Eligibility Results* page, see [Manual Section “404.15 – Determining Eligibility.”](#)



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**Individual Eligibility Results** Select . . .

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

**Individual Eligibility Result**

Individual	Eligibility Status	Eligibility Begin Date	Eligibility End Date
<b>Parent/Caretaker(s)</b>			
, HEATHER	Eligible Adult	03/02/2004	
<b>Children</b>			
, AUTUMN	Eligible Child	08/16/2005 9:30 AM	
, DESTANI	Eligible Child	03/02/2004 11:01 AM	
, ALEXANDRIA	Eligible Child	03/02/2004 11:01 AM	12/12/2005
	Not Requesting Child	12/13/2005 12:00 AM	09/05/2007
	Eligible Child	09/06/2007 3:37 PM	

**Failure Reasons**

Individual	Failure Reason Code
, HEATHER	
, AUTUMN	
, DESTANI	
, ALEXANDRIA	

**Eligibility Override Details**

Individual	Override Code	Override Comments
, HEATHER		
, AUTUMN		
, DESTANI		
, ALEXANDRIA		

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## 404.9 CASE/FAMILY COMPOSITION ELIGIBILITY

In order for a family to be determined eligible for subsidized child care, each p/c and at least one of the children in the family composition must be determined eligible (i.e., have an Individual Eligibility Status of “Eligible Adult” or “Eligible Child.”)

PELICAN CCW determines eligibility at two levels:

1. **Family Composition Level** – meaning that PELICAN CCW determines whether there are any case failures that would result in ineligibility for all members of the case.
2. **Individual Level** – meaning that PELICAN CCW determines whether there are any individual failures that would result in ineligibility for a specific member of the case only, but may not cause the entire case to be determined ineligible.

The following subsections describe the eligibility conditions PELICAN CCW considers at the Family Composition Level when determining eligibility for subsidized child care.

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### 404.9.1 Financial Eligibility

**As specified in § 3041.41 (relating to financial eligibility), “At initial application, annual family income may not exceed 200% of the FPIG. 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.”**

**NOTE:** The definition of “FPIG” is specified in [§ 3041.3](#) (relating to definitions).

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[See Manual Section “404.23.3.10 – Questions – 404.9.1 – Financial Eligibility”](#)

### 404.9.2 Residence

**As specified in § 3041.42 (relating to residence), “Family members shall be residents of this Commonwealth and the p/c shall apply in his county of residence. In counties where there is more than one eligibility agency for the county, the p/c shall apply to the eligibility agency that is responsible for the geographic area that includes the zip code of the family’s residence.”**

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[See Manual Section “404.23.3.11 – Questions – 404.9.2 – Residence”](#)

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## 404.9.3 Face-to-Face Interview

As specified in § 3041.126 (relating to face-to-face interview):

- (a) **If the eligibility agency determines a family eligible for subsidized child care and *if funding is available*, the p/c shall attend a face-to-face interview with the eligibility agency no later than 30 calendar days following the date the eligibility agency notifies the family of eligibility for subsidized child care.**

EXAMPLE: The CCIS receives an Application on 9/6. The p/c lists the provider as Kindercare. The p/c submits the last of the required verification on 9/10. The CCIS determines eligibility for subsidized child care on 9/13 and the family is determined eligible. The Eligibility Effective Begin Date for the case is 9/6. Funding is available for enrollment. PELICAN CCW generates a Funds Available Letter on 9/13 when the CCIS authorizes the child(ren) from the Pre-Enrollment List. The p/c must participate in a face-to-face interview no later than 10/13 (9/13 + 30 days).

- (b) **If the eligibility agency determines a family eligible for subsidized child care and *if funding is not available* at the time of the eligibility determination, the p/c shall attend a face-to-face interview with the eligibility agency no later than 30 calendar days following the date the first child from a family is enrolled in subsidized child care.**

NOTE: The CCIS may determine, based upon the business practices of the CCIS, whether to complete the face-to-face interview with the p/c following Application or wait to complete the face-to-face interview following enrollment of the first child when funding is not available at the time of the eligibility determination.

- (c) **The eligibility agency shall accommodate the p/c's work hours in scheduling the interview.**
- (d) **The eligibility agency may extend the 30-day time frame for the face-to-face interview if, on or before the 30th calendar day, the p/c claims hardship due to conflicts with the p/c's working hours, transportation problems or illness of the p/c or another family member. At the time the p/c claims hardship, the eligibility agency may grant an additional 30 days from the date the hardship is claimed for the interview.**

The CCIS may waive the face-to-face requirement for a family that has left subsidy and returns within one year of the date of the last face-to-face.

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If the CCIS makes reasonable attempts to contact the p/c to schedule a face-to-face interview but is unsuccessful, the CCIS must generate and send an AA to the p/c.

NOTE: The Division of Policy defines “reasonable attempts” as three attempts.

In a 2-p/c family, only one p/c is required to attend the face-to-face. In addition, when a single p/c who is receiving subsidy marries, the spouse is not required to attend a face-to-face.

The CCIS is required to complete the following activities during the face-to-face interview:

1. Review and provide a copy of the **“A Parent’s Handbook to Subsidized Child Care (PUB 549)”** to the p/c.

NOTE: This publication is available for viewing and printing on the DPW website. However, this availability is not a substitute for providing a hardcopy to each p/c during the face-to-face interview.

2. Advise the p/c of the requirement to report the following no later than 10 calendar days following the date of the change:
  - Loss of work, including layoffs or strikes.
  - Decrease in the hours of work, education or training below an average of 20 hours per week.
  - A change in the number of days or hours for which subsidized child care is needed.
  - Onset of maternity, paternity or adoption leave and return to work following leave.
  - Onset of disability and return to work following disability.
  - Change of address.
  - Change in family composition.
3. Discuss the Rights & Responsibilities form with the p/c.
4. Explain the HIPAA form to the p/c and request the p/c sign the form.
5. Explain the process and timeframes associated with continued subsidy during breaks in employment, loss of employment, maternity leave and disability leave.
6. Advise the p/c that the CCIS will complete a redetermination on or after day 184.
7. Collect the p/c’s information regarding choice of provider or help the p/c locate an eligible provider.

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**[See Manual Section “404.23.3.12 – Questions – 404.9.3 – Face-to-Face Interview”](#)**

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## 404.9.4 Signature Requirements

The p/c must sign the [Subsidized Child Care Application \(CY868\)](#) and the Release of Information form during the Application process. **“The CCIS shall retain the signed consent in the family’s file and the consent will remain in effect for as long as the family receives uninterrupted subsidy,” as specified in §§ 3041.61(f) and (g) (relating to general verification requirements).** The CCIS must file the signed Application and Release of Information forms in the family file. **As specified in §§ 3041.121(a) and (b) (relating to Application), “The CCIS shall make Applications for subsidized child care available to any person upon request and a signed Application for subsidized child care may be filed by a p/c on any day and at any time that the CCIS is open for business.”**

**“A p/c may submit an Application by mail, hand-delivery, facsimile or electronically,” as specified in § 3041.121(c). As specified in § 3041.122(a) (relating to initial determination of eligibility), “The CCIS shall stamp the date (and time) of receipt on the signed Application on the same day the CCIS receives the Application by mail, hand-delivery, facsimile or electronically.”**

If the p/c fails to sign and return the Application and/or the Release of Information form (i.e., consent) and a face-to-face interview is scheduled within 30 days following the date the Application was received by the CCIS, the CCIS must require the p/c to sign the Application and/or the Release of Information form at the face-to-face interview. If the face-to-face interview is not scheduled within 30 days following the date the Application was received by the CCIS, the CCIS must mail or fax the form(s) to the p/c for signature, along with the Missing Information Letter (MIL). If the CCIS is unable to obtain the signature within 30 days of the application date, the CCIS should determine the family ineligible.

NOTE: In a two-p/c family, only one p/c is required to sign the Application; however, as set forth in [§ 3041.61\(e\)](#) (relating to general verification requirements), each p/c must sign the Release of Information form.

**“The CCIS shall determine a family’s eligibility and authorize payment for subsidized child care no later than 10 calendar days following verification of all factors of eligibility and may not delay a determination of eligibility beyond 30 calendar days following receipt of a signed Application from the p/c,” as specified in § 3041.122(b).**

A signed HIPAA form is *not* an eligibility requirement. The CCIS must request the p/c to sign a HIPAA form. If the p/c refuses to sign the HIPAA form, the CCIS must make note on the form and place it in the family file.

**As specified in § 3041.122(c), “The CCIS shall determine a family eligible retroactive to the date the family submitted a signed Application if the CCIS has received all information necessary to complete the Application and the verification provided by the p/c establishes eligibility.”**

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[See Manual Section “404.23.3.13 – Questions – 404.9.4 – Signature Requirements”](#)

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## 404.9.5 Subsidy Continuation

As specified in [§ 3041.20](#) (relating to subsidy continuation during breaks in work, education or training), “A family’s eligibility and payment for subsidized child care continues for and during the following:

- (1) **Thirty** calendar days from the date of involuntary loss of work, the date a strike begins or the date the p/c graduates from or completes education or training. **On day 31, the child care subsidy will be suspended and the family’s eligibility will continue for an additional 30 days.”**

### NOTES:

1. An unemployed p/c is *not* eligible for maternity or disability leave since these types of leave are contingent on employment.
  2. If the disability onset occurs before the loss of employment, the p/c may qualify for up to 183 calendar days of continued subsidy associated with the disability.
- (2) “A total of 84 calendar days from the first day of family leave, including maternity leave, as defined under the Family and Medical Leave Act of 1993 (29 U.S.C.A. §§ 2601—2654), provided there is a need for child care.”

NOTE: See [Manual Section “404.10.6 – Maternity Leave”](#) for additional information regarding maternity leave.

- (3) “Regularly scheduled breaks in work or breaks in education or training, if the regularly scheduled break is less than 31 calendar days.”

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The following chart is intended as a job aid to help in identifying the timeframes associated with subsidy continuation.

<b><i>Type of Subsidy Continuation</i></b>	<b><i>Timeframe (i.e. number of days)</i></b>
Voluntary Loss of Work	13
Regularly Scheduled Break in Work, Education or Training	30
Involuntary Loss of Work	60
Maternity Leave	84
Disability Leave	183
Maternity Leave plus Disability Leave Combo	183

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[See Manual Section “404.23.3.14 – Questions – 404.9.5 – Subsidy Continuation”](#)

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## 404.9.6 Subsidy Suspension

As specified in [§ 3041.21\(a\)](#) (relating to subsidy suspension), “If a child is unable to attend child care for more than **5** consecutive days for which the child is scheduled to attend care, subsidy shall be suspended for up to 90 calendar days in the following circumstances:

- (1) The child is visiting the noncustodial p/c.
- (2) The child is ill or hospitalized, preventing the child from participating in child care.
- (3) The child is absent because of family illness or emergency.
- (4) The child remains at home with his p/c during family leave.
- (5) The provider is closed because of failure to meet certification or registration requirements.
- (6) The p/c needs to locate another provider because the current provider cannot meet the p/c’s child care needs.

NOTE: The p/c has up to 30 days to select an eligible provider and enroll the child(ren) in care.

- (7) The p/c is on maternity or family leave, as defined under the Family and Medical Leave Act of 1993 (29 U.S.C.A. §§ 2601 – 2654).
- (8) A p/c has a break in work, education or training that exceeds 30 calendar days but does not continue beyond 90 calendar days.

“The child is no longer eligible for subsidy payment or service if the child continues to be absent following 90 calendar days of suspension,” as specified in [§ 3041.21\(b\)](#).

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[See Manual Section “404.23.3.15 – Questions – 404.9.6 – Subsidy Suspension”](#)



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## 404.9.7 Subsidy Disruption

As specified in [§ 3041.22](#) (relating to subsidy disruption):

- (a) If child care is disrupted due to the provider's loss of the Department's certification or registration or another reason that prevents the child's continued care at that facility, the child is eligible for subsidy at another facility.
- (b) If a child loses care as a result of circumstances specified in subsection (a), the child's subsidy is suspended until the p/c selects another provider and funding is available.
- (c) Subsidy to a child may be disrupted if the eligibility agency cannot continue to subsidize the number of children enrolled in subsidized child care due to insufficient State or Federal funding.
  - (1) Subsidy for children whose family's income is at the highest percentage of the FPIG is disrupted first.
  - (2) A child whose subsidy is disrupted under this subsection shall be placed on the waiting list according to the date of the initial eligibility for subsidized child care.

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[See Manual Section "404.23.3.16 – Questions – 404.9.7 – Subsidy Disruption"](#)

## 404.9.8 Delinquent Co-payment

**"A co-payment is delinquent if it is not paid by the last day of the service week, as specified in [§ 3041.105\(a\)](#) (relating to delinquent co-payment)." As specified in [§ 3041.105\(b\)](#), "On the day the provider reports the co-payment is delinquent, the CCIS shall notify the p/c in writing that action will be taken to terminate subsidy for the child." As specified in [§§ 3041.101\(c\) and \(d\)](#) (relating to general co-payment requirements), "The co-payment covers each child in the family who is receiving subsidized child care and includes each day of the week for which the family establishes a need for child care."**

Failure to pay the co-payment timely results in ineligibility for the entire family because the co-payment is assigned to the family as a whole and covers each child in the family who is receiving subsidy. The CCIS must generate an AA each time the provider reports a family co-payment is delinquent. See Manual Section ["500.8.1 – AA Notice"](#) for additional information regarding generation of an AA.

**"The co-payment is due on the first day of the service week and each week thereafter, regardless of the day the p/c enrolls the child," as specified in [§ 3041.101\(e\)](#). As specified in [§ 3041.105\(c\)](#), "If a co-payment is delinquent, the first payment paid during a week is applied to the current week's co-payment and subsequent payments during a week are applied to the delinquent co-payment."**

# LOW-INCOME (LI)

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NOTE: The first co-payment to a provider should equal a week and a week in advance. The advance co-payment is held as a deposit towards the last week of care.

EXAMPLES:

On 9/7/10, the provider reports the p/c failed to pay the \$10 family co-payment on 9/3/10. The CCIS generates an AA on 9/7/10 to send to the p/c notifying the p/c of the family's ineligibility effective 9/20/10.

1. On 9/10/10, the p/c pays the provider \$20.

DECISION: RESOLVED

2. On 9/9/10, the p/c pays the provider \$10.

DECISION: UNRESOLVED

DISCUSSION: *The \$10 the p/c paid the provider must first be applied to the current week's co-payment (i.e., for the week of 9/6/10 – 9/10/10) which leaves the \$10 delinquency for the week of 8/30/10 – 9/3/10 that the p/c must pay no later than 9/10/10. If the p/c pays the additional \$10 for the week of 8/30/10 – 9/3/10, the AA is satisfied and care continues; whereas if the p/c fails to pay the additional \$10 the AA is not satisfied. If the AA is satisfied and then the p/c fails to pay the family co-payment for the week of 9/13/10 – 9/17/10, the CCIS must again generate an AA.*

3. On 9/16, the p/c pays the provider \$30.

DECISION: RESOLVED

4. On 9/16/10, the p/c pays the provider \$20.

DECISION: UNRESOLVED

DISCUSSION: *The \$20 the p/c paid the provider must first be applied to the current week's co-payment (i.e., for the week of 9/13/10 – 9/17/10) and then applied to the previous week's co-payment (i.e., 9/6/10 – 9/10/10) which leaves the \$10 delinquency for the week of 8/30/10 – 9/3/10 that the p/c must pay no later than 9/17/10. If the p/c pays the additional \$10 for the week of 8/30/10 – 9/3/10, the AA is satisfied and care continues; whereas if the p/c fails to pay the additional \$10 the AA is not satisfied. If the AA is satisfied and then the p/c fails to pay the family co-payment for the week of 9/20/10 – 9/24/10, the CCIS must again generate an AA.*

# ***LOW-INCOME (LI)***

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**As specified in § 3041.106(d) (relating to eligibility agency responsibilities regarding co-payment), “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.”**

A family may reapply at any time, but may not be enrolled in subsidized child care until all delinquent co-payments are paid in full.

**“A p/c is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the CCIS notifies the p/c that funding is available,” as specified in § 3041.16(e) (relating to subsidy limitations).** This means the p/c has the 30-day period from the date of notification that funding is available to pay all delinquent co-payments in full.

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[See Manual Section “404.23.3.17 – Questions – 404.9.8 – Delinquent Co-payment”](#)

## 404.9.9 Co-payment Exceeds Cost of Care

**As specified in §§ 3041.108(c) and 3041.109(b) (relating to co-payment for families headed by a p/c; and co-payment for families headed by a caretaker), “If the co-payments for one month are equal to or exceed the monthly payment for care, the family is not eligible for subsidized child care with that provider.**

NOTE: This does not apply to a month in which there are five Mondays.

The p/c has the option of transferring the child(ren)’s enrollment(s) to another eligible child care provider in order to maintain eligibility for subsidized child care. R&R services will be made available to provide information and guidance about child care to assist families in making informed child care choices. The CCIS must respond to a family’s need for information on how to locate and choose child care that best meets the needs of the family.

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[See Manual Section “404.23.3.18 – Questions – 404.9.9 – Co-payment Exceeds Cost of Care”](#)

# ***LOW-INCOME (LI)***

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## 404.9.10 Disqualification

As specified in [§ 3041.189\(b\)](#), “Upon disqualification under subsection (a), a p/c and eligible children in the p/c’s family shall be prohibited from participation in the Subsidized Child Care program:

- (1) For 6 months from the date of the first conviction, hearing decision or determination.
- (2) For 12 months from the second conviction, hearing decision or determination.
- (3) Permanently from the date of the third conviction, hearing decision or determination.”

Disqualification information is entered in PELICAN CCW by the Division of Policy.

NOTE: See [“Manual Section 413 – Disqualification”](#) for additional information regarding disqualification,

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[See Manual Section “404.23.3.19 – Questions – 404.9.10 – Disqualification”](#)

## 404.10 P/C ELIGIBILITY

PELICAN CCW determines whether there are any individual failures that would result in ineligibility for a specific member of the case only, but may not cause the entire case to be determined ineligible. The following subsections describe the eligibility conditions PELICAN CCW considers at the Individual Level when determining a p/c’s eligibility for subsidized child care.

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# ***LOW-INCOME (LI)***

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## 404.10.1 Child Care Need

**As specified in § 3041.14 (relating subsidy benefits), “A subsidy-eligible family may receive child care during the hours that the child needs care if the p/c: (1) Works or attends education or training, including travel between the p/c’s work, education or training and the child care provider or (2) Requires uninterrupted sleep time because the work shift ends between the hours of 12 a.m. and 9 a.m.”**

To ensure there is an immediate child care need, the p/c must also enroll the child(ren) with an eligible child care provider within 30 calendar days following the date the CCIS notifies the p/c that funding is available. **As specified in § 3041.16(e) (relating to subsidy limitations), “A p/c is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the CCIS notifies the p/c that funding is available.”**

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[See Manual Section “404.23.3.20 – Questions – 404.10.1 – Child Care Need”](#)

## 404.10.2 Work, Education & Training

**As specified in § 3041.43 (relating to work, education and training):**

- (a) The p/c shall work at least 20 hours per week. The eligibility agency shall average a p/c’s work hours in cases where hours of work vary from week to week.**

EXAMPLE: *(See p/c’s schedule in the illustration below.)*

Week 1 (6/28/10 – 7/4/10) = 24 hours

Week 2 (7/5/10 – 7/11/10) = 18 hours

Week 3 (7/12/10 – 7/18/10) = 24 hours

Week 4 (7/19/10 – 7/25/10) = 15 hours

Total hours (4 weeks) = 81 hours; Average hours/week = 20.25

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July 2010						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
P/C's work schedule. P/c states she needs travel time, work time and sleep time care. 1. → Wednesday 9pm to Thursday 9am Thursday 6pm to Friday 6am 2. → Tuesday 9pm to Wednesday 9am Wednesday 6pm to Thursday 6am 3. → Sunday 9pm to Monday 9am Tuesday 6pm to Wednesday 6am			Travel begins at 8:30pm P/c works from 9pm to 11:59pm Total 3.5hrs of care	1 P/c works 12:am to 9:am Sleeps 9:am-5:pm Works 6:p to 11:59p (2 segments of care) Total 24hrs of care	2 P/c works 12:am to 6:am Sleeps 6:30a-12:p Travels to provider 12:30p Total 12.5hrs of care	3
4	5	6 Travel begins at 8:30pm P/c works from 9pm to 11:59pm Total 3.5hrs of care	7 P/c works 12am to 9am Sleeps 9:am to 5pm Works 6pm to 11:59p (2 segments of care) Total 24hrs of care	8 p/c works 12am to 6:am Sleeps 6:30am-12:p Travels to provider to pick up child Total 12.5hrs of care	9	10
11 Travel begins 8:30p P/c works 9pm to 11:59p Total of 3.5hrs of care	12 p/c works 12:am to 9am Sleeps 9:00-5:00p Works 6pm to 11:59p (2 segments of care) Total 24hrs of care	13 p/c works 12:am to 6pm Sleeps 6:30a to 12:p Travels to provider to pick up child Total 12.5hrs of care	14	15	16	17
18	19	20	21 Travel begins at 8:30pm P/c works from 9pm to 11:59pm Total 3.5hrs of care	22 P/c works 12:am to 9:am Sleeps 9:am-5:pm Works 6:p to 11:59p (2 segments of care) Total 24hrs of care	23 P/c works 12:am to 6:am Sleeps 6:30a-12:p Travels to provider 12:30p Total 12.5hrs of care	24
25 Travel begins 8:30p P/c works 9pm to 11:59p Total of 3.5hrs of care	26 p/c works 12:am to 9am Sleeps 9:00-5:00p Works 6pm to 11:59p (2 segments of care) Total 24hrs of care	27 p/c works 12:am to 6pm Sleeps 6:30a to 12:p Travels to provider to pick up child Total 12.5hrs of care	28	29	30	31

# ***LOW-INCOME (LI)***

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**(b) The work-hour requirement specified in subsection (a) is met under the following circumstances:**

- (1) A p/c under 22 years of age and attending high school.**
- (2) A p/c under 18 years of age, does not have a high school or general educational development diploma (G.E.D.), but is enrolled in and attending education on a full-time basis.**
- (3) A p/c attends training and works at least 10 hours per week. The time spent in training counts toward the 20 hour per week work requirement.**

NOTES:

- For more information about “training”, see [§ 3041.3](#) (relating to definitions).
- Training does not include graduate school. It does not include Cyber School unless it is for a teen parent.
- The training must be taken at a nationally accredited organization, which can be determined by accessing the Database of Accredited Postsecondary Institutions and Programs using the following link:  
<http://ope.ed.gov/accreditation/Search.aspx>
- Trainings offered through vocational-technical schools are considered viable training resources as long as they are listed on the Pennsylvania Department of Education web-site.

# LOW-INCOME (LI)

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As specified in [§ 3041.43\(c\)](#), “A p/c who misses work, education or training shall remain eligible for subsidy if the p/c is currently scheduled to work or participate in education or training for an average of 20 hours or more per week and one of the following applies:

- (1) The p/c has an illness or injury.
- (2) The p/c has a medical appointment that cannot reasonably be scheduled at a time that does not conflict with work hours.
- (3) The p/c’s employer is closed.
- (4) The p/c verifies domestic violence.
- (5) The p/c has an emergency, such as an illness, injury or impairment of the child that precludes the child from attending child care or illness, injury or impairment of a family member that requires the p/c to miss work to provide care.

If a p/c *voluntarily* quits a job, the CCIS must generate an AA. In order for subsidy to continue, the p/c must meet the work requirement on or before the date the AA period expires. If a p/c *involuntarily* loses a job, the CCIS must manually generate a Confirmation Notice notifying the p/c of the availability of subsidy for 60 calendar days following the last day of employment. For additional information regarding generation of correspondence, see [Manual "500 – Correspondence."](#)

To determine how long eligibility should continue when a p/c meets one of the five conditions listed above, the CCIS should generally follow the 30-day policy allowed for self-declaration. However, if the reason for p/c’s insufficient hours is due to condition numbers 1, 4 or 5 above, the CCIS should follow the timeframe allowed in the regulations for each specific situation:

Reason	Regulation	Timeframe
P/C illness or injury (i.e., disability)	<a href="#">§ 3041.48(a)</a>	183 days
Domestic Violence	<a href="#">§ 3041.91(e)</a>	183 days
Maternity/Family Leave	<a href="#">§ 3041.20</a>	84 days

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[See Manual Section “404.23.3.21 – Questions – 404.10.2 – Work, Education & Training”](#)



# ***LOW-INCOME (LI)***

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## 404.10.3 Prospective Work, Education & Training

**As specified in § 3041.44 (relating to prospective work, education and training):**

**(a) A family in which a p/c has prospective work, education or training may be eligible for subsidized child care if the following requirements are met:**

**(1) The work, education or training will begin no later than 30 calendar days following the date of application or no later than 60 calendar days following the loss of work for a p/c who is receiving subsidized child care.**

**EXAMPLES:**

1. A p/c applying for subsidized child care will begin employment in 2 weeks. The p/c meets the prospective work standard.
2. A p/c applying for subsidized child care applies for child care in order to find employment. The p/c does not meet the prospective work standard.
3. A p/c receiving subsidized child care recently lost his employment, but is scheduled to begin a new position in 3 weeks. The p/c meets the prospective work standard.

**(2) Verification of prospective work, education or training is provided as specified in § 3041.67 (relating to verification of work, education and training).**

**(b) Subsidy may not begin until the p/c begins work, education or training.**

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**[See Manual Section “404.23.3.22 – Questions – 404.10.3 – Prospective Work, Education & Training”](#)**

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## 404.10.4 Seasonal & Temporary Work

If the p/c loses work involuntarily or there is no scheduled end date for seasonal work, the p/c is entitled to 60 calendar days of continued eligibility and child care payment while looking for new work. If the p/c voluntarily loses work, an AA is generated and the p/c must meet the work-hour requirement prior to the expiration of the AA period in order to remain eligible.

EXAMPLE: A p/c worked at Giant for 20 hours/week and lost the job involuntarily on 12/30. The p/c should be given 60 days from 12/30 to locate new employment that satisfies the work requirement (12/30 + 60 days or until 2/28).

NOTE: If on 1/12, the p/c found temporary employment for 10 hours/week, the p/c should still be given until 2/28 only to meet the work requirement. If the p/c does not meet the work requirement on 2/28, the CCIS must generate an AA which would allow 13 additional days, until 3/12.

When a p/c has temporary or seasonal employment **with a scheduled end date**, the p/c must be counseled regarding the work-hour requirement because the p/c will receive the AA period only to locate new work following the end of the seasonal work.

EXAMPLE: P/C submits Application on 5/23 indicating employment for a Temp agency – Long-Term assignment beginning 5/23 and ending 9/30. The CCIS must inform the p/c that he must meet the work-hour requirement after 9/30 in order to remain eligible for continued care. The CCIS must generate an AA on 10/1 if the p/c is not meeting the work-hour requirement, allowing 13 days to satisfy the AA.

VARIATION #1: P/C verifies additional work that satisfies the work requirement – remains eligible.

VARIATION #2: P/C fails to submit verification prior to 9/30 – AA generated. No verification during AA period – Case closed.

VARIATION #3: P/C fails to submit verification prior to 9/30 – AA generated. Verification submitted during AA period – work requirement satisfied – remains eligible.

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[See Manual Section “404.23.3.23 – Questions – 404.10.4 – Seasonal & Temporary Work”](#)

# ***LOW-INCOME (LI)***

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## 404.10.5 P/C Disability

**As specified in § 3041.48 (relating to eligibility of households including a p/c with a disability):**

- (a) **“Following the determination of eligibility for subsidized child care, a single p/c who becomes disabled, is unable to continue work, education or training and is unable to care for the child is excused from the work, education and training requirements for up to a maximum of 183 calendar days. The disability must be verified as specified in § 3041.70 (relating to verification of inability to work due to a disability).**
  
- (b) **A two-p/c family may be eligible for subsidized child care if one p/c is working and the other p/c is unable to work or participate in education or training and is unable to care for the child for whom subsidy is requested due to a disability or the need to attend treatment for the disability. The disability must be verified as specified in § 3041.70 at the time of application or at the time the p/c becomes disabled and at each subsequent redetermination.”**

NOTE: The definition of “disability” is specified in **§ 3041.3** (relating to definitions).

At Application, a single p/c is ineligible for subsidy when the p/c has a disability.

If the working p/c in a 2-p/c family leaves, the CCIS must treat the p/c with the disability in the same manner as a single p/c with a disability and grant 183 days of continued eligibility from the date the working p/c left the household.

If a p/c involuntarily loses employment, then reports a disability, the p/c would be eligible for continued subsidy for 60 calendar days from the involuntary loss of work. The loss of work was unrelated to a disability; therefore the subsidy duration would be based on the involuntary loss of work.

An unemployed p/c is not eligible for disability leave since this type of leave is contingent on employment. The client was eligible for continued subsidy for 60 calendar days from the date of an involuntary loss of work only, as specified in **§ 3041.20 (1)** (relating to subsidy continuation during breaks in work, education or training). If a p/c is unemployed before the disability occurs, then the disability did not cause the work to stop and the p/c will be unable to verify a date upon which the p/c will return to work.

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**[See Manual Section “404.23.3.24 – Questions – 404.10.5 – P/C Disability”](#)**

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## 404.10.6 Maternity Leave

As specified in § 3041.20(2) (relating to subsidy continuation during breaks in work, education or training), “A family’s eligibility and payment for subsidized child care continues for and during a total of 84 calendar days from the first day of family leave, including maternity leave, as defined under the Family and Medical Leave Act of 1993 (23 U.S.C.A. §§ 2601 – 2654), provided there is a need for child care.”

When a p/c who is working and receiving care reports to the CCIS she is going on maternity leave, the CCIS must:

1. Obtain acceptable verification from the p/c regarding her maternity leave and expected date for return to work, as specified in § 3041.77 (relating to verification of maternity and family leave).
2. Discuss with the p/c whether she needs care to continue during her maternity leave or if care may be suspended.
3. Note the p/c’s decrease in income in case comments, if appropriate (i.e., p/c is receiving decreased income).
4. Go to the *Employment & Wage Detail* page for the p/c’s current employment and complete the following steps:
  - a. In the Employment Verification Details section, select the “Yes” button for “Maternity Leave”.
  - b. Enter a date in the “Maternity Leave Begin Date” field.
  - c. Enter a verification status in the “V (Maternity Leave)” field.
  - d. Click “Save”.
5. Assess and confirm eligibility.
6. Generate a Confirmation Notice advising the p/c that maternity leave has been granted for up to 84 days (use citation/notice reason § 3041.20(2) – Maternity leave).
7. Discuss the need for care with the p/c and determine whether care must continue during the maternity leave or may be suspended.
  - a. IF CARE CONTINUES WITH NO CHANGE TO THE CO-PAYMENT, there is no additional action for the CCIS to take.
  - b. IF CARE CONTINUES AND THE CO-PAYMENT IS DECREASED, the CCIS must complete the following steps:
    - i. Navigate to the *Case Co-pay Summary* page and manually calculate the co-payment amount based on the income the p/c is actually receiving during the leave (income may be zero).
    - ii. Override co-pay to the manually calculated amount.
    - iii. Generate and send a revised Enrollment Summary advising the p/c and provider of the decreased co-payment amount.

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- iv. Generate and send a Confirmation Notice regarding the decreased co-payment amount. The decreased co-payment will begin the following Monday (use citation/notice reason § 3041.104(c) – Co-payment decrease).
- c. IF THE P/C INDICATES CARE MAY BE SUSPENDED WHILE ON MATERNITY LEAVE, change each child’s active enrollment to “Suspended” status so payment for care is temporarily stopped during the p/c’s leave period. Overriding the co-payment is not necessary since the p/c will not be paying a co-payment while enrollments are in suspension. Generate a Confirmation Notice using citation/notice reason § 3041.21 – Confirmation of suspended subsidy.

NOTE If the p/c requests care be reinstated while still on maternity leave, the CCIS must reinstate each child’s enrollment and complete the steps listed in 7(a) or 5(b) above, as appropriate based upon whether the co-payment amount is decreased.

At the end of the 84-day maternity leave period, system will generate a worker alert as a reminder for the CCIS to verify the p/c has returned to work by Day 85 following the first day of the p/c’s maternity leave.

NOTE: When a self-employed p/c reports maternity leave, the CCIS must set a manual tracking date alert as a reminder to verify the p/c has resumed work no later than Day 85 following the first day of the p/c’s maternity leave.

At the end of the p/c’s maternity leave (i.e., by Day 85) the CCIS must:

1. Receive verification from the p/c of her return to work and confirm the employment and income information entered in PELICAN CCW is accurate.
2. Determine whether care continued or was suspended during the p/c’s maternity leave.
  - a. IF CARE CONTINUED DURING MATERNITY LEAVE, the CCIS must:
    - i. Assess and confirm eligibility.
    - ii. Allow the co-payment to be assessed at the amount system calculates. Do NOT continue to override the co-payment.
    - iii. Generate a revised Enrollment Summary to send to the p/c and provider; and a Confirmation Notice to send to the p/c advising the p/c of the increase in co-payment amount effective the Monday following the 13-day notice period.
  - b. IF CARE WAS SUSPENDED DURING MATERNITY LEAVE, the CCIS must:
    - i. Assess and confirm eligibility.
    - ii. Generate a revised Enrollment Summary advising the p/c and provider of the date the children are scheduled to return to care.

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3. IF THE P/C FAILS TO RETURN TO WORK BY DAY 85, the CCIS must:
- a. Assess and confirm eligibility.
  - b. Generate and send an AA advising the p/c of her family's ineligibility for care due to her failing to return to work at the end of her 84-day maternity leave period.

## EXAMPLES:

1. A p/c is working and receiving care for her two children. She reports her last day of work is 1/19 because of her high-risk pregnancy. Her due date is 3/10. The p/c is entitled to 84 days of leave beginning on 1/20 and ending on 4/13. The CCIS goes to the *Employment & Wage Detail* page in PELICAN CCW, selects the "Y" button for "Maternity Leave", enters 1/20 as the "Maternity Leave Begin Date" and clicks "Save".

a. CONTINUED CARE WITH DECREASED CO-PAYMENT

The p/c will be using the temporary disability leave available through her employer and will receive 80% of her pay. The p/c requests care while on maternity leave, so the CCIS overrides the co-payment amount to a lesser amount since the p/c will only receive 80% of her pay during the maternity leave. Eligibility is assessed and confirmed. CCIS generates a Confirmation Notice advising the p/c that (1) her maternity leave is granted for up to 84 days (i.e., until 4/13) and (2) the decreased amount of co-payment amount effective the following Monday. The CCIS must also generate a revised Enrollment Summary notifying the provider of the reduced co-pay.

On Day 82, the p/c contacts the CCIS to report she has returned to work and provides verification. The CCIS reviews her case information and assesses eligibility. The co-payment is now assessed at the full amount, based on the p/c's income from her job. The CCIS generates a Confirmation Notice advising the p/c of her increase in co-payment effective the Monday following the 13-day notice period. The CCIS must also generate a revised Enrollment Summary notifying the provider of the increased co-pay.

If the p/c had not contacted the CCIS by Day 84, system would have generated an alert on Day 85 reminding the CCIS to assess eligibility on the case and send an AA to close the case in 13 days if the p/c fails to return to work.

b. SUSPENDED CARE

The p/c indicates that she does not need care while on leave. The CCIS must change the status of her child(ren)'s enrollment(s) to "Suspended." The CCIS assesses and confirms eligibility and sends a Confirmation Notice advising the p/c that (1) her maternity leave is granted for up to 84 days (i.e., until 4/13) and (2) the suspension of child care payment during maternity leave. The CCIS must also advise the provider that the enrollment will be suspended.

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c. *CARE REINSTATED DURING LEAVE FOLLOWING SUSPENSION*

On Day 30 of her maternity leave, the p/c contacts the CCIS and indicates a need for care now. The CCIS must update the child's enrollment to "Enrolled" status effective the date care is scheduled to resume AND override the co-payment to an amount based on the income the p/c will actually receive during the leave period, as appropriate. The CCIS assesses and confirms eligibility and generates a Confirmation Notice advising the p/c that (1) care was/will be reinstated and (2) the decreased amount of co-payment amount effective the following Monday, if appropriate. The CCIS must also advise the provider of the date care was/will be reinstated.

d. *RETURN TO WORK FOLLOWING MATERNITY LEAVE*

On day 83, the p/c contacts the CCIS to report she has returned back to work and provides verification. The CCIS reviews her case information and assesses eligibility. The co-payment is now assessed at the full amount, based on the p/c's income from her job. The CCIS generates a Confirmation Notice advising the p/c of her increase in co-payment effective the Monday following the 13-day notice period. The CCIS must also send a revised Enrollment Summary to advise the provider of the date the increased co-pay is effective.

2. *FAILURE TO RETURN TO WORK* — A p/c is working and receiving care for her child. She reports she had her baby and her last day of work was one week ago on 1/20. The p/c is entitled to 84 days of leave beginning on 1/20 and ending on 4/13. The CCIS goes to the *Employment & Wage Detail* page in PELICAN CCW, selects the "Y" button for "Maternity" Leave, enters 1/20 as the "Maternity Leave Begin Date" and clicks "Save".

The p/c indicates that she does not need care while on leave. The CCIS must change the status of her child's enrollment to "Suspended." The CCIS assesses and confirms eligibility and sends a Confirmation Notice advising the p/c that (1) her maternity leave that is granted for up to 84 days (i.e., until 4/13) and (2) the suspension of child care payment while on leave.

On Day 85, the CCIS receives an alert to determine whether the p/c returned to work following maternity leave. The CCIS assesses and confirms eligibility. The CCIS generates an AA advising the p/c of her family's ineligibility for care due to her failing to return to work at the end of her 84-day maternity leave period.

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A p/c is entitled to up to 84 calendar days of maternity leave and up to an additional 99 calendar days of continued eligibility (*for a total of 183 calendar days*) if additional time is needed for a verified disability. These conditions may run consecutively, if appropriate, but may ***NOT*** exceed a total of 183 calendar days.

**EXAMPLE:** A p/c reports that her last day of work is 9/19 because she must be on strict bed rest due to a high-risk pregnancy. Her due date is 10/6. The p/c is entitled to 84 days beginning on 9/20 and ending on 12/12.

The p/c delivers her baby on 10/2 and submits verification that she suffered a broken pelvis during the complicated delivery. The CCIS may establish additional leave associated with the disability, *not to exceed a total of 183 days*. The CCIS extends the leave through 3/21 (9/20 + 183 days) ***NOT 4/3 (10/2 + 183 days)***. The CCIS must generate a Confirmation Notice notifying the p/c of the requirement to return to work *no later than 3/21* in order to maintain eligibility for subsidized child care.

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**[See Manual Section “404.23.3.25 – Questions – 404.10.6 – Maternity Leave”](#)**

## 404.10.7 Military Families

When a military p/c who is receiving subsidized child care is deployed or placed in active duty resulting in the child(ren) being left with a new caretaker such as a grandparent, the new caretaker (i.e., the grandparent) must submit an Application for the subsidized child care program. If the new caretaker is determined eligible and funds are not immediately available, the CCIS must place the child(ren) on the waiting list effective the date of the new p/c's Application. The CCIS should advise families that the military offers child care assistance to persons who are in active duty or deployed and should encourage a p/c who has enlisted in the military to explore this option, particularly if subsidized child care is not immediately available for the family.

The National Association of Child Care Resource and Referral Agencies (NACCRRA) is working with U.S. Military Services to help those who serve in the military find and afford child care that suits their unique needs. The CCIS may access information about the military child care assistance program at <http://www.naccrra.org/MilitaryPrograms/>. The website includes specific information for a p/c who is serving in the Army, Marine Corps, Navy and Air Force. Information regarding child care for the National Guard and reserve units can be located at: <http://www.jointservicesupport.org/FP/childCare.aspx>.



# ***LOW-INCOME (LI)***

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The CCIS must inform the military p/c of the following general instructions regarding what the military p/c must do to receive help in paying for child care:

1. Determine which program applies to the circumstances.
2. Complete the subsidy Application online or by completing the attached “Military\_Parent\_Subsidy\_App-10.19.06.pdf”.
3. Submit the following documents to NACCRRRA by fax, mail or email as soon as the Application is submitted.
  - Service Member’s military orders (activated/deployed only).
  - Leave and Earning Statements for the Service Member.
  - Spouse’s most recent pay stub for the most recent month or proof of attending school.
  - Child(ren)’s birth certificate or attached self certification statement.
4. Complete the attached “NACCRRRA Fax coversheet \_Military\_Parents.doc” to include when submitting the documents to NACCRRRA, which includes the Service Member’s name and, the number of pages sent.
5. Ask the provider to complete the provider Application titled “Military\_Provider\_Application\_Printout.pdf” and fax, mail or email:
  - The attached W-9 Form titled “W-9.Military\_Providers.pdf”.
  - Child Care License.
  - National Accreditation certificate, ACCYN Quality Child Care Participant Certificate, if applicable OR Child Development Associate (CDA) credentials, Early Childhood Education or Child Development degree, if applicable.

The CCIS must also provide the military p/c the following contact information:

NACCRRRA, Military Subsidy Department  
1515 N. Courthouse Rd., 11th fl., Arlington, VA 22201  
(800) 424-2246 (phone); (703) 341-4103 (fax);  
[msp@naccrra.org](mailto:msp@naccrra.org) (email)

# ***LOW-INCOME (LI)***

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In a two p/c family, the CCIS must continue to include the enlisted p/c in the family's composition and must continue to count the enlisted p/c's income. Although the p/c is temporarily out of the home, in most cases the p/c continues to use the home address as his/her official address. The p/c remains a household member and must be included in the family composition unless there is a separation or divorce. The mere act of enlisting does not equate to a separation.

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[See Manual Section “404.23.3.26 – Questions – 404.10.7 – Military Families”](#)

## 404.11 CHILD ELIGIBILITY

PELICAN CCW determines whether there are any individual failures that would result in ineligibility for a specific member of the case only, but may not cause the entire case to be determined ineligible.

The following subsections describe the eligibility conditions PELICAN CCW considers at the Individual Level when determining a child's eligibility for subsidized child care.

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### 404.11.1 Age Requirement

As specified in [§ 3041.12 \(b\)](#) (relating to provision of subsidized child care), “Subsidized child care is available to an otherwise eligible child who is under 13 years of age.”

“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 who is incapable of caring for himself,” as specified in [§ 3041.12 \(c\)](#).

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[See Manual Section “404.23.3.27 – Questions – 404.11.1 – Age Requirement”](#)

# ***LOW-INCOME (LI)***

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## 404.11.2 Child Disability, Injury or Impairment

As specified in **§ 3041.12 (c)** (relating to provision of subsidized child care), “Subsidy is available to an otherwise eligible child up to age 19 who is incapable of caring for himself.” Factors regarding that incapacity include physical disability, developmental delay/age, behavioral disability or injury as verified by a physician or licensed psychologist. OCDEL has approved workarounds related to child disability information, which can be found in the [Help Desk Troubleshooting Guide](#).

### EXAMPLES:

1. A family ***applies*** for subsidy. The family consists of a mother and her 15 year old daughter who has cerebral palsy as diagnosed by a licensed physician. This family is eligible as long as all other eligibility factors are met.
2. A family is ***receiving*** subsidy. The family consists of a mother and her 12 year old daughter who is about to turn 13 but has a developmental age of less than 13 years. This family continues to be eligible as long as all other eligibility factors are met.

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[See Manual Section “404.23.3.28 – Questions – 404.11.2 – Child Disability, Injury or Impairment”](#)

## 404.11.3 Immunization

As specified in **§ 3041.46** (relating to immunization):

- (a) “A child receiving subsidized child care shall have received age-appropriate immunizations as recommended by the American Academy of Pediatrics. For facilities subject to certification by the Department, immunizations shall be provided as specified in **§§ 3270.131, 3280.131 and 3290.131** (relating to health assessment). Exemption from the immunization requirement shall be granted by the eligibility agency if:
  - (1) A child’s p/c objects to immunizations on religious grounds.
  - (2) A p/c indicates that a child’s medical condition contraindicates immunization.
- (b) If an otherwise eligible child does not have age-appropriate immunizations and is not exempt from immunization, the family shall be authorized for subsidy and the p/c shall be given 90 calendar days to obtain immunizations for the child and self-certify that the child has age-appropriate immunizations or that the child is exempt from the immunization requirement.”

# ***LOW-INCOME (LI)***

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In PELICAN CCW the CCIS must indicate the immunization status for each child. One of the following options must be selected based upon the circumstances:

1. Yes. Immunized.
2. No. Medical Reasons.
3. No. Religious Reasons.
4. No. In Process.
5. No. Not Willing to Immunize.

Option (1) above is the most commonly selected. Options (2) or (3) are to be selected when a p/c requests exemption from immunization, as appropriate. Option (4) above must be selected when a p/c requests additional time to obtain age-appropriate immunizations for a child. Option (5) above should only be selected if a p/c is adamant about not immunizing a child and refuses to declare an allowable exemption (i.e., medical or religious reasons). Option (5) should rarely be selected.

When the CCIS selects Option (4), PELICAN CCW starts a 90-day clock for eligibility. Unless the CCIS selects Options (1), (2) or (3) within the 90 days, when eligibility for enrollment is assessed and confirmed following Day 90, PELICAN CCW automatically fails the child.

Once the 90-day clock has been triggered in PELICAN CCW through the selection of Option (4) above, the clock continues until the count reaches Day 90.

If a child has received subsidized child care in the past while immunizations were pending, care was discontinued and care is later requested again for the child, PELICAN CCW has retained the original 90-day clock for eligibility based on the immunization requirement. Therefore, if 90 days have passed at the time care is requested again for the child, PELICAN CCW automatically fails the child unless Options (1), (2) or (3) above are selected. In this case, the p/c may not request an additional 90 days to obtain immunizations for the child. An Ineligible Notice is generated and the family is ineligible for subsidized child care until the child has all age-appropriate immunizations or the family claims an exemption as specified in [§ 3041.46\(a\)](#).

## EXAMPLES:

1. The CCIS receives an LI case in the Application Inbox, contacts the p/c two days later and, based on the conversation with the p/c, the CCIS selects “No. In Process” as the child’s immunization status. The CCIS then assesses and confirms eligibility for enrollment on 3/2 and the case is determined eligible. PELICAN CCW starts the 90-day clock on 3/2. The case closes on 4/14. On 6/10 (after the 90-day period has expired), the p/c requests care again for the child and the p/c indicates the child is not age-appropriately immunized. The immunization status remains “No. In process.” On 6/20, the CCIS assess and confirms eligibility for enrollment. PELICAN CCW fails the child for lack of immunizations.

# LOW-INCOME (LI)

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2. The CCIS receives an LI case in the Application Inbox, contacts the p/c two days later and, based on the conversation with the p/c, the CCIS selects “No. In Process” as the child’s immunization status. The CCIS then assesses and confirms eligibility for enrollment on 3/2 and the case is determined eligible. PELICAN CCW starts the 90-day clock on 3/2. The case closes on 4/14. On 5/7 (the 90-day period has not expired), the p/c requests care again for the child and the p/c indicates the child is not age-appropriately immunized. The immunization status remains “No. In process.” On 5/15, the CCIS assesses and confirms eligibility for enrollment. PELICAN CCW passes the child, but continues the original clock (i.e., the clock will not begin again on 5/15). The CCIS must send a MIL requesting verification of immunization. When eligibility for enrollment is assessed and confirmed following 5/31 (the 90-day period expired), PELICAN CCW will fail the child for lack of immunizations.

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[See Manual Section “404.23.3.29 – Questions – 404.11.3 – Immunization”](#)

## 404.11.4 Citizenship

**As specified in § 3041.47 (relating to citizenship), “A child receiving subsidized child care shall be a United States (U.S.) citizen or an alien lawfully admitted for permanent residence or otherwise lawfully and permanently residing in the U.S.”**

U.S. citizenship is required for the child ONLY. The p/c is NOT required to be a U.S. citizen, nor do siblings who are not requesting subsidized child care.

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[See Manual Section “404.23.3.30 – Questions – 404.11.4 – Citizenship”](#)

## 404.11.5 Attendance

**As specified in § 3041.18 (relating to attendance):**

- (a) **“The days for which the p/c establishes a need for child care shall be specified in writing by the p/c to the eligibility agency at the time the child is enrolled in subsidized child care.**
- (b) **A child is expected to attend child care at the provider on all days for which the p/c established a need for child care as specified in § 3041.14 (relating to subsidy benefits), unless the provisions specified in § 3041.21 (relating to subsidy suspension) apply.”**

When a CCIS determines that a child has had sporadic attendance over a two month period, the CCIS must establish whether a reduction in scheduled care is necessary or if the child is ineligible.

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[See Manual Section “404.23.3.31 – Questions – 404.11.5 – Attendance”](#)

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## 404.11.6 Absence

As specified in [§ 3041.19](#) (relating to absence):

- (a) “Upon notification from the provider that a child has been absent more than **5** consecutive days for which the child is scheduled to attend child care, not including days of a child’s illness, injury or impairment that precludes a child from attending child care, or other reason as specified in [§ 3041.21](#) (relating to subsidy suspension), the eligibility agency shall send the p/c an AA terminating the child’s eligibility and payment to the provider.
- (b) The notice shall inform the p/c of the following:
  - (1) The p/c shall report to the eligibility agency the date of the child’s return to care.
  - (2) Payment will not be terminated if the child returns to care by the date specified on the notice.
  - (3) If the child does not return to care by the date specified on the notice and there are no grounds for subsidy suspension, the child’s subsidy will be terminated effective the date specified on the notice.”

The p/c must report the date the child returns to care to the CCIS. The CCIS will pay for up to **5** days of absence; payment stops on Day **6**. If an AA was issued, payment resumes on the day the child returns to care within the AA period. If the child does not return within the AA period and there are no grounds for subsidy suspension, the child’s subsidy will be terminated the day following the expiration of the AA period. For information about “suspension”, see [Manual Section “404.9.6 – Subsidy Suspension.”](#)

**As specified in [§ 3041.19\(c\)](#), “If a child’s absences exceed 25 total enrollment days in the State’s fiscal year, the p/c is responsible to pay to the provider the provider’s verified published daily rate for each day of absence starting with the 26<sup>th</sup> day of absence. A child is considered absent only once during an enrollment day. Suspended days of service as specified in [§ 3041.21](#) are not considered days of absence.”**

**The family remains eligible even when a child or children in the family are absent for more than 25 total enrollment days. However, the CCIS will NOT pay the provider when the child or children is/are absent beginning with the 26<sup>th</sup> day of absence. When a child or children is/are absent for more than 25 days, the CCIS will zero-out the days of absence, beginning with the 26<sup>th</sup> day of absence to assure the provider is not paid for any absences beginning with the 26<sup>th</sup> day of absence. For additional information, see [Manual “408 – Enrollments & Co-payments.”](#)**

**NOTE: Provider closures, paid or unpaid, do NOT count as days of absence.**

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[See Manual Section “404.23.3.32 – Questions – 404.11.6 – Absence”](#)

# ***LOW-INCOME (LI)***

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## 404.12 EFFECTIVE DATE OF COVERAGE

**“The CCIS shall determine a family eligible retroactive to the date the family submitted a signed Application if the CCIS has received all information necessary to complete the Application and the verification provided by the p/c establishes eligibility,” as specified in § 3041.122(c) (relating to initial determination of eligibility).**

**As specified in § 3041.123 (relating to effective date of coverage):**

- (a) If the eligibility agency determines a family eligible for subsidized child care and if funding is available, coverage of child care costs is retroactive to the date the family submitted a signed Application.**
- (b) If the eligibility agency places a child on a waiting list following the determination of eligibility, coverage of child care costs must begin on the date funding is available.**

Effective dates: Initial Application

- Eligibility Date=Date Application is received/date stamped
- Waiting List Date=Eligibility date
- Enrollment Date=Eligibility date or date funds become available

Effective dates: Initial Application/Prospective Work

- Eligibility Date=Date Application is received/date stamped
- Waiting List Date=Eligibility date
- Enrollment Date=Date p/c begins work or date funds become available

Effective Dates: Redetermination

- Redetermination date is automatically set for 183 days from the date eligibility is assessed

If funds are not available to enroll a child following the determination of the family’s eligibility for subsidy, the CCIS must place an eligible child on a waiting list on a first-come, first-served basis. Placement on the waiting list must be determined by the date and time eligibility for the child was determined.

If a p/c requests subsidy for an additional child following the date the family was initially determined eligible for subsidy, the additional child must be placed on the waiting list according to the date and time that the p/c requests care for the additional child.

A p/c must select an eligible provider and enroll the child no later than 30 calendar days following the date the CCIS notifies the p/c that funding is available.

When a p/c does not select an eligible provider and enroll the child within 30 days, the child is ineligible for subsidized child care. On day 31, the CCIS must send an AA. Upon expiration of the AA, the CCIS must remove the child from the waiting list.

~~A p/c may need longer to enroll the child(ren) if the p/c chooses a Relative/Neighbor (R/N) provider. The p/c must identify the R/N within 30 calendar days, but the R/N approval process may be extended beyond 30 calendar days, as appropriate.~~



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EXAMPLE #1: Effective Date of Coverage/Waiting List:

Application date-stamped	3/1
Verification date-stamped	3/15
Date processed/eligibility determined	3/30
Eligibility date	3/1 (not 3/15)
Waiting list date	3/1 (not 3/15)
Date funds are available	6/18
Earliest effective date of child care payment	6/18 (not 3/1)

EXAMPLE #2: Effective Date of Coverage/No Waiting List

Application date-stamped	3/1
Verification date-stamped	3/15
Date processed/eligibility determined	3/30
Eligibility date	3/1 (not 3/15)
Earliest effective date of child care payment	3/1 (not 3/15)

As specified in [§ 3041.125](#) (relating to period of eligibility), “A family receiving subsidy remains eligible until determined ineligible.”

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[See Manual Section “404.23.3.33 – Questions – 404.12 – Effective Date of Coverage”](#)

## 404.13 PROCESSING A PAPER APPLICATION

Families can apply for subsidized child care either on-line through the COMPASS site or using a paper Application. The COMPASS Application should be the only on-line Application method for child care made available to families from a CCIS’s local website. However, CCISs may continue to make childcare Applications available for downloading from local websites.

Each family completes one Application and the processing period begins when a p/c submits an Application to the CCIS.

As specified in [§ 3041.121](#) (regarding Application):

- (a) “The eligibility agency shall make Applications for subsidized child care available to any person upon request.
- (b) A signed Application for subsidized child care under this chapter may be filed by a p/c on any day and at any time that the eligibility agency is open for business.
- (c) A p/c may submit an Application by mail, hand-delivery, facsimile or electronically.”



# ***LOW-INCOME (LI)***

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Every p/c has a right to apply for subsidized child care, even if the family appears to be ineligible. When a p/c contacts the CCIS to indicate the desire to apply for the Subsidized Child Care program, the CCIS must send the p/c the **Subsidized Child Care Application (CY868)**. The CCIS must inform the p/c that he/she may also come into the CCIS office to pick up and complete an Application.

In addition the CCIS:

1. May not limit the number of Applications distributed each day.
2. Must provide Applications to child care providers and to other community agencies that regularly interact with individuals who may need subsidized child care services.
3. Is not required to track the distribution of each Application.
4. May not limit the number of completed Applications accepted each day.

The p/c of the child may obtain an Application for subsidized child care from any CCIS. An Application for subsidized child care is made by completing the **Subsidized Child Care Application (CY868)** provided by the Department. The Application may be hand-delivered, mailed, emailed or faxed to any individual requesting an Application. A p/c may submit an Application by mail, hand-delivery, and facsimile or electronically on any day when the CCIS is open for business.

The CCIS must offer to send a **Subsidized Child Care Application (CY 868)** to any individual who makes an inquiry.

When the p/c comes into the CCIS to request information about the Subsidized Child Care program, the CCIS must provide the p/c with an **Subsidized Child Care Application (CY 868)**; permit the p/c to complete the Application prior to leaving the office; and assist the p/c in completing the Application when the p/c asks for assistance.

The CCIS will provide A Parent's Handbook to Subsidized Child Care to any p/c who applies for subsidized child care.

A **Subsidized Child Care Application (CY868)** must be submitted to the CCIS in the p/c's county of residence. Residents of Philadelphia and Allegheny Counties must submit the Application to the CCIS that has been assigned the responsibility for the zip code in which the applicant's residence is located.

As specified in **§ 3041.122** (dealing with initial determination of eligibility),

- (a) **“The eligibility agency shall stamp the date of receipt on the signed Application on the same day the eligibility agency receives the Application by mail, hand-delivery, and facsimile or electronically.**
- (b) **The eligibility agency shall determine a family's eligibility and authorize payment for subsidized child care no later than 10 calendar days following verification of all factors of eligibility. The eligibility agency may not delay a determination of eligibility beyond 30 calendar days following receipt of a signed Application from the p/c.**
- (c) **The eligibility agency shall determine a family eligible retroactive to the date the family submitted a signed Application if the eligibility agency has received all information necessary to complete the Application and the verification provided by the p/c establishes eligibility.”**

# ***LOW-INCOME (LI)***

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When the Application is received, the CCIS must:

1. Note the date and time of receipt on Application (CY868) and any information related to the Application process on the day it is received by mail, hand-delivery, and facsimile or electronically.
2. Review the Application and determine whether it is complete (i.e., signed **and** includes all necessary verification).
  - The Application does **not** need to be signed in order to begin the process of eligibility determination.
  - If the p/c submits an unsigned Application, the CCIS must determine whether a face-to-face interview with the p/c has been scheduled within the 30-day Application period. If the face-to-face interview is scheduled within the 30-day Application period, the CCIS must have the p/c sign the Application during the face-to-face interview.
  - If the face-to-face interview is not scheduled within the 30-day Application period, the CCIS must mail or fax the Application to the p/c for signature along with a MIL. The p/c must return the signed Application to the CCIS no later than Day 30 following the date the Application was received by the CCIS. If the CCIS does not obtain the signature with 30 days, the CCIS must determine the family ineligible.
  - Each p/c in the family and the spouse of each p/c must sign the consent form, which allows the CCIS to obtain verification of eligibility information.
3. Obtain the signature from each p/c in the family and the spouse of each p/c on the HIPAA form if possible. The p/c **is not required** to sign the HIPAA form. If the p/c refuses to sign the form, the CCIS must make note of this on the form and place it in the family file.
4. Enter the family information into PELICAN CCW and insure the County/Record Number is associated with the family file. For more information see [§ 3041.84](#) (relating to family file).
5. Establish and maintain a separate file for each family whose p/c applies for subsidized child care. The physical family file must contain all documentation. Hard copies of case comments are **NOT** necessary since an electronic version is available in PELICAN CCW. For additional information related to case comments, see [Manual "104 – Use of PELICAN CCW."](#)
6. Send a MIL to the p/c stating the need to submit to the CCIS all verification necessary to complete the Application within 30 calendar days from the date the CCIS received the signed Application, if the Application is incomplete. The CCIS should send the MIL as soon as it realizes necessary information is missing.

**NOTES:**

- The letter must include a listing of the specific verification the p/c must submit. The CCIS must assist the p/c in completing any missing information and obtaining verification if assistance is requested by the p/c.
- The deadline for the p/c's response is based on the action being completed (i.e., 30 days at Application, Redetermination Due Date at Redetermination or 10 days to verify a reported change).

# ***LOW-INCOME (LI)***

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- A MIL may be sent with an AA notice at the CCIS's discretion, but must indicate a deadline date no later than the Expiration Date of the AA.

EXAMPLE: If a MIL is sent at Application, the CCIS may give the p/c the usual 10 days to respond, or it can give her until day 30 (the due date to process the application). If the CCIS sends a MIL at Application, giving 10 days to respond, and the p/c responds within 10 days but only submits part of the information necessary, the CCIS may send a second MIL. If there are only, for instance, 7 days left until Day 30, the deadline given on the second MIL would be Day 30 of the application period (i.e., giving the p/c 7 days to respond).

- The CCIS may at its discretion make a courtesy call to the p/c, in conjunction with sending the MIL, to inform the p/c what information must be submitted and the deadline for submitting it.
  - A courtesy call to the p/c may be made in place of sending a second MIL if the CCIS thinks there is insufficient time to for the p/c to respond by deadline.
7. Determine eligibility, when the Application is complete and all verifications have been received, and authorize payment for subsidized child care no later than 10 calendar days following verification of all factors of eligibility.

NOTE: In no event shall the CCIS delay a determination of eligibility beyond 30 calendar days following receipt of a signed Application from the p/c. To give the p/c the benefit of the full 30 day application period, the CCIS must send the Eligible or Ineligible Notice on Day 31.

8. Send a written notice to the p/c following the determination of eligibility either confirming eligibility or ineligibility.

NOTE: An Ineligible Notice includes appeal rights, but does not offer 13 days to satisfy the condition that makes the family ineligible. When a case is determined ineligible in Intake/Pending mode, the case will close during the night batch. If the p/c timely appeals the Ineligible Notice, the CCIS can accept additional information and settle the appeal at the director's level, if the family is eligible. If the appeal is resolved, the CCIS must reopen the case with continuous eligibility and take the eligibility date back to the date of the original Application. If the p/c does not timely appeal, the p/c must reapply and the new Application date will be used to establish eligibility. For additional information, see [Manual "414 – Appeal & Fair Hearing."](#)

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If a family is determined eligible the CCIS must:

1. Notify the p/c of the eligibility using the Eligible Notice automatically generated by PELICAN CCW.  
  
**NOTE:** For additional information see **Manual “500 – Correspondence.”**
2. Send the Funds Available Letter or Funds Not Available Letter, as appropriate.
3. Enroll the eligible child into the Subsidized Child Care program and authorize payment retroactive to the date that the p/c submitted the Application if funding is available.
4. Send an Enrollment Summary to the family’s child care provider indicating the child(ren) is/are enrolled following the availability of funds.
5. Authorize payment for a child enrolled from the waiting list on a first-come, first-served basis on the date funding becomes available.
6. Conduct a face-to-face interview with the p/c. During the face-to-face interview, the p/c(s) should re-sign the Application in the presence of the eligibility agent for the purpose of verifying identity, usually by comparing the signature on the Application with that on the driver's license.

**NOTE:** During the face-to-face, the CCIS must provide the p/c with information about eligibility requirements and choices in selecting a provider, co-payments, rights and responsibilities and the requirement to notify the CCIS of changes in the family that may affect the family’s ability to meet the eligibility requirements. For additional information, see **Manual Section “404.9.3 – Face-to-Face Interview.”**

If the family does not meet the eligibility criteria or the CCIS does not receive all verification from the p/c necessary to complete the Application within 30 calendar days from the date the CCIS received the Application, the family is ineligible.

If the family is determined ineligible for subsidized child care, the CCIS must:

1. Send a written notice to the p/c confirming the following:
  - a. A listing of the information not provided or an explanation regarding the reason for the ineligibility.
  - b. The regulatory cite associated with the ineligibility.
2. Indicate “Ineligible” on the Application.
3. Record all information in the case comments within PELICAN CCW.

The Application process ends when one of the following occurs:

1. The family is determined ineligible.
4. The family is determined eligible.
5. The p/c voluntarily withdraws their Application.

**NOTE:** The p/c may voluntarily withdraw their Application at any time. For additional information regarding voluntary withdrawal, see **Manual Section “404.19 – Voluntary Withdrawal.”**

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The Intake process begins when a household submits an Application for subsidized child care and ends with eligibility determination or voluntary withdrawal.

PELICAN CCW uses case modes and statuses to control what information a worker can view or update during the lifespan of a case. PELICAN CCW has three “Modes”:

1. **Intake** - A case begins in “Intake” mode when a worker enters the initial Application.
2. **Ongoing** - When the worker confirms eligibility on an eligible Application, the case mode changes to “Ongoing” mode, where it will remain until the case is closed or a redetermination is initiated.
3. **Redetermination** - When the redetermination process is initiated, the case mode changes to “Redetermination” mode. When the redetermination is complete, the mode reverts to “Ongoing” mode for maintenance.

Every case is assigned one of four “Case Statuses” in PELICAN CCW:

1. **Pending** - During the initial Application, a case remains in “Pending” status until eligibility is confirmed.
2. **Open** - If the case passes eligibility it moves to “Open” status and remains there until it is closed.
3. **Closed** - If a case fails eligibility, the family voluntarily withdraws or a previously eligible case loses eligibility, its status will change to “Closed”.
4. **Reopen** - If a client with a closed case reapplies in the same county, the reopen functionality is used to process the new Application. The case moves into “Reopen” status until the eligibility is assessed and confirmed. Then the case will either move to “Open” or “Closed” status depending on the eligibility results.

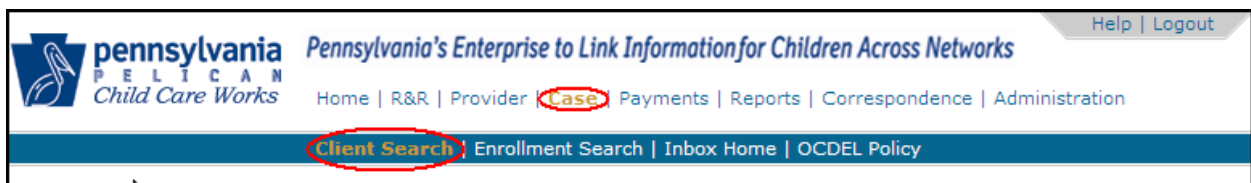
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[See Manual Section “404.23.3.34 – Questions – 404.13 – Processing a Paper Application”](#)

## 404.13.1 Performing a Search in PELICAN CCW

Before creating a new case, the CCIS must perform a search to ensure the p/c does not already exist in PELICAN CCW. To conduct a search:

1. From the Home page click “Case” from the Main Navigation bar.
2. Click “Client Search” on the Sub Navigation bar.



# LOW-INCOME (LI)

3. Enter search criteria and click “Search.” There are three methods used to search for a p/c or any member of a case.
  - a. A simple search is used when unique identifying information is known about an individual (i.e. SSN, date of birth (DOB) or individual number).
  - b. A name search returns anyone with the same name and names that are similar to the name that was entered.
  - c. A demographic search provides the information related to the demographic data (State, City, County, ZIP, Office) entered. A demographic search is used as a stand-alone search or in addition to search terms entered in the name search fields.

The screenshot shows the 'Subsidy Client Search' interface. At the top, there is a navigation bar with the logo for 'pennsylvania PELICAN Child Care Works' and the tagline 'Pennsylvania's Enterprise to Link Information for Children Across Networks'. Below this is a secondary navigation bar with links for 'Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration'. The main content area is titled 'Subsidy Client Search' and contains three search sections. The 'Simple Search' section has input fields for 'Individual Number', 'SSN', 'Phone Number', 'County/Record Number', and 'DOB'. The 'Name Search' section has radio buttons for 'String Search' (selected) and 'Soundex Search', and input fields for 'Last Name' and 'First Name'. The 'And/Or Demographic Search' section has dropdown menus for 'State', 'County', 'Office', 'City', and 'Zip'. At the bottom left, there are 'SEARCH' and 'RESET' buttons.

4. Determine if a result is returned.
  - a. Result is returned—Click the “Individual Name” hyperlink to determine if the individual’s information matches the Application information.
    - i. Individual’s name and DOB matches—continue to Step 5.
    - ii. Both the individual’s name and DOB do not match (other information does not match)—go to Step 4b: Result is not returned.

Either the individual’s name or DOB does not match (other case information does not corroborate identity)—**STOP!** Request policy-acceptable identity verification from the p/c before proceeding.

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---

- b. Result is not returned
  - i. **After using SSN**—Click “Reset”, then enter the client’s name and click “Search.” Repeat Step 4.
  - ii. **After using client name**—If there is a reason to believe the client’s Last Name has changed recently, perform an additional search using any maiden name provided or by entering “First Name” and “DOB” and clicking “Search.”
  - iii. **After exhausting search options**— Click “Create New Case.”

**NOTE:**

Every person in the Master Client Index (MCI) is assigned an Individual Number that is used in every PELICAN CCW case in which that person is a family member. **The CCIS should never create a new individual in PELICAN CCW when the individual is known to MCI.**

5. If the case is:
  1. **Open**—update information as needed.
  2. **Open in another county**—ask the supervisor to contact the other county.
  3. **Closed**—use the reopen functionality to reopen the case.


If custody of a child is shared between the mother and the father and both receive subsidized child care, or if a client has a prior case in PELICAN CCW, the *Client Selection* page displays when you click on the name hyperlink on the *Client Search* page.

The CCIS must compare Co/Record Numbers, Address and Status to determine which case to access. This page only displays if the client is listed in more than one case, otherwise the Case Summary page displays.

For new cases, PELICAN CCW automatically prompts you to enter household information, individual information, relationship information, and care requested information. Before determining eligibility, additional pages may need to be accessed in order to add information.

To proceed with the Intake process, click either an “Individual Name” hyperlink or click “New” to create a new case. If the CCIS clicks “New” on the *Subsidy Client Search* page, PELICAN CCW displays the *Household Information Detail* page.

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### Subsidy Client Search

**Search Criteria**  
Last Name   
First Name   
County

Individual Name	Individual Number	DOB	SSN
<a href="#">SMITH, ANGELA L</a>	26	11/18/1975	***-**-5602
<a href="#">SMITH, ANGELA E</a>	58	08/31/1976	***-**-6671
<a href="#">SMITH, ANGELA</a>	62	07/19/1975	***-**-6571

1 Page 1 of 1

[NEW](#)

**Simple Search**  
Individual Number  County/Record Number  /   
SSN  DOB   
Phone Number

---

**Name Search**  String Search  Soundex Search  
Last Name  First Name   
**And/Or Demographic Search**  
State  City   
County  ZIP   
Office

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# ***LOW-INCOME (LI)***

---

## 404.13.2 Entering Household Information

The *Household Information Detail* page is used to enter general Application information, address, contact and Pennsylvania residency information for the client.


For a new case, select a “Workload Assignment” from the “Select...” drop-down box.

1. Enter “General Information.” The “Date Application Received” and “Time” fields represent the date and time children will be placed on the waiting list for a new case if a waiting list exists for your county/office. This date is based on the date and time stamp on the Application. The “Date Application Received” is the earliest date a client can be made eligible and can have enrollments established. This date can be in the past but not in the future. The “Date Documents Received” and “Time” fields refer to the date and time the last piece of eligibility-related correspondence was received. The “Face to Face Date” and “Face to Face Waiver Reason” fields indicate when the interview was completed or the reason the face-to-face was waived.

NOTE: “Case CAMIS ID” is no longer relevant to cases in PELICAN CCW. Nothing is entered here.

2. Enter “Home Address” information. PELICAN CCW automatically determines whether the case address entered is a valid postal address. You must select the correct household language preference since this information is used for federal reporting.
3. Enter “Contact Information.”
4. Enter “Other Information.”
5. Click “Continue.”

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### Household Information Detail

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
--------	--------	--------	--------	------	------------------	-------------

#### Workload Assignment

Workload\*

County\*

---

#### General Information

Case CAMIS ID

Date Application Received\*  Time\*

Date Documents Received  Time

Face to Face Date  Face to Face Waiver Reason

---

#### Home Address

Street Address\*

City\*  State\*  Zip\*  V\*

Address Geo-Coded?

What school district does the family live in?

What is the language preference of the household?\*

---

#### Contact Information

Home Phone Number\*\*  Best Time to Call

Work Phone Number\*\*  Ext.  Best Time to Call

Mobile Phone Number\*\*  Best Time to Call

Email Address

Preferred Method of Contact\*\*

---

#### Other Information

Does parent/caretaker live in Pennsylvania?\*  Yes  No

If Yes, Effective Date

Housing Assistance  Yes  No

Receiving Food Stamps  Yes  No

Federal Cash Income  Yes  No


Federal Declared Emergency

# LOW-INCOME (LI)

The *Address Clearance* page appears. The Subsidy Case Address Detail section of the page allows you to compare the address entered to valid geocoded addresses in the postal system. To proceed with an address match, click the radio button next to the match, then click "Continue."

Some addresses do not validate. If PELICAN CCW does not produce a valid match, proceed by clicking the "Continue with unvalidated address" radio button and then click "Continue."

6. On the *Address Clearance* page, click a radio button for either a "Potential Address" match or to "Continue with unvalidated address."
7. Click "Continue."



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### Address Clearance

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22						

#### Subsidy Case Address Detail

You Entered

Address Line 1	Address Line 2	Address Line 3	City	State	Zip
300 NORTH VINE STREET			MIDDLETOWN	PA	17057

#### Potential Address Matches

Address Line 1	Address Line 2	Address Line 3	City	State	Zip	Geocoded	Sel
300 VINE ST			MIDDLETOWN	PA	17057-2254	Yes	<input type="radio"/>

Continue with unvalidated address

CONTINUE

CANCEL

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# LOW-INCOME (LI)

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## 404.13.3 Entering Individual Information

The *Individual Information Detail* page is where the CCIS enters the individuals included in the case; the demographic information related to each individual and where the CCIS designates the primary caretaker and other case members.

1. On the *Individual Information Detail* page, enter name information. (The primary caretaker is designated by the radio button.)
2. Enter the DOB and click the corresponding “V” drop-down box and select a verification type from the list.

NOTE: As part of the intake process, the CCIS must verify the client's data reported on the Application. For many fields, PELICAN CCW requires you to select from the appropriate verification types (i.e., “Self-Certification”, “Self-Declaration”, “Verified”, “Not Available” and “Pending.” “Verified” is used to indicate that documentation was received and the documentation satisfies the verification requirements. The CCIS must also select “Verified” in a child in a joint custody case when the verification is marked as “Verified” in the other case. “Not Available” is used to indicate that a client is unable to provide the verification for a required field and causes the case to fail eligibility.

3. Click the “Sex” drop-down box, and select the individual’s gender from the list.
4. Enter “SSN” and SSN Verification.

NOTE: SSN is not a required field. An SSN should be entered only if the CCIS has seen the Social Security card or other documentation that lists the SSN. The SSN will be displayed in full on this page within PELICAN CCW only. All other pages will display the SSN in a “masked” format, showing only the last four digits.

5. Enter “Citizen Status”, click the corresponding “V” drop-down box and select a verification type from the list.


NOTE: Hovering the cursor over the “Citizen Status”, “Marital Status”, “Race” and “Ethnicity” titles will provide descriptions of the options available.

6. Select the individual’s “Race.”

NOTE: Use the race code “Unknown” only if no race is listed on the Application and the race is unable to be determined. If no race is listed on the Application, visually identify the race of an applicant from a photo ID or from observation during the face-to-face interview. The CCIS may ask the individual what race he considers himself. If the race cannot be determined and “Unknown” is entered, follow up and establish a race. Multiple races may be selected by selecting more than one checkbox.

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7. Select the individual’s “Ethnicity” from the drop-down box.  
 NOTE: “Ethnicity” is not a mandatory field. However, for federal reporting and MCI, this should be determined and entered.
8. Click “Continue.”
9. If the *Individual Clearance* page displays, select either the Potential Match using the radio button or Individual Unknown to MCI, Create New Individual and click “Continue.”
10. Click “New” on the Individual Information Detail page to add other family members.



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**Individual Information Detail** Select... GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

214: A new Client has been successfully added. ( ) added as ( )

**Basic Individual Information**

Primary Caretrk*	Last*	First*	M	Suffix	DOB*	V*	Sex*	SSN	V	Delete
<input checked="" type="radio"/>			<input type="checkbox"/>	Select...	09/26/19	V	Female		Select...	<input type="checkbox"/>
<input type="radio"/>			<input type="checkbox"/>	Select...	08/03/20	V	Male		Select...	<input type="checkbox"/>

[NEW](#)

---

**More Individual Information**

Individual	Citizen Status*	V*	Marital Status	Race*	Ethnicity*	Highest Grade Level	Participation Begin Date*
	CZN	V	1	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7	N	Select...	09/11/2009   8   -37   -AM
	CZN	V	1	<input type="checkbox"/> 1 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7	N	Select...	09/11/2009   8   -37   -AM


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11. Follow steps 1—10 for each family member.

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- After all family members are added, click “Continue.” Then click “Continue” again.

**NOTE:** PELICAN CCW performs an Individual Clearance when an individual is entered into PELICAN CCW to determine if the individual is known to MCI. If the individual is known to MCI, the “Loc” column will display a code indicating to which DPW system the individual was originally entered.



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**Individual Clearance** Select. . .

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22	8184352	CCIS of Dauphin County	Pending	Intake	MADISON, BETTY	0127

**Clearance**

Potential Matches Exist For The Following Individual

Last	First	MI	Suffix	DOB	Sex	Race	SSN	SSN Verification
MADISON	JOHN			11/02/2005	Male	White		

Select If One Of The Following Is The Individual (links to known Individuals)

Last	First	MI	Suffix	DOB	Sex	Race	SSN	SSN Verification	Indiv	Loc	Match Score	Sel
MADISON	JOHN	M		11/30/1943	Male	White	***-**-9064	Unverified/Pending Verification	987803334	12	70	<input type="radio"/>

Individual unknown to MCI, create new Individual

---

If one or more potential matches are identified, PELICAN CCW offers a list of potential matches from which the CCIS can choose. PELICAN CCW displays matches between 70 and 100 percent. If PELICAN CCW displays a match with a score of 98 or above, the CCIS cannot create a new individual. The CCIS may not select an individual rated between 70 and 98, unless the CCIS is certain the individual is not a match to the person entered. If you are unsure of whether the individual is a match, see [Manual Section “404.14.4 – Individual Clearance Issues.”](#)

# LOW-INCOME (LI)

If an individual was entered in PELICAN CCW more than once, the *Subsidy Case Selection* page displays after the Individual Clearance process. It displays in the following situations:

- A child is in a joint custody and receives subsidized child care in two cases (i.e., in both the mother’s and father’s cases); or
- An eligible p/c wishes to reapply for care after the case was closed in another county.

The *Subsidy Case Selection* page displays to assist the CCIS in ensuring that duplicate individuals are not created in PELICAN CCW.

NOTE: When an individual is in more than one case, any updates to the individual information (i.e., SSN, Race, DOB, etc.) will update the individual’s information for all cases in which the individual is participating or has participated, whether open or closed.

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## 404.13.4 Entering Relationship Information

The *Relationship Detail* page enables the CCIS to capture the relationships between the primary caretaker (i.e.; the individual who applied or is listed first on the Application) and all individuals in the case. The p/c appears above the drop-down box. The CCIS must indicate a relationship for each individual in the case.

1. On the *Relationships Detail* page, select each individual’s relationship to the p/c.

NOTE: The CCIS ***may not*** select "Child" from the dropdown box.

2. Click “Save and Continue.”

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### Relationships Detail

Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	SMITH, ANGELA M	0117

SMITH, ANGELA M (34) has a

Daughter BRADDY, ARASHAE M (14) \*

Son SMITH, CHANCE (6) \*

**SAVE AND CONTINUE** HISTORY

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# LOW-INCOME (LI)


## 404.13.5 Entering Child Care Request Information

The CCIS indicates for which child(ren) the family has requested subsidized child care on the *Care Request* page by completing the following steps:

1. Select the “CC Request” checkbox for each child who needs care.
2. Select options from the “Age Appropriate Immunization” and “Verification” (“V”) fields.
3. If the child is in a shared custody situation, select the “Joint Custody/Multiple Case” checkbox and enter a “Moved into Joint Custody/Multiple Case” date.
4. If the child is in HS, enter a begin date in the “Head Start Begin Date” field and select a “Verification” option. Do not enter an end date in the “Head Start End Date” field until the child is no longer attending HS. For additional information regarding eligibility for HS, see **Manual “403 – Special Eligibility Programs.”**

**NOTE:** The columns labeled “Head Start Begin Date” and “Head Start End Date” are also used to enter PK begin and end dates.

5. Click “Save.” The *Case Summary* page appears.



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**Care Request**

Select...

**GO**

---

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	SMITH, ANGELA M	0117

---

Individual	CC Request	Reason Ending Care	Age Appropriate Immunization	V
SMITH, CHANCE	<input checked="" type="checkbox"/>	<span>Select...</span>	<span>Yes. Immunized</span>	<span>Self-Certified</span>
BRADDY, ARASHAE M	<input type="checkbox"/>	<span>Select...</span>	<span>Select...</span>	<span>Select...</span>

---

Individual	Joint Custody/Multiple Case	Moved into Joint Custody/Multiple Case	Head Start Begin Date	Head Start End Date	V (Head Start)
SMITH, CHANCE	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<span>Select...</span>
BRADDY, ARASHAE M	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<span>Select...</span>

---

**SAVE**
**HISTORY**
**CASE PROFILE SUMMARY**
**CANCEL**

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## 404.13.6 The Case Summary Page

Once you have entered the Household Information, Individual Information, Relationship and Child Care Request information, PELICAN CCW moves you to the *Case Summary* page. The CCIS may use the *Case Summary* page to validate and correct the information entered on the *Household Information, Individual Information, Relationship and Care Request* pages.

The top portion of the page enables the CCIS to edit the information in the Address and Contact Information section of the page. Clicking “Update” moves you to a detail page where the information may be updated. The “Family Size,” “Adjusted Annual Income,” “Redetermination Date,” “Number of Children Needing Care,” “Weekly Co-pay” and “Under Adverse Action” indicator are displayed after eligibility is confirmed. The “Local ID” button is used, based upon the general business practices established by the CCIS, to enter Local ID information for the case.

The bottom portion of the page displays the “Case Eligibility” and “Case Members” sections. The “Case Eligibility” section enables the CCIS to move to the *Child Care Program* page by clicking “Assess Eligibility.” Clicking “Individual Information” takes you to a detail page where the CCIS can change basic individual information, and add or delete individuals from the case. “Case Eligibility” and “Case Member Eligibility Status” and eligibility dates are only populated after eligibility is confirmed.

Once a case is established, a “Redetermination” button appears at the bottom of the page and the full redetermination process can be started by clicking this “Redetermination” button. The “Redetermination” button is ***ONLY*** used when the case is undergoing a full redetermination. When making updates to case information or completing a partial redetermination the CCIS should not use the “Redetermination” button. For more information about “redetermination”, see [Manual Section “404.18 – Redetermination.”](#)


To complete a partial redetermination, the CCIS must complete the following steps:

1. Verify information on the *Case Summary* page and make changes as needed.
2. To correct or update Address and Contact Information, click “Update”, correct or update the information, and click “Save.”
3. To correct/update any other information, click “Case Profile Summary” at the bottom of the page and navigate to the appropriate page.

**NOTE:** Navigation to other pages can occur from the *Case Profile Summary* page (which also shows when information was last updated) or other pages can be accessed through the “Select...” drop-down box in the upper right of each page.

**The history icon displayed in the last column of the Case Members section is used to access the individual absence information for each child in the case.**

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### Case Summary

[GO](#)

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
23		CCIS of Dauphin County	Open	Ongoing	, SONIA	0107

#### Address and Contact Information

Address: HARRISBURG, PA 17104

Home Phone Number	645-234-	X 56	Best Time to Call	
Work Phone Number	767-651-	X 51	Best Time to Call	DAYTIME
Mobile Phone Number	875-191-	X 41	Best Time to Call	

Email Address: \_\_\_\_\_

Preferred Method of Contact: Mail

[UPDATE](#)

---

#### Case Information

Date Application Received	08/31/1998 12:00:00 AM	Number of Children Needing Care	4
Family Size	5	Weekly Co-pay	\$5.00
Adjusted Annual Income	\$23,141.94	Under Adverse Action	NO
Under Appeal	NO		
Redetermination Date	08/10/2010		

[LOCAL ID](#)

---

#### Case Eligibility

CC Program	Eligibility Status	Effective Begin Date	Effective End Date
Low income	Eligible	08/31/1998	

[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
		Self	08/31/1998 12:00:00 AM		Eligible Adult	08/31/1998	
		Son	06/04/2003 12:00:00 AM		Eligible Child	06/04/2003	
		Daughter	03/24/2001 12:00:00 AM		Eligible Child	03/24/2001	08/04/2006
	Not Requesting Child				08/05/2006	04/23/2008	
	Eligible Child				04/24/2008		
		Daughter	10/01/1999 12:00:00 AM		Eligible Child	10/01/1999	08/04/2006
	Not Requesting Child				08/05/2006	01/25/2007	
	Eligible Child				01/25/2007		
		Son	08/31/1998 12:00:00 AM		Eligible Child	08/31/1998	04/28/2010
	Not Requesting Child				04/29/2010	07/21/2010	
	Eligible Child				07/22/2010		

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[CORRESPONDENCE SEARCH](#)

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[REDETERMINATION](#)

[CASE PROFILE SUMMARY](#)

UserID: t-test21 | Office: CCIS of Dauphin County
System Acceptance Test | Version 11.6.0.74

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# ***LOW-INCOME (LI)***


---

## 404.13.7 Entering Employment Information

The CCIS may enter employment information by completing the following steps in PELICAN CCW:

1. Click the “Employment and Wage” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...drop-down”, select the hyperlink and click “Go.”
2. On the *Employment and Wage Summary* page, click “New.”
3. On the *Employment and Wage Detail* page, select the appropriate “Individual.”
4. Enter the “Employment Begin Date.”
5. Enter “Employment Address” information.
6. Enter an “Effective Begin Date” for pay stub or estimated income.
7. Click “Yes” or “No” radio buttons to answer the questions about receiving pay stubs and having sufficient pay stubs to determine eligibility.
8. Enter “Income Frequency,” “Estimated Income” and “Hours per week” from the Employment Verification (EV) Form if there are not sufficient pay stubs to determine eligibility.
9. Select/Enter information in the “Employment Verification (EV) Details” section.
10. Click the corresponding “V” drop-down box and select an option from the list.
11. Click “Save.”
12. Repeat steps 2—11 for each employer (for each p/c).

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### Employment and Wage Detail

[GO](#)

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

Individual\*

Employment Begin Date\*       Employment End Date

Reason for Termination

---

### Employment Address

Employer Name\*       Employer Phone Number  Ext.

Employer Address

City\*       State\*

Zip  -

---

### Employment Income

Effective Begin Date\*

Will/Does parent/caretaker receives paystubs?\*       Yes    No

Will/Do you have sufficient paystubs to determine eligibility?\*       Yes    No

**If No,**

Income Frequency

Estimated Income (from EV)       Hours per week

**If Yes,**

Pay Date	Frequency	Hours Worked	Average Tips	Gross Amt. before taxes and deductions	V	Pay Rate Per Hour
<input type="text"/>	<input type="text" value="Select..."/>	<input type="text" value="0"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	<input type="text" value="Select..."/>	\$ 0.00
<input type="text"/>	<input type="text" value="Select..."/>	<input type="text" value="0"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	<input type="text" value="Select..."/>	\$ 0.00
<input type="text"/>	<input type="text" value="Select..."/>	<input type="text" value="0"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	<input type="text" value="Select..."/>	\$ 0.00
<input type="text"/>	<input type="text" value="Select..."/>	<input type="text" value="0"/>	\$ <input type="text" value="0.00"/>	\$ <input type="text" value="0.00"/>	<input type="text" value="Select..."/>	\$ 0.00

---

### Employment Verification (EV) Details

New Hire\*       Yes    No      First Pay Date

Temporary / Seasonal / Landscape Worker\*       Yes    No      Estimated End Date

Educational Institutions Worker / Strike / Temporary Layoff\*       Yes    No      Break Begin Date

Break End Date

Maternity Leave\*       Yes    No      Maternity Leave Begin Date

Date Returned from Maternity Leave

V (Maternity Leave)

V (Employment)\*       Date Change Reported

---

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# LOW-INCOME (LI)

## 404.13.8 Entering Teen Parent Education Information

The CCIS may enter teen parent education information by completing the following steps in PELICAN CCW:

1. Click the “Teen Parent Education” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. On the *Teen Parent Education Summary* page, click “New.”
3. On the *Teen Parent Education Detail* page, select the appropriate “Individual.”
4. Enter “Effective Begin Date.”
5. Enter “School” information.

**NOTE:** Full Time and Part Time are determined by the classification of the education program, not by the number of hours the teen attends.

6. Select a Verification option.
7. Click “Save.”

**NOTE:** OCDEL Division of Policy recommends setting a Tracking Date alert as a reminder to follow up with the teen parent prior to the end of school to determine if the teen will graduate or if the teen will work over the summer and need continued child care.

The screenshot displays the 'Teen Parent Education Detail' form in the PELICAN CCW system. At the top, there is a navigation bar with the logo and 'Pennsylvania's Enterprise to Link Information for Children Across Networks'. Below this is a search bar with a 'GO' button. The main form area includes a table with columns: County (22), Record (?), Office (CCIS of Dauphin County), Status (Pending), Mode (Intake), Parent/Caretaker, and Caseload ID (0127). Below the table, there are several input fields: 'Individual\*' with a dropdown menu, 'Effective Begin Date\*' and 'Effective End Date' with text boxes, a 'School' section with 'School Name', 'School Type\*' (dropdown), 'Hours\*' (dropdown), 'Anticipated Completion Date' (text box), 'V\*' (dropdown), and 'Date Change Reported' (text box). At the bottom, there are 'SAVE' and 'CANCEL' buttons.

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# LOW-INCOME (LI)

## 404.13.9 Entering P/C Training Information

The CCIS may enter p/c training information by completing the following steps in PELICAN CCW:

1. Click the “Parent/Caretaker Training” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. On the *Parent/Training Summary* page, click “New.”
3. On the *Parent Training Detail* page, select the appropriate “Individual.”
4. Enter “Effective Begin Date.”
5. Enter the “School” information.
6. Select a Verification option.
7. Click “Save.”

**NOTE:** Do not use the *Parent Training Detail* page for a teen parent who is attending GED or high school.



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### Parent Training Detail

Select... GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

Individual\* Select...

Effective Begin Date\*  Effective End Date

---

#### Training Program

Training Institution

Hours per Week\*  Anticipated Completion Date

v\* Select... Date Change Reported

---

SAVE CANCEL

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# LOW-INCOME (LI)


## 404.13.10 Entering P/C Disability Information

The CCIS may enter p/c disability information by completing the following steps in PELICAN CCW:

1. Click the “P/C Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. On the *Parent Disability Summary* page, click “New.”
3. On the *Parent Disability Detail* page, select the appropriate “Individual.”
4. Enter “Disability Onset Date” and other disability information.

**NOTE:** If “Able to take care of children” or “Able to meet work requirement” questions are checked “Yes”, the p/c must meet the work requirement.

5. Select a “Verification” option.
6. Click “Save.”

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

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### Parent Disability Detail

Select... GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

Individual\*

Disability Onset Date\*  Disability End Date

---

#### Physical Disability

Disability Type\*  Review Date

Receiving Disability Income  Application Date

Able to take care of children\*  Able to meet work hours requirement\*

V\*  Date Change Reported

SAVE CANCEL

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# LOW-INCOME (LI)

## 404.13.11 Entering Child Disability Information

The CCIS may enter a child’s disability information by completing the following steps in PELICAN CCW:

1. Click the “Child Disability” hyperlink on the Case Profile Summary page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. On the *Child Disability Summary* page, click “New.”
3. On the *Child Disability Detail* page, select the appropriate “Individual.”
4. Enter a “Disability Onset Date.”
5. Click the “Disability Type” from the drop-down box.

**NOTE:** PELICAN CCW will maintain eligibility for the child until the child turns 19. If “Developmental” was selected, the provider is paid at a higher rate.

6. Select a “Verification” option.
7. Click “Save.”

The screenshot shows the 'Child Disability Detail' form in the PELICAN CCW system. At the top left is the logo for 'pennsylvania PELICAN Child Care Works' and the tagline 'Pennsylvania's Enterprise to Link Information for Children Across Networks'. Navigation links include Home, R&R, Provider, Case, Payments, Reports, Correspondence, and Administration. A secondary navigation bar includes Client Search, Enrollment Search, Inbox Home, and OCDEL Policy. The form title is 'Child Disability Detail' with a 'Select...' dropdown and a 'GO' button. Below this is a table with the following data:

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22	8184140	CCIS of Dauphin County	Pending	Intake		0901

Below the table are several input fields:

- Individual\* (dropdown menu)
- Disability Onset Date\* (text input)
- Disability End Date (text input)
- Disability Type\* (dropdown menu)
- Developmental Age (in Months) (text input)
- Review Date (text input)
- V\* (dropdown menu)
- Date Change Reported (text input)

At the bottom of the form are 'SAVE' and 'CANCEL' buttons.

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## 404.13.12 Entering Income & Deductions

For information regarding entering income and deductions, see [Manual “406 – Income”](#).

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# ***LOW-INCOME (LI)***

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## 404.14 MANAGING THE APPLICATION INBOX

COMPASS is a website designed for the general public to obtain information and apply for assistance programs offered by the Department including Cash Assistance, Food Stamps, Energy Assistance, Medical Assistance and Child Care. The general public is able to complete a screening for potential eligibility, complete an Application for child care assistance and search for child care providers online. COMPASS is accessed via the following web address: [www.compass.state.pa.us](http://www.compass.state.pa.us). Users of COMPASS are required to create a login and password for secure access to their benefits information.

Applicants are automatically assigned an e-Form Number that begins with a “W.” Applicants must also choose a password. This allows the applicant to complete the COMPASS Application at a later time (up to 30 days from when e-form number is assigned, or until Application is e-signed and submitted) and check the status of a completed COMPASS Application. A Hint question and Answer can be entered to assist applicants with logging in if they forget their password. The COMPASS Application pages collect the same information as the paper Application (CY868). If applicants apply for multiple services, the questions are modified to include the information required for all the services selected. Applicants can check the status of a submitted Application by going to “My COMPASS Account.” The CCIS contact address is displayed for the applicant in COMPASS.

COMPASS applicants use an e-signature and are required to agree to the terms of the e-signature process and enter the last four digits of their SSN. If an applicant does not wish to enter this SSN information or does not have an SSN, the applicant may not use the COMPASS Application process. The applicant may use the paper CY868 process, however. See **Manual Section “404.13 – Processing a Paper Application”** for information about the paper Application process. The applicant may print the Application from COMPASS, complete it and mail it to the CCIS if the p/c prefers to not enter his SSN.

COMPASS Applications are assigned and sent to the CCIS based on the county the applicant selected as their county of residence in COMPASS, with the exception of Philadelphia and Allegheny counties. Philadelphia and Allegheny county Applications are not routed based on county. Once an Application has been completed in COMPASS, the applicant is given the Name, Address and telephone number of the CCIS that is handling their Application as described previously. Applicants can also obtain directions and a map to their local CCIS office from COMPASS. When a COMPASS Application is submitted, the data is automatically sent to PELICAN CCW in a nightly batch process. If system problems occur during the processing of data from COMPASS to PELICAN CCW, COMPASS attempts to resend it daily until it is received by PELICAN CCW.

It is not the CCIS agency’s responsibility to provide technical support to COMPASS users. Questions regarding the use of COMPASS should be directed to the DPW Help Line at the following number: 1-800-692-7462. The CCIS must respond to applicant questions regarding their child care Application only.

**NOTE:** Teen parents may complete a COMPASS Application on their own, without having to include their p/c on the application. Teen parents may experience some confusion when completing the online application because it references the “primary caretaker” or “adult household member,” but the teen parent may fill in her name as this person in order to apply online for child care services.

# LOW-INCOME (LI)

In PELICAN CCW, the COMPASS e-Form number translates to the Application Number, but the Application number drops the “W.” If an applicant calls the CCIS, they may provide their e-Form number. The CCIS should relate this to the Application Number in PELICAN CCW.

CCIS staff may access PELICAN CCW’s Application Inbox via the *Inbox Home* page. Select “Case” on the Main Navigation Bar. Then select “Inbox Home” on the Sub Navigation bar. The *Inbox Home* page displays the total number of records not yet reviewed within each Inbox. This corresponds to records displayed in the default search. Clicking the desired Inbox hyperlink opens that Inbox.

The screenshot shows the 'Inbox Home' page of the PELICAN CCW system. The page header includes the logo for 'pennsylvania PELICAN Child Care Works' and the tagline 'Pennsylvania's Enterprise to Link Information for Children Across Networks'. Navigation links include 'Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration'. A secondary navigation bar shows 'Client Search | Enrollment Search | Inbox Home | OCDEL Policy'. The main content area is titled 'Inbox Home' and contains a list of inbox categories: 'CIS Inbox > Cases[1]', 'Update Inbox > Cases[0]', 'Application Inbox > Applications[15]', and 'Redetermination Inbox > Applications[0]'. The 'Application Inbox' item is highlighted with a red border. A message states: 'This dashboard will link you to necessary inboxes'. The footer shows 'UserID: t-test221 | Office: CCIS of Dauphin County'.

The Application Inbox is similar to the CIS Inbox and Update Inbox. The difference is the Application Inbox houses COMPASS Applications waiting to be processed; the CIS Inbox and Update Inbox automatically process data. When an Application appears in the Application Inbox, a case has not been created. At this point, only Application data has been received and it remains in a “holding tank.” The CCIS must process this information in order to create a case.

A case is not created in PELICAN CCW until the Application has been completely processed and the message, “Case successfully created” is displayed. Records in the Application Inbox are identified by the e-Form Number assigned by COMPASS.

# ***LOW-INCOME (LI)***

---

PELICAN CCW does not use the preceding “W” that COMPASS assigns. Applications default to the “0001” Workload.

Records are displayed with the most recently received first. Using the Sort Order radio buttons, records can be sorted by Date Received, Individual Name and Application Status.

The system displays the Application records when the Application Inbox is clicked.

Inbox Search allows record search by:

1. “Application Number”
2. “SSN”
3. Name
4. Demographics
5. Dates (From default date indicted to today’s date minus 60 days)
6. “Application Status”
7. “Review” status
8. “Process Status”
9. “Application Details”

NOTE: This search can be performed for 60 days. After 60 days, all Applications are purged from the Application Inbox.

The Application Details section allows searches for various Application scenarios relating to how the applicant submitted the Application.

# LOW-INCOME (LI)

The CCIS may search for an Application by indicating one or more of the following:

1. “Simultaneously applying for TANF/CASH Benefits” (and child care) (at CAO and CCIS)
2. “Simultaneously applying for Food Stamps Benefits” (and child care) (at CAO and CCIS)
3. “Receiving TANF/Cash Assistance” (at CAO)
4. “Receiving Food Stamps” (at CAO)
5. “Received TANF/Cash Assistance in past 183 days in PA” (FT)
6. “Low Income Child Care Application”

**Application Inbox**

**Search Criteria**  
 Office: CCIS of Dauphin County  
 Received From Date: 12/11/2009  
 Reviewed: Not Reviewed

Application Number	Primary Caretaker	Application Status	Process Status	Date Received	Date Processed	Reviewed
<a href="#">9500100</a>	JONES, HELENE	Pending	Unprocessed	02/09/2010		<input type="checkbox"/>
<a href="#">4401022</a>	BRESSLER, TODD	Pending	Unprocessed	02/06/2010		<input type="checkbox"/>
<a href="#">4401021</a>	GRIFFIN, GARY	Pending	Unprocessed	02/05/2010		<input type="checkbox"/>
<a href="#">5501017</a>	DILL, BILL	Pending	Unprocessed	02/05/2010		<input type="checkbox"/>
<a href="#">9000118</a>	S, DAVE	Pending	Unprocessed	01/30/2010		<input type="checkbox"/>
<a href="#">9300098</a>	S, DAVE	Pending	Unprocessed	01/21/2010		<input type="checkbox"/>
<a href="#">1610092</a>	S, DAVE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">7001014</a>	S, DAVE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">8800114</a>	TEST, ONE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">6801005</a>	BURNES, AMANDA	Pending	Unprocessed	01/14/2010		<input type="checkbox"/>
<a href="#">7501012</a>	TEST, ONE	Pending	Unprocessed	01/14/2010		<input type="checkbox"/>
<a href="#">1401020</a>	ONE, CHILD	Pending	Unprocessed	01/13/2010		<input type="checkbox"/>
<a href="#">8800110</a>	BARNES, SANDRA N	Pending	Unprocessed	01/13/2010		<input type="checkbox"/>
<a href="#">2300099</a>	NORMAN, ANTHONY J	Pending	Unprocessed	01/12/2010		<input type="checkbox"/>
<a href="#">6801003</a>	S, DAVE	Pending	Unprocessed	01/12/2010		<input type="checkbox"/>

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**Sort Order**  
 Date Received  Individual Name  Application Status

# ***LOW-INCOME (LI)***

---

There are two types of statuses in the Application Inbox: “Application Status” and “Process Status.”

1. “Application Status”

a. There are three Application Statuses as follows:

i. Pending

- The Application has not been processed in PELICAN CCW.

ii. Processed

- The Application has been processed in PELICAN CCW. This does not guarantee eligibility for enrollment.

iii. Cancelled

- The Application was rejected by CCIS. This status is only visible in PELICAN CCW. The applicant sees a status of “Processed” in COMPASS.

b. Applicants can view the Application Status in COMPASS except for the status of “Cancelled.”

2. “Process Status”

✓ The “Process Status” indicates the status of Application processing in PELICAN CCW.

✓ There are four Process Statuses as follows:

i. Unprocessed

- The Application has not been processed or was rejected before a case is created.

ii. Processed

- The Application was processed, a case was created and all Application data transferred to the case.

iii. Processed with Failures


- A case was created, but some data did not transfer to the case.

iv. Failed

- The Application data could not be used. A case was not created.

NOTE: For more information on “Failed” and “Processed with Failures”, see [Manual Section “404.14.2 – Managing Failed and Processed with Failures Applications”](#).

# LOW-INCOME (LI)



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## Application Inbox

**Search Criteria**

Office: CCIS of Dauphin County  
 Received From Date: 12/11/2009  
 Reviewed: Not Reviewed


Application Number	Primary Caretaker	Application Status	Process Status	Date Received	Date Processed	Reviewed
<a href="#">9500100</a>	JONES, HELENE	Pending	Unprocessed	02/09/2010		<input type="checkbox"/>
<a href="#">4401022</a>	BRESSLER, TODD	Pending	Unprocessed	02/06/2010		<input type="checkbox"/>
<a href="#">4401021</a>	GRIFFIN, GARY	Pending	Unprocessed	02/05/2010		<input type="checkbox"/>
<a href="#">5501017</a>	DILL, BILL	Pending	Unprocessed	02/05/2010		<input type="checkbox"/>
<a href="#">9000118</a>	S, DAVE	Pending	Unprocessed	01/30/2010		<input type="checkbox"/>
<a href="#">9300098</a>	S, DAVE	Pending	Unprocessed	01/21/2010		<input type="checkbox"/>
<a href="#">1610092</a>	S, DAVE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">7001014</a>	S, DAVE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">8800114</a>	TEST, ONE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">6801005</a>	BURNES, AMANDA	Pending	Unprocessed	01/14/2010		<input type="checkbox"/>
<a href="#">7501012</a>	TEST, ONE	Pending	Unprocessed	01/14/2010		<input type="checkbox"/>
<a href="#">1401020</a>	ONE, CHILD	Pending	Unprocessed	01/13/2010		<input type="checkbox"/>
<a href="#">8800110</a>	BARNES, SANDRA N	Pending	Unprocessed	01/13/2010		<input type="checkbox"/>
<a href="#">2300099</a>	NORMAN, ANTHONY J	Pending	Unprocessed	01/12/2010		<input type="checkbox"/>
<a href="#">6801003</a>	S, DAVE	Pending	Unprocessed	01/12/2010		<input type="checkbox"/>

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- ✓ There are two Application date fields:
  - i. Date Received
    - The date the Application was received from COMPASS (appeared in the “Application Inbox”).
  - ii. Date Processed
    - The date the Application was successfully processed by the CCIS.

PELICAN CCW disables the “Reviewed” indicator in the Application Inbox to prevent the user from accidentally checking Applications as reviewed. PELICAN CCW automatically checks the indicator when an Application is processed or rejected and that Application record is removed from the default search results.

# LOW-INCOME (LI)



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## Application Inbox

**Search Criteria**

Office  
Received From Date  
Reviewed

CCIS of Dauphin County  
12/11/2009  
Not Reviewed

Application Number	Primary Caretaker	Application Status	Process Status	Date Received	Date Processed	Reviewed
<a href="#">9500100</a>	JONES, HELENE	Pending	Unprocessed	02/09/2010		<input type="checkbox"/>
<a href="#">4401022</a>	BRESSLER, TODD	Pending	Unprocessed	02/06/2010		<input type="checkbox"/>
<a href="#">4401021</a>	GRIFFIN, GARY	Pending	Unprocessed	02/05/2010		<input type="checkbox"/>
<a href="#">5501017</a>	DILL, BILL	Pending	Unprocessed	02/05/2010		<input type="checkbox"/>
<a href="#">9000118</a>	S, DAVE	Pending	Unprocessed	01/30/2010		<input type="checkbox"/>
<a href="#">9300098</a>	S, DAVE	Pending	Unprocessed	01/21/2010		<input type="checkbox"/>
<a href="#">1610092</a>	S, DAVE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">7001014</a>	S, DAVE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">8800114</a>	TEST, ONE	Pending	Unprocessed	01/20/2010		<input type="checkbox"/>
<a href="#">6801005</a>	BURNES, AMANDA	Pending	Unprocessed	01/14/2010		<input type="checkbox"/>
<a href="#">7501012</a>	TEST, ONE	Pending	Unprocessed	01/14/2010		<input type="checkbox"/>
<a href="#">1401020</a>	ONE, CHILD	Pending	Unprocessed	01/13/2010		<input type="checkbox"/>
<a href="#">8800110</a>	BARNES, SANDRA N	Pending	Unprocessed	01/13/2010		<input type="checkbox"/>
<a href="#">2300099</a>	NORMAN, ANTHONY J	Pending	Unprocessed	01/12/2010		<input type="checkbox"/>
<a href="#">6801003</a>	S, DAVE	Pending	Unprocessed	01/12/2010		<input type="checkbox"/>

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If an Application has not been processed (i.e., is in “Unprocessed” status), the Reviewed indicator should be unchecked as shown in the screen shot above.

The CCIS must review the Application Inbox daily. Any user with access to the Inbox can process an Application with the exception of simultaneously submitted Applications (sent to the CAO and CCIS at the same time). These must be processed by CCIS users assigned to the “Application Manager Role.” Directors are not automatically included in the Application Manager role. These simultaneously submitted Applications are:

1. Applications simultaneously submitted to the CAO and CCIS for TANF/Cash benefits.
2. Applications simultaneously submitted to the CAO and CCIS for FS/SNAP benefits.
3. Applications indicating that the user is currently receiving TANF/Cash benefits.
4. Applications indicating that the user is currently receiving FS/SNAP benefits.

# LOW-INCOME (LI)

**Inbox Search**

Application Number   
SSN

---

Last Name  First Name

**And/Or Demographic Search**

County  Office

---

Date Received  Date Processed

From Date  To Date

Application Status  Review

Process Status

---

Application Details:

- Simultaneously applying for TANF/CASH Benefits
- Simultaneously applying for Food Stamps Benefits
- Receiving TANF/Cash Assistance
- Receiving Food Stamps
- Received TANF/Cash Assistance in past 183 days in PA
- Or --
- Low Income Child Care Application

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[See Manual Section “404.23.3.35 – Questions – 404.14 – Managing the Application Inbox”](#)



# LOW-INCOME (LI)

## 404.14.1 Processing a COMPASS Application

The CCIS must print the *Application Summary* page in PELICAN CCW. Since the p/c used the Commonwealth's e-signature function when completing the COMPASS Application, the p/c is NOT required to sign the printed *Application Summary*. The e-signature which requires the last four digits of the p/c's SSN, is a valid signature.

The CCIS must complete the following steps to process a COMPASS Application:

1. Access the Application in the Application Inbox by clicking the Application Number hyperlink.

Application Inbox

Search Criteria

Office: CCIS of Dauphin County  
Received From Date: 07/24/2009  
Reviewed: Not Reviewed


Application Number	Primary Caretaker	Applicaton Status	Process Status	Date Received	Date Processed	Reviewed
<a href="#">78700</a>	Applicant	Pending	Unprocessed	09/15/2009		<input type="checkbox"/>
<a href="#">78703</a>	Applicant	Pending	Unprocessed	09/15/2009		<input type="checkbox"/>
<a href="#">78640</a>	Applicant	Pending	Unprocessed	09/11/2009		<input type="checkbox"/>

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2. Review the *Application Summary* page for errors in processing. For additional information about errors in processing, see **Manual Section 404.14.2 – “Managing Failed & Processed with Failures Applications.”**
3. Assign a Workload and click “Save.” (You are returned to the *Application Summary* page.)

NOTE: The workload assignment is not final until a case is created.

# LOW-INCOME (LI)



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### Application Summary

Application Number: W0078703  
 Application Date: 9/15/2009 9:09:00 AM

#### Address and Contact Information

Address: , MIDDLETOWN, PA 17057  
 Phone Number: 717-944-  
 Preferred Method of Contact: Home Phone

---

#### Workload Assignment

Workload\*

County\* Dauphin

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?
Parent	09/01/1992	Citizen	Female	White	Non-Hispanic	No
Child	09/15/2008	Citizen	Female	White	Non-Hispanic	Yes

---

#### Child Care Schedules/Immunization Information

Individual Name	Schedule Type	Hours	Immunization
	Weekdays	40	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
No Data Found								

---

#### 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
Parent	MIDDLETOWN	High School	Full-time	06/05/2010

---

#### 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 :

[CONTINUE](#) 
[PRINT](#) 
[CANCEL](#) 
[REJECT APPLICATION](#)

**PLEASE ENSURE YOU HAVE PRINTED THE APPLICATION BEFORE CONTINUING.**

---

#### CCIS Transfer

Current: CCIS of Dauphin County

[TRANSFER APPLICATION](#)

# LOW-INCOME (LI)

- Print the *Application Summary* page. Do not time/date stamp. The Received Date is automatically populated and is the date the Application was submitted from COMPASS and appeared in the Application Inbox.

NOTE: A copy of the *Application Summary* page must be retained as specified in [§3041.85](#) (relating to record retention).

The screenshot displays the 'Application Summary' page with the following sections:

- Deductions:** A table with columns: Individual Name, Deduction Type, Deduction Amount, Deduction Frequency. The content below the table is 'No Data Found'.
- Comments:** A section with a header 'Comments' and content 'No Data Found'.
- Reason for Rejecting Application:** A dropdown menu with 'Select...' as the current selection.
- Buttons:** CONTINUE, PRINT (highlighted with a red box), CANCEL, and REJECT APPLICATION.
- Warning:** A yellow box with a red border containing the text: 'PLEASE ENSURE YOU HAVE PRINTED THE APPLICATION BEFORE CONTINUING.'
- CCIS Transfer:** A section with 'Current: CCIS of Dauphin County' and a dropdown menu with 'Select...'.
- Buttons:** TRANSFER APPLICATION.

- Create a physical family file by p/c name or based on current business practice.

NOTES:

- Applications and redeterminations submitted through COMPASS are purged daily when they are older than 365 days. The purge will permanently eradicate any instances of the Application or redetermination. Therefore, CCIS agencies must retain this information by creating a physical family file. CCIS agencies may create physical family files by saving all appropriate screen shots of the Application or redetermination and electronically archiving copies to local hard drives or shared folders. Alternatively, CCIS agencies can print the COMPASS screen shots to create a hard copy file.
- If a case is created in PELICAN CCW when processing a COMPASS Application, the CCIS must create and keep a separate physical family file (i.e., folder) for each processed application/case created.
- If a case is not created in PELICAN CCW when processing a COMPASS Application (i.e., the application is rejected), the CCIS is not required to create a separate physical family file (i.e., folder) and may keep the application in a combined file created for rejected applications.

# LOW-INCOME (LI)

- Click “Continue” to proceed with processing the Application to assess eligibility, complete enrollment, etc.

**Deductions**

Individual Name	Deduction Type	Deduction Amount	Deduction Frequency
No Data Found			

---

**Comments**

Comments
No Data Found

---

Reason for Rejecting Application :

[CONTINUE](#) [PRINT](#) [CANCEL](#) [REJECT APPLICATION](#)

PLEASE ENSURE YOU HAVE PRINTED THE APPLICATION BEFORE CONTINUING.

---

**CCIS Transfer**

Current: CCIS of Dauphin County

[TRANSFER APPLICATION](#)

- Complete the Address Clearance. Click “Continue.” (The *Individual Selection* page displays).

**NOTE:** Address verification is required.

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*Pennsylvania's Enterprise to Link Information for Children Across Networks*

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---

Client Search | Enrollment Search | Inbox Home | OCDEL Policy

---

**Address Clearance**

Application Number: W0078703  
 Application Date: 9/15/2009 9:09:00 AM

**Address and Contact Information**

Address: MIDDLETOWN, PA 17057  
 Phone Number: 717-944-8888  
 Preferred Method of Contact: Home Phone

---

**Application Address**

Address Line 1	Address Line 2	Address Line 3	City	State	Zip
200 VINE STREET			MIDDLETOWN	PA	17057

**Potential Address Matches**

Address Line 1	Address Line 2	Address Line 3	City	State	Zip	Geocoded	Sel
(404 - 498)	ST		MIDDLETOWN	PA	17057-0000	Yes	<input type="radio"/>
(401 - 411)	ST		MIDDLETOWN	PA	17057-0000	Yes	<input type="radio"/>
(413 - 499)	ST		MIDDLETOWN	PA	17057-0000	Yes	<input type="radio"/>
(600 - 604)	ST		MIDDLETOWN	PA	17057-0000	Yes	<input type="radio"/>
(500 - 598)	ST		MIDDLETOWN	PA	17057-0000	Yes	<input type="radio"/>

Continue with unvalidated address


---

[CONTINUE](#) [CANCEL](#)

# LOW-INCOME (LI)

- The individuals automatically populate based on information entered on the COMPASS Application. Review the *Individual Selection* page and make changes, as appropriate. In the Case Members section all case members are automatically selected (indicated by check mark in the Include column) by default. If an individual is deselected and “Save” is clicked, that individual will not be included in the case. If changes are made, click “Save.” Then click “Continue.” (The *Individual Clearance* page displays).

**NOTE:** Children who are indicated on the Application Summary as requiring care should not be deselected. If an individual is deselected, all corresponding information (income, etc.) is automatically removed from the case that is created.



Pennsylvania's Enterprise to Link Information for Children Across Networks

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[Client Search](#) | [Enrollment Search](#) | [Inbox Home](#) | [OCDEL Policy](#)

---

### Individual Selection

Application Number: W0078703  
 Application Date: 9/15/2009 9:09:00 AM

**Address and Contact Information**

Address: , MIDDLETOWN, PA 17057  
 Phone Number: 717-944-  
 Preferred Method of Contact: Home Phone

---

**Case Members**

Primary Caretr	Individual Name	SSN	DOB	Citizen Status	Gender	Race	Ethnicity	Applying	Include
<input checked="" type="radio"/>	Parent		09/01/1992	Citizen	Female	White	Non-Hispanic	No	<input checked="" type="checkbox"/>
<input type="radio"/>	Child		09/15/2008	Citizen	Female	White	Non-Hispanic	Yes	<input checked="" type="checkbox"/>

**SAVE**

---

**Relationship Details**

Parent (17) has a  
 Daughter (1)

---

**CONTINUE**     **CANCEL**

# ***LOW-INCOME (LI)***


---

9. Complete the Individual Clearance for each individual in the case. Click “Continue.” The *Case Selection* page displays.

## NOTES:

- If an incorrect match is returned based on an SSN, the mismatched individual must be manually entered into the case. When this occurs, follow the steps outlined in section “5.1 – SSN Problems While Creating an Online Application” of the **PELICAN CCW Troubleshooting Guide**. **DO NOT INCLUDE THE INCORRECT SSN** when manually adding the individual.
  - Generate and send a MIL requesting additional information as needed to create the case or determine eligibility for all cases created when processing a COMPASS Application, except for those in which the Application was rejected or immediately determined ineligible. For information about immediately determining a COMPASS Application ineligible, see **Manual Section “404.14.6 – Immediately Determining a COMPASS Application Ineligible.”** For information about generating the MIL, see **Manual “500 – Correspondence.”**
  - Reject the COMPASS Application (due to the incorrect SSN). For information about rejecting Applications, see **Manual Section “404.14.5 – Rejecting COMPASS Applications.”**
  - The p/c is **NOT** required to complete a new Application because the CCIS is creating an Application in PELICAN CCW from the Application Summary, but without the SSN.
10. Review the Case Selection page and determine whether it is appropriate to create a new case with a new Co/Record Number.

# LOW-INCOME (LI)



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

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### Case Selection

Application Number: W0078703  
Application Date: 9/15/2009 9:09:00 AM

#### Address and Contact Information

Address: , MIDDLETOWN, PA 17057  
Phone Number: 717-944-  
Preferred Method of Contact: Home Phone

---

#### Household Individuals

Individual Name	Relationship to Primary Caretaker	DOB
Parent	Self	09/01/1992
Child	Daughter	09/15/2008

#### Case

County/Record #	Status	Mode	Address	Office	Caseload ID
No Cases Found					

Reason for Rejecting Application :

[CONTINUE](#) [CANCEL](#) [REJECT APPLICATION](#)

NOTE: The above screen shot indicates there are no cases in PELICAN CCW that are associated with this individual.

# LOW-INCOME (LI)

If there are multiple cases, the Co/Record Number associated with each case in PELICAN CCW are displayed along with the case status(es), mode(s), address(es), office(s) and Caseload ID(s). PELICAN CCW also displays the case members associated with each case, along with the DOB and Client ID, the caretaker/c designation and relationship to the p/c.

Case 1					
County/Record #	Status	Mode	Address	Office	Caseload ID
22/	Closed	Ongoing	STREET HARRISBURG, PA 17110	CCIS of Dauphin County	
Primary Caretaker	Client Id	Individual Name		Relationship to Primary Caretaker	DOB
<input checked="" type="checkbox"/>		, SHAW		Self	
		, MARK		Son	
		LACKEY, MAURICE D		Son	
		, T		Daughter	
Case 2					
County/Record #	Status	Mode	Address	Office	Caseload ID
22/	Pending	Intake	STREET HARRISBURG, PA 17102	CCIS of Dauphin County	
Primary Caretaker	Client Id	Individual Name		Relationship to Primary Caretaker	DOB
<input checked="" type="checkbox"/>		, SHAW		Self	
		, MARK		Son	
		, M		Son	
		, T		Daughter	

**NOTE:** Clicking “Cancel” on any Application processing page takes you back to the Application Inbox; it does not delete the Application. Clicking “Reject Application” deletes the Application and a case can no longer be created from it. If there are multiple cases returned on the *Case Selection* page and one of the returned cases should be used to provide child care, the CCIS must reject the Application.

With the exception of rejected applications and those immediately determined ineligible (see [Manual Section “404.14.5 - Rejecting COMPASS Applications”](#) and [“404.15.4 - Immediately Determining an Application Ineligible,”](#) a MIL is required for all COMPASS Applications because completion of the [Authorization for Information](#) form is required within 30 days. For additional information see [Manual “500 – Correspondence.”](#) If/when you receive paperwork (verification forms, etc.) perform a Client Search for the p/c. If there is no match, search the Application Inbox. If found in the Application Inbox:

1. File paperwork with the *Application Summary* page.
2. If a COMPASS Application was processed and a case was created, obtain the physical family file and search for verification forms.
3. Use this file for the newly created PELICAN CCW case.
4. If the Application is rejected, mark the physical file as rejected. For information about rejecting Applications, see [Manual Section “404.14.5 – Rejecting COMPASS Applications.”](#)
5. If a case already exists for the p/c, combine the documents with the existing file.

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[Return to Manual Section “404.14-Managing the Application Inbox \(COMPASS Applications\)”](#)

[See Manual Section “404.23.3.36 – Questions – 404.14.1 – Processing a COMPASS Application”](#)



# ***LOW-INCOME (LI)***

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## 404.14.2 Managing Failed & Processed with Failures Applications

The following subsections provide procedures for managing Failed and Processed with Failures Applications.

### 404.14.2.1 Failed Applications

If anything fails during the transfer of COMPASS data to PELICAN CCW, the failure reasons are displayed on the *Application Summary* page. If PELICAN CCW cannot validate critical case information, PELICAN CCW will not create a case (Failed).

In these situations, the CCIS must:

1. Use the *Application Summary* page and manually create a case as described above.
2. Send a MIL to the p/c and include critical case information which caused the case to fail.

The record in the Application Inbox shows a “Process Status” of “Failed.”

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[See Manual Section “404.23.3.37 – Questions – 404.14.2.1 –Failed Applications”](#)

### 404.14.2.2 Processed with Failures Applications

If anything fails during the transfer of COMPASS data to PELICAN CCW, the failure reasons are displayed on the *Application Summary* page. A “Processed with Failures” status does not stop PELICAN CCW from creating a case.

In these situations, the CCIS must:

1. Check the *Application Summary* page and manually enter the information.
2. Send a MIL to the p/c.

The record in the Application Inbox shows a Process Status of “Processed with Failures.”

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[See Manual Section “404.23.3.38 – Questions – 404.14.2.2 –Processed with Failures Applications”](#)

# LOW-INCOME (LI)

## 404.14.3 Dual/Simultaneous Applications

An applicant may simultaneously apply for FS/SNAP benefits and CCW. This COMPASS Application is sent to both the CAO and CCIS. When the CCIS searches the Application Inbox in PELICAN CCW by selecting “Simultaneously applying for Food Stamp Benefits” and Applications are returned, the CCIS may process these Applications immediately upon receipt in the Application Inbox as follows:

1. The CCIS must review the COMPASS Application no later than Day 10 to determine if there is missing or incomplete information.
2. Send a MIL requesting all verification be submitted within 30 calendar days following the date the Application was received in the Application Inbox.
3. The CCIS must include the following language when generating the MIL by selecting the “Display CAO Rejection/CIS Case Ineligible Paragraph” indicator on the *Create New Correspondence* page:

*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 have 30 days from the date on this letter to provide written confirmation of the information listed above. If you have any questions, please contact our office immediately.*

Redetermination letter  
 Other:  
 Display CAO Rejection/CIS Case Ineligible Paragraph  
Supplemental Text

4. Update verifications if paperwork is received.
5. Assess and Confirm Eligibility no later than Day 30.
6. Establish Pre-Enrollment.

# ***LOW-INCOME (LI)***

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When determining whether to process or reject a COMPASS Application and prior to creating a new PELICAN CCW case, the CCIS must:

1. Confirm that all individual demographic information matches the information on the *Individual Clearance* page in PELICAN CCW.
2. Ensure that links between CIS and PELICAN CCW are maintained appropriately.
3. Thoroughly research any existing Co/Record Number returned on the *Case Selection* page in PELICAN CCW.
4. Use any existing County/Record Number available.
5. Review the case creation hierarchy to determine whether an existing case must be used, reopened or maintained. The case creation hierarchy is shown in **Manual Section “400.8.5.16 – Case Creation Hierarchy.”**

If the CCIS receives paperwork for these Applications prior to case creation, the paperwork must be tracked and connected to a case (if created). The recommended process is as follows:

1. When you receive a COMPASS Application, print the *Application Summary* page (do not time/date stamp - the Received Date is the date it was submitted from COMPASS and appeared in the Application Inbox).
2. Create a physical family file filed by p/c name.
3. If/when you receive paperwork (verification forms, etc.), perform a Client Search for the p/c. If no match, search the “Application Inbox.” If found in the Application Inbox:
  - a. File paperwork with the *Application Summary* page.
  - b. Create a family file based on current business practice.
  - c. Pull the file initially created and search for verification forms if a COMPASS Application is processed and a case is created.
  - d. Properly mark the physical family file as “Rejected” if the Application is rejected.
  - e. Combine the verification forms and any additional documentation with the existing file if a case already exists for that particular p/c.

# LOW-INCOME (LI)

---

When processing the COMPASS Application, the CCIS must:

1. Navigate to the Application Inbox to process the case as follows:
  - a. Click the “Application Number” hyperlink.
  - b. Print and file the Application Summary.
  - c. Select the “Workload” from the drop-down and click “Save.” You are returned to the *Application Summary* page.

NOTE: The workload assignment is not final until PELICAN CCW creates the case.
  - d. Click “Continue” on the *Application Summary* page.
  - e. Complete the Address Clearance by selecting an address in the potential address matches (i.e., a Geocoded Address) or select “Continue with unvalidated address.”
  - f. Review the case members section on the *Individual Selection* page. PELICAN CCW selects all case members by default. If the CCIS deselects an individual and clicks “Save”, that individual will not be included in the case. If an individual is deselected, PELICAN CCW removes all corresponding case information related to that individual. Remember, the primary p/c may not be deselected during this process.

NOTE: If the primary p/c designation is later determined to be incorrect, the CCIS may change the primary p/c designation on the *Individual Information* page and may then delete the individual from the family composition.
  - g. Review the Relationship Details. If the CCIS makes changes in the relationships, “Save” must be clicked or the changes will be discarded by PELICAN CCW.
  - h. Click “Continue” once the family composition is verified.
  - i. Complete the “Individual Clearance”, if appropriate, and click “Continue.”
  - j. Confirm there are no cases returned and click “Continue” on the *Case Selection* page. The *Case Selection* page indicates if the Primary Caretaker already exists in a PELICAN CCW case. If the Primary Caretaker exists in a PELICAN CCW case, the CCIS must choose to “Continue” (create a case using the COMPASS Application) OR “Reject Application” (do not create a case using the COMPASS Application).

NOTE: If the Application is rejected, a warning message appears indicating that you will be rejecting the Application.

# ***LOW-INCOME (LI)***

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- k. Click on the Co/Record Number hyperlink upon receipt of the message, “A case has been successfully created for the Application.”
2. Allow the family 30 days to complete the LI Application.
3. Send a MIL to the p/c indicating what information or verification the p/c must submit and the date by which the p/c must submit the information or verification (i.e., 30 days from the LI case creation date).

**EXAMPLE:** The CCIS receives a COMPASS Application on 10/20. The Application is processed under the LI child care program and the CCIS sends a MIL to the p/c requiring the p/c to submit verification no later than 11/19 (i.e., the end of the 30-day Application period).

4. Assess and confirm eligibility under the LI child care program following receipt of all necessary information and/or verification OR no later than the 30th calendar day following the date the Application is processed under the LI child care program.

The following subsections provide procedures for processing a dual/simultaneous COMPASS Application (i.e., applying for TANF and child care) when there is an existing case in PELICAN CCW.

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[See Manual Section “404.23.3.39 – Questions – 404.14.3 – Dual/Simultaneous Applications”](#)

## 404.14.3.1 Existing TANF (Active) Case

If there is an existing TANF (Active) case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Reject COMPASS Application using the Rejection Reason “Active Case – CIS.” For information about rejecting Applications, see [Manual Section “404.13.6 – Rejecting COMPASS Applications.”](#)
3. Use the existing Active TANF case to provide child care. See [Manual “400 – TANF.”](#)

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[See Manual Section “404.23.3.40 – Questions – 404.14.3.1 – Existing TANF \(Active\) Case”](#)

# ***LOW-INCOME (LI)***

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## **404.14.3.2 Existing TANF (*Closed*) Case**

If there is an existing TANF (*Closed*) case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Determine whether the case is eligible for FT based on the date TANF closed.
3. Process the COMPASS Application under the FT or LI child care program, as appropriate.

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[See Manual Section “404.23.3.41 – Questions – 404.14.3.2 – Existing TANF \(\*Closed\*\) Case”](#)

## **404.14.3.3 Existing FS/SNAP Case**

If there is an existing FS/SNAP (*Active*) case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application under the LI child care program.
3. If the FS/SNAP case is ACTIVE, close the ACTIVE FS/SNAP case when the LI case is authorized from the waiting list.

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[See Manual Section “404.23.3.42 – Questions – 404.14.3.3 – Existing FS/SNAP Case”](#)

## **404.14.3.4 Existing FT (*Active*) Case**

If there is an existing FT (*Active*) case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Print and file the COMPASS Application Summary.
2. Reject COMPASS Application using the Rejection Reason “Active Case – P.” For information about rejecting Applications, see [Manual Section “404.14.5 – Rejecting COMPASS Applications.”](#)
3. Use the existing Active FT case to provide child care. See [Manual “402 – Former TANF.”](#)

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[See Manual Section “404.23.3.43 – Questions – 404.14.3.4 – Existing FT \(\*Active\*\) Case”](#)

# ***LOW-INCOME (LI)***

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## 404.14.3.5 Existing FT (Closed) Case

If there is an existing FT (*Closed*) case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then:

1. Print and file the COMPASS Application Summary.
2. Determine whether the case is eligible for FT based on the date TANF closed.
3. Reopen the CLOSED FT case and update the information based upon the *Application Summary* page **OR** process the COMPASS Application under the LI child care program, as appropriate.

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[See Manual Section “404.23.3.44 – Questions – 404.14.3.5 – Existing FT \(\*Closed\*\) Case”](#)

## 404.14.3.6 Existing LI Case

If there is an existing LI (*Active*) case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Reject COMPASS Application using the Rejection Reason “Active Case - P”. For information about rejecting Applications, see [Manual Section “404.14.5, Rejecting COMPASS Applications.”](#)
3. ***If the existing LI case is ACTIVE,*** continue to provide care in that case.
4. ***If the existing LI case is CLOSED,*** reopen the CLOSED LI case, with continuously or .discontinuous eligibility, as appropriate.

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[See Manual Section “404.23.3.45 – Questions – 404.14.3.6 – Existing LI Case”](#)

# ***LOW-INCOME (LI)***

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## 404.14.4 Individual Clearance Issues

When a p/c enters his/her SSN incorrectly on a COMPASS Application, the MCI may match it 100% to the wrong person as it does when entering a new family member manually into PELICAN CCW.

If PELICAN CCW returns an incorrect match based on an SSN during the Individual Clearance process, the mismatched individual must be manually entered into the case. When this occurs, follow the steps outlined in section “5.1 – SSN Problems While Creating an Online Application” of the **PELICAN CCW Troubleshooting Guide**. **DO NOT INCLUDE THE INCORRECT SSN** when manually adding the individual.

PELICAN CCW displays matches between 70 and 100 percent.

If PELICAN CCW displays a match with a score of 98 or above, you cannot create a new individual.

If you know the match is accurate, click “Save.” If you are uncertain of the match being accurate, check the information before proceeding. In some cases, you may need to contact another CCIS or CAO to determine whose information is correct.

If the person displayed is not your individual, but the SSNs are the same, **DO NOT** select the individual. Verify that you entered the correct SSN. If you entered an incorrect SSN, click “Cancel”, make the SSN corrections and then proceed through file clearance.

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**[Return to Manual Section “404.13.1 – Performing a Search in PELICAN CCW”](#)**

**[Return to Manual Section “404.13.3 – Enter Individual Information”](#)**

**[See Manual Section “404.23.3.46 – Questions – 404.14.4 – Individual Clearance Issues”](#)**



# LOW-INCOME (LI)

## 404.14.5 Rejecting COMPASS Applications

There are situations that require the CCIS to reject a COMPASS Application as described earlier. There are six Application Rejection Reason Codes: (1) Active Case/Receiving Services – CIS; (2) Active Case/Receiving Services – P; (3) Active Case/Waitlisted; (4) Using Existing County/Record Number; (5) Incorrect Individual Match; and (6) Applied in Error.

The screenshot shows the 'Case Selection' page in the Pennsylvania Child Care Works system. The page header includes the logo and navigation links. The main content area displays case details for application W0069639, including the address and contact information. Below this, there is a table for 'Household Individuals' listing Thomas and Emily Tankengine. A 'Case' table shows 'No Cases Found'. At the bottom, a dropdown menu for 'Reason for Rejecting Application' is highlighted with a red box, and a 'REJECT APPLICATION' button is also highlighted with a red box.

Individual Name	Relationship to Primary Caretaker	DOB
TANKENGINE,THOMAS	Self	11/12/1968
TANKENGINE,EMILY	Daughter	08/12/2008

County/Record #	Status	Mode	Address	Office	Caseload ID
No Cases Found					

Reason for Rejecting Application :

The following screen shot shows the Rejection Reasons that may be selected based upon the circumstances of the case.

This screenshot shows a close-up of the 'Reason for Rejecting Application' dropdown menu. The menu is open, displaying a list of rejection reasons. The 'REJECT APPLICATION' button from the previous screenshot is also visible in the background.

Reason for Rejecting Application :

- Select...
- Active Case/Receiving Services - CIS
- Active Case/Receiving Services - P
- Active Case/Waitlisted
- Using Existing County/Record Number
- Incorrect Individual Match
- Applied in Error - CIS
- Applied in Error - P

**PLEASE ENSURE YOU HAVE SAVED YOUR WORK BEFORE CONTINUING.**

**CCIS Transfer**  
Current: CCIS of Dauphin County

If, during Case Selection, the CCIS determines a previously existing case must be used to provide child care, the CCIS must select “Using Existing County/Record Number.”

# LOW-INCOME (LI)

Reason for Rejecting Application : Select...

CONTINUE [?] PROHIBIT [?] CANCEL [?]

PLEASE ENSURE YOU H... ATION BEFORE CONTINUING.

CCIS Transfer

Current: CCIS of Dauphin County

Select...

TRANSFER APPLICATION [?]

UserID: t-test21 | Office: CCIS of Dauphin County System Acceptance Test | Version 7.1.0.69

Dropdown menu options:

- Select...
- Active Case/Receiving Services - CIS
- Active Case/Receiving Services - P
- Active Case/Waitlisted
- Using Existing County/Record Number
- Incorrect Individual Match
- Applied in Error - CIS
- Applied in Error - P

NOTE: Per standard process, a copy of the *Application Summary* page must be retained in the family file.

Once an Application is rejected, PELICAN CCW cannot use the case information to create a case.

If an Application is rejected in error, the *Application Summary* page is still available in the Application Inbox and the CCIS must manually create the case using the information displayed on the *Application Summary* page.

When the CCIS manually rejects a COMPASS Application using the following Rejection Reasons, PELICAN CCW automatically generates a Rejection Notice to the p/c.

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

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[Return to Manual Section “404.14.1 – Processing a COMPASS Application”](#)

[See Manual Section “404.23.3.47 – Questions – 404.14.5 – Rejecting COMPASS Applications”](#)

# LOW-INCOME (LI)

## 404.14.6 Transferring Applications Received in Error

If the CCIS receives an Application that does not belong to its geographical coverage area, the CCIS must:

1. Print the *Application Summary* page for the record.
2. Use the transfer function on the *Application Summary* page to transfer the Application to the appropriate CCIS office.
3. File the *Application Summary* page.

Applications can be transferred to another CCIS if the Application is received in the Application Inbox of the wrong CCIS due to an entry error by the applicant. To process an Application transfer, the CCIS must:

1. Identify the Application which needs to be transferred in the Application Inbox.

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### Application Inbox

**Search Criteria**  
Office: CCIS of Dauphin County  
Received From Date: 02/16/2009  
Reviewed: Not Reviewed

Application Number	Primary Caretaker	Applicaton Status	Process Status	Date Received	Date Processed	Reviewed
7	PARTNER, COMMUNITY	Pending	Unprocessed	04/04/2009		<input type="checkbox"/>
7	CAMPBELL,	Pending	Unprocessed	03/31/2009		<input type="checkbox"/>
6	PCR, TEST	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>

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**Sort Order**  
 Date Received  Individual Name  Application Status

**Inbox Search**

Application Number:   
SSN:

Last Name:  First Name:

**And/Or Demographic Search**  
County:  Office: CCIS of Dauphin County

Date Received  Date Processed

From Date: 02/16/2009 To Date:   
Application Status:  Review: Not Reviewed  
Process Status:

Application Details:  
 Simultaneously applying for TANF/CASH Benefits  
 Simultaneously applying for Food Stamps Benefits  
 Receiving TANF/Cash Assistance  
 Receiving Food Stamps  
 Received TANF/Cash Assistance in past 183 days in PA  
-- Or --  
 Low Income Child Care Application

SEARCH [X] RESET [X]

UserID: t-test221 | Office: CCIS of Dauphin County System Acceptance Test | Version 7.0.5.6

# LOW-INCOME (LI)

2. Click on the e-Form/Application Number hyperlink.

Application Inbox

Search Criteria  
Office: CCIS of Dauphin County  
Received From Date: 02/16/2009  
Reviewed: Not Reviewed

Application Number	Primary Caretaker	Application Status	Process Status	Date Received	Date Processed	Reviewed
7	PARTNER, COMMUNITY	Pending	Unprocessed	04/04/2009		<input type="checkbox"/>
7	CAMPBELL,	Pending	Unprocessed	03/31/2009		<input type="checkbox"/>
6	PCR, TEST	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>

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Sort Order  
 Date Received  Individual Name  Application Status

3. Select the correct (i.e., receiving) CCIS in the dropdown box.

CCIS Transfer

Current: CCIS of Dauphin County

CCIS of Cumberland/Perry County

TRANSFER APPLICATION

UserID: t-test221 | Office: CCIS of Dauphin County

System Acceptance Test | Version 7.0.5.6

4. Click “Transfer Application.” As soon as the CCIS clicks the Transfer” button, PELICAN CCW returns to the “Application Inbox and the Application will no longer appear in the inbox.

Application Inbox

Search Criteria  
Office: CCIS of Dauphin County  
Received From Date: 02/16/2009  
Reviewed: Not Reviewed

Application Number	Primary Caretaker	Application Status	Process Status	Date Received	Date Processed	Reviewed
7	PARTNER, COMMUNITY	Pending	Unprocessed	04/04/2009		<input type="checkbox"/>
6	PCR, TEST	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>


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Sort Order  
 Date Received  Individual Name  Application Status

PELICAN CCW automatically removes the Application record from the Application Inbox of the sending CCIS (i.e., Dauphin County in the example above).

The Application immediately appears in the Application Inbox for the receiving county (i.e., Cumberland County in the example above).

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### Application Inbox

**Search Criteria**

Office: CCIS of Cumberland/Perry County

Received From Date: 02/16/2009

Reviewed: Not Reviewed

Application Number	Primary Caretaker	Applicaton Status	Process Status	Date Received	Date Processed	Reviewed
7	CAMPBELL,	Pending	Unprocessed	03/31/2009		<input type="checkbox"/>
6	JONES,	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>
6	SMART,	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>
6	, SUSAN	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>
6	, SHARON	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>
6	MASON,	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>
6	MASON,	Pending	Unprocessed	03/12/2009		<input type="checkbox"/>

Page 1 of 1

**Sort Order**

Date Received
  Individual Name
  Application Status

**Inbox Search**

Application Number:

SSN:

Last Name:  First Name:

**And/Or Demographic Search**

County:  Office:

Date Received
  Date Processed

From Date:  To Date:

Application Status:  Review:

Process Status:

Simultaneously applying for TANF/CASH Benefits  
 Simultaneously applying for Food Stamps Benefits  
 Application Details:  
 Receiving TANF/Cash Assistance  
 Receiving Food Stamps  
 Received TANF/Cash Assistance in past 183 days in PA  
 -- Or --  
 Low Income Child Care Application

UserID: t-test221 | Office: CCIS of Cumberland/Perry County
System Acceptance Test | Version 7.0.5.6

All critical dates and alerts associated to the Application should be reset when received at the new CCIS, but this is not currently working in the system. Active alerts are not following the application, but instead, remain in the transferring CCIS's alerts. For this reason, the receiving CCIS must set tracking date alerts until this issue is fixed in the system.

NOTE: If an Application is received by the wrong County or CCIS office and is date stamped at the office and then forwarded, the date stamped by the first CCIS is the one to use.

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[See Manual Section "404.23.3.48 – Questions – 404.14.6 – Transferring Applications Received in Error"](#)

# LOW-INCOME (LI)

## 404.15 DETERMINING ELIGIBILITY

PELICAN CCW determines eligibility at both the individual and case levels. The eligibility results will be either:

- ***Eligible*** - The case or individual meet both income and non-financial eligibility requirements; ***OR***
- ***Ineligible*** - The case or individual does not meet either income or non-financial eligibility requirements.

Eligibility processing begins on the *Child Care Program* page. After you have entered or updated (for information about updating information see [Manual Section “404.17 – PELICAN CCW Case Management.”](#)) case information required to complete an eligibility determination:

1. Click the “Determine Eligibility” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.” This takes you to the *Child Care Program* page.
2. On the *Child Care Program* page, click the “Program” drop-down box and select the Program from the list.

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Child Care Program Select... GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

Program

Low income


ASSESS ELIGIBILITY CASE PROFILE SUMMARY CANCEL

3. Click “Assess Eligibility.” This takes you to the *Family Composition Eligibility Results* page.

### NOTES:

- The *Family Composition Eligibility Results* page enables you to verify the eligibility results for the case. The Eligibility Status is listed under the FC Eligibility Results section of the page. Any previous eligibility segments (periods of prior eligibility) are listed in the table, with the current status listed in the last row. If any verification is still in a Pending status when you assess eligibility, an error will appear and you will receive a warning and eligibility results can not be confirmed or saved. The appropriate changes will need to be made and eligibility reassessed.
- For cases in Intake mode, PELICAN CCW automatically lists the Application Date as the Eligibility Begin Date. For an Ongoing or Redetermination case, when a case is eligible, PELICAN CCW retains the initial date of eligibility for the case.

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**Family Composition Eligibility Results** Select...

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

**FC Eligibility Result : Low income**

Run Date 9/11/2009 2:13:03 PM  
 Status Pending  
 Mode Intake

Eligibility Status	Eligibility Begin Date	Eligibility End Date
Eligible <input type="button" value="v"/>	09/11/2009	

**Failure Reasons**

Failure Reason Code

**Eligibility Override Details**

Override Code

Override Comments

**Redetermination Details**

Redetermination Date

Override Code

Override Comments

**Co-pay Results**

Family Size	Adjusted Annual Income	Weekly Co-pay	Co-pay Effective Date
2	\$0.00	\$5.00	09/11/2009

---

[INDIVIDUAL RESULTS](#) 
[ELIGIBILITY DETAILS](#) 
[SAVE](#) 
[CONFIRM](#) 
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- On the *Family Composition Eligibility Results* page, check the actual result against the expected result.


**NOTE:** Even if the results on the *Family Composition Eligibility Results* page appear correct, **ALWAYS** review the *Individual Eligibility Results* and *Eligibility Detail* pages to ensure that all information was entered correctly.

- Click “Individual Results.” This brings up the *Individual Eligibility Results* page.

**NOTES:**

- The *Individual Eligibility Results* Page shows each individual’s eligibility results and enables you to view or override the eligibility result at an individual level. The eligibility results for each individual in the family are listed in the Individual Eligibility Result table.

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**Individual Eligibility Results** Select. . .

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

**Individual Eligibility Result**

Individual	Eligibility Status	Eligibility Begin Date	Eligibility End Date
<b>Parent/Caretaker(s)</b>			
	Eligible Adult <input type="button" value="v"/>	09/11/2009	
<b>Children</b>			
	Eligible Child <input type="button" value="v"/>	09/11/2009	8 -37 - AM <input type="button" value="v"/>

**Failure Reasons**

Individual	Failure Reason Code	
		<input type="button" value="UPDATE"/>
		<input type="button" value="UPDATE"/>

**Eligibility Override Details**

Individual	Override Code	Override Comments
	Select... <input type="button" value="v"/>	<input type="text"/>
	Select... <input type="button" value="v"/>	<input type="text"/>

- If any p/c in the case fails, the case fails. If all children in a case fail, the case fails. In either of these cases, in order to make the case eligible, the Eligibility Status of the individuals must be modified.
- To change an individual's eligibility, select the appropriate Status from the Eligibility Status drop-down list. Then select an override reason and add Override Comments.
- If individuals fail eligibility, or if you change their status to fail, you may need to add or delete Failure Reason codes. Click "Update" to move to the *Failure Reason Code* page where reasons can be added or deleted. These failure reasons are added to the AA or Notice of Ineligibility once eligibility is confirmed.
- If a child receiving care fails eligibility with a reason code other than Voluntary Withdrawal, Worker Error, Moved Out of Household, Lost Appeal, and Change in Custody, PELICAN CCW generates an AA. Copies of all AAs will be issued to all affected providers.
- You cannot override the Eligibility End Date. Due to required notification, ineligibility cannot be established in the past. If payment is not due to a provider, make the appropriate changes on the *Enrollment Detail* page.



# ***LOW-INCOME (LI)***

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6. If necessary, update the Individual Eligibility Status.


NOTE: An Eligibility Status may be changed if the Status is either “Eligible” or “Ineligible.” If the status is Ineligible, you will need to update the Individual Results before overriding case results.

7. If necessary, update the Eligibility Begin Date.
8. If necessary, add or remove Failure Reasons, click “Update” next to an individual in the Failure Reasons table and select or “Clear” the “Reason” checkboxes.
9. If you changed the eligibility results, select an Override Reason (Override Code) and add “Override Comments.”
10. Click “Save & Return.”
11. Click “Eligibility Details.”

NOTE: The *Eligibility Detail* Page displays the details which were used to calculate income eligibility for the case. This income information is also used to determine the co-pay, when applicable.

- The Family Composition is displayed at the top of the page. It lists each person who is part of the case.
- The Income Result table lists the Family Size, the “Adjusted Annual Income” what percentage of FPIG this family’s size and income represent. The Income Test Results are displayed as either passing or failing.
- The Income Summary section displays all income information that was used to determine eligibility. It lists the family member that the income is assigned to in PELICAN CCW along with subtotals by category. All categories are totaled to create the Gross Annual Income. Deductions are subtracted from the Gross Annual Income to calculate the Adjusted Annual Income that is used for eligibility.

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**Eligibility Detail** Select...

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

**Eligibility Details**

**Family Composition**  
Child Care Program: Low income

Individual Number	Individual	Date of Birth
		9/26/1992
		8/3/2008

**Income Result**

Family Size	Adjusted Annual Income	%FPIG	FPIG Income	Income Unit	Income Test Result
2	\$0.00	0%	\$14,570.00	200%	Pass

**Income Summary**

Parent/Caretaker	Source	Amount(Annual)
<b>Employment Income</b>		
Gross Employment Income		+\$0.00
<b>Self-Employment Income</b>		
Gross Self-Employment Income		+\$0.00
<b>Other Income</b>		
Gross Other Income		+\$0.00
<b>Income Deductions</b>		
Total Income Deductions		\$0.00
<b>Total Adjusted Medical Deduction</b>		
		+\$0.00
<b>Gross Annual Income</b>		
		+\$0.00
<b>Calculated Annual Deductions</b>		
		\$0.00
<b>Total Grant Amount</b>		
		+\$0.00
<b>Adjusted Annual Income</b>		
		+\$0.00

[HISTORY](#)  [RETURN TO SUMMARY](#)

12. If necessary, go to the appropriate pages to update the information.
13. From the *Eligibility Details* page, click “Return to Summary.”
14. If necessary, update the Case Eligibility Status.
15. If necessary, add or remove “Failure Reasons.”
16. If you changed the eligibility results, select an “Override Reason” and add “Override Comments”.
17. When you are satisfied with the results, click “Confirm.”

**NOTE:** You must confirm eligibility on the same day that you assess eligibility. PELICAN CCW creates an eligibility segment ***ONLY*** when you click “Confirm.” The “Mode” will change from Intake to Ongoing.

18. For eligible cases, click the “Select ...” drop-down box and select “Enrollments” from the list to continue the enrollment process.

Once you have confirmed eligibility, PELICAN CCW returns you to the *Case Summary* page. If the case is eligible, the status will be listed as “Open” and the mode as “Ongoing”. If the case is ineligible, the status will remain “Pending” with a mode of “Intake” until the night batch runs when it will change the status to “Closed”. The mode will remain “Intake”.

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Family Composition Eligibility Results

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Pending	Intake		0127

**FC Eligibility Result : Low income**  
Run Date 9/11/2009 2:50:14 PM  
Status Pending  
Mode Intake

Eligibility Status	Eligibility Begin Date	Eligibility End Date
Eligible	09/11/2009	

**Failure Reasons**

Failure Reason Code
---------------------

**Eligibility Override Details**  
Override Code   
Override Comments

**Redetermination Details**  
Redetermination Date   
Override Code   
Override Comments

**Co-pay Results**

Family Size	Adjusted Annual Income	Weekly Co-pay	Co-pay Effective Date
2	\$0.00	\$5.00	09/11/2009

If a case has an active AA an indicator will displays on the *Case Summary* page. Once the AA is satisfied, the indicator is reset. If the p/c does not satisfy the AA PELICAN CCW closes the case on the 14th day. If multiple children receive care and only one child is Ineligible because of the AA, PELICAN CCW ends the enrollment for that child on the 14th day but does not close the case. If the p/c satisfies the AA, make the appropriate updates, reassess and confirm eligibility. If the case then passes eligibility, PELICAN CCW will not close the case or end enrollments.

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### 404.15.1 System-generated Failures

An LI case and/or individuals within the case will fail eligibility in PELICAN CCW when any of the following are true:

1. The case and/or individuals within the case are ineligible in PELICAN CCW.
2. The p/c is not participating in work/training a minimum of 20 hours per week.
3. The child is older than 13 with no disability.
4. The child is absent for 5 consecutive days.
5. The co-pays are delinquent.
6. A verification type of "NA" is selected in any verification drop-down box.
7. A child care request is not indicated on the *Child Care Request* page in PELICAN CCW.
8. A child does not meet the immunization requirements as indicated in PELICAN CCW.

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# ***LOW-INCOME (LI)***

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## 404.15.2 User-generated Failures

An LI case and/or individuals within the case will fail eligibility for enrollment in PELICAN CCW when the CCIS worker takes any of the following actions in PELICAN CCW:

1. Enters “N/A” in the following verification fields:
  - a. Child Care Request.
  - b. Employment & Wage.
  - c. P/C Training.
  - d. Teen Parent Education.
  - e. Self-Employment.
  - f. P/C Disability.
  - g. Child Disability.
2. Deselects “CC Request” on the *Care Request* page and chooses one of the following “Reason Ending Care”:
  - a. Co-pay exceeds cost of care.
  - b. Delinquent co-payment.
  - c. Child not enrolled.
  - d. 10-day absence.
  - e. Failure to return from break.
  - f. P/C is owner or operator
  - g. Publicly funded education. available.
  - h. Face to Face requirements.
  - i. P/c available to care.
  - j. No need for care.
  - k. Ineligible provider.
  - l. Provider included in the budget group.
  - m. Provider is step parent.

If the CCIS deselects “CC Request” on the *Care Request* page using one of the following “Reason Ending Care”, PELICAN CCW will not generate an AA:

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

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## 404.15.3 Failure Reason Codes

The *Failure Reason Code* page is used to add or delete failure reasons for a case or individual. This page is accessed for either a particular individual, by clicking “Update” on the *Individual Eligibility Results* page, or for the case, by clicking “Update” on the *Family Composition Eligibility Results* page. The *Failure Reason Code* page defaults to the Short Description view. If you wish to view the regulation, click the “Display Long Description” radio button and click “Go.” Clicking “Display Selections” and “Go” shows only those failure reasons that are selected.

To add a failure reason, select the checkbox next to the appropriate code. **You must apply the failure reason code to the appropriate case or individual level.** To remove a failure reason from the case or individual, clear the checkbox next to the code you wish to remove. Click “Save” to save your updates.

**NOTE:** To prevent error message text from appearing on correspondence, PELICAN CCW requires that certain reason codes are entered at only the case or individual level. CCIS offices must validate that the intended failure reason code is entered appropriately at either the case or individual level. See **Manual “500 - Correspondence”** for additional information regarding case versus individual failure reason codes.

The 900 series of failure reason codes are not selected by the system, but are available for a worker to add when either a case or individual fails eligibility.

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## 404.15.4 Immediately Determining an Application Ineligible

When the CCIS reviews an Application (paper or COMPASS) and discovers any of the following circumstances, the CCIS may immediately assess and confirm eligibility to fail the case:

1. The Application does not include any children.
2. The only child(ren) included in the Application are 13 years of age or older and there is no child disability information listed on the Application for the child(ren).
3. The p/c and/or case comments indicate there is no need for child care and/or the p/c applied in error.
4. The p/c is not meeting the work requirement.
5. The family does not reside in PA.

When the CCIS immediately fails an Application because of one or more of the circumstances listed above, there is no need to send a MIL.

The CCIS must work with the p/c if the p/c appeals the Ineligible Notice and/or submits additional verification indicating potential eligibility.

# ***LOW-INCOME (LI)***

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When the CCIS receives an Application that provides only partial information (i.e., indicates there is employment or training, but the p/c did not provide the employer or training institution name, etc.), the CCIS must send a MIL to the p/c requesting the additional information no later than 30 calendar days following the date the Application was submitted.

## **EXAMPLES:**

1. The CCIS receives a COMPASS Application in the Application Inbox on 11/1, suggesting the p/c is applying for TANF and/or SNAP benefits, in addition to child care. The CCIS reviews the Application on 11/8 and determines the Application falls into one of the five circumstances listed above (i.e., there are no children on the Application; the family does not meet the work-hour requirement; etc.). The CCIS assesses and confirms eligibility under the LI child care program and allows the case to fail eligibility.
2. The CCIS receives a COMPASS Application in the Application Inbox on 11/1. The Application suggests the p/c is applying TANF and/or SNAP benefits, in addition to subsidized child care. The CCIS reviews the Application on 11/8 and determines there is adequate information to process the Application under the LI child care program. On 11/9, the CCIS generates and sends a MIL to the p/c requesting the missing information no later than 12/1.
3. The CCIS receives a paper Application on 11/1. The CCIS reviews the Application on 11/8 and determines the Application falls into one of the five circumstances listed above (i.e., there are no children on the Application; the family does not meet the work-hour requirement; etc.). The CCIS assesses and confirms eligibility under the LI child care program and allows the case to fail eligibility.
4. The CCIS receives a paper Application on 11/1. The CCIS reviews the Application on 11/8 and determines there is adequate information to process the Application under the LI child care program. On 11/15, the CCIS generates and sends a MIL to the p/c requesting the missing information no later than 12/1.

## **PROCEDURES:**

1. Establish a case from the Application information.
  - a. Enter the information from a paper Application on all affected pages in PELICAN CCW.
  - b. Click the “Application Number” hyperlink from the Application Inbox and process the Application to case creation.
2. Review the Application (paper or COMPASS).
3. Determine whether the Application meets any of the five circumstances listed above that allow for an immediate eligibility determination.

# ***LOW-INCOME (LI)***

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4. Change all “Pending” verifications to “Self-Declared”, if immediate eligibility determination is warranted.

**NOTE:** Eligibility cannot be confirmed if any verification field is left in “Pending” status.

5. Assess and confirm eligibility.
6. Send the Ineligible Notice generated from PELICAN CCW.
7. Create and maintain an individual or family file for each of the applications (paper or COMPASS). The applications must be retained as set forth in § 3041.85 (relating to record retention).

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[Return to Manual Section “404.14.1 – Processing a COMPASS Application”](#)

[See Manual Section “404.23.3.49 – Questions – 404.15.4 – Immediately Determining an Application Ineligible”](#)

## 404.16 PROCESSING REPORTED CHANGES

As specified in [§ 3041.127](#) (relating to reporting changes):

- (a) A p/c may report a change in circumstances whenever a change occurs.
- (b) A p/c shall report the following changes to the eligibility agency no later than 10 calendar days following the date of the change:
  - (1) Loss of work, including layoffs or strikes.
  - (2) Decrease in the hours of work, education or training below an average of 20 hours per week.
  - (3) A change in the number of days or hours for which subsidized child care is needed.
  - (4) Onset of maternity, paternity or adoption leave and return to work following leave.
  - (5) Onset of a disability and return to work following disability.
  - (6) Change of address.
  - (7) Change in family composition.

In addition, a p/c is required to report the following to the CCIS:

1. Immunization status if pending 90 days.
2. Changes in the child’s developmental delay.
3. Provider and schedule changes.

# ***LOW-INCOME (LI)***

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**THERE IS NO REQUIREMENT TO REPORT AN INCREASE IN INCOME; however, the p/c must report the addition of a p/c by marriage or co-habitation and the income associated with this addition.**

As specified in **§ 3041.128** (relating to review of changes), “If the p/c reports a change that may result in a decrease in the family co-payment, the eligibility agency shall review the change and complete a partial redetermination as specified in **§ 3041.129** (relating to partial redetermination based on reported changes).

Partial redetermination is the process of reassessing eligibility in the “Open/Ongoing” mode when any eligibility factors have changed. A partial Redetermination may be conducted at any time. A partial Redetermination does not change the Redetermination date of a case and does not trigger an increase in co-payment.

As specified in **§ 3041.129** (relating to partial redetermination based on changes):

- (a) The eligibility agency shall complete a partial redetermination of eligibility if the p/c reports a change as specified in **§ 3041.127** (relating to p/c report of change). A co-payment is not reassessed during a partial redetermination.
- (b) The partial redetermination shall be completed by the eligibility agency no later than 10 calendar days from the date the p/c reports and verifies a change.
- (c) The eligibility agency shall establish a new redetermination date to review eligibility if the information obtained during a partial redetermination indicates one of the following:
  - (1) The family’s financial or nonfinancial status is expected to change in a manner that affects eligibility or co-payment.
  - (2) A p/c has a disability and the disability is anticipated to end prior to the family’s redetermination date.
  - (3) A p/c’s work is seasonal or temporary.
  - (4) A p/c’s education ends prior to the family’s redetermination date.
  - (5) A p/c begins maternity, paternity or adoption leave or a p/c’s maternity, paternity or adoption leave changes or ends prior to the family’s redetermination date.
  - (6) A waiver of eligibility or verification requirement is granted due to domestic violence as specified in **§ 3041.91** (relating to general domestic violence waiver requirements).

**NOTES:**

- The CCIS will ***NOT*** establish a new redetermination date when conducting a partial redetermination and obtains information described in (c)(1) above. This is associated with the co-payment stabilization policy.



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- The CCIS will also *NOT* establish a new redetermination date when conducting a partial redetermination for the situations described in (c)(2) – (c)(6) above. The redetermination is based on the original date – no new date is set. The CCIS must keep the case in open/ongoing mode, send a MIL and set a tracking date alert. When the tracking date comes due, the CCIS will assess eligibility on the case in open/ongoing mode and confirm results. If system determines the case ineligible (i.e. income, work requirements, etc.), the CCIS should let the case fail and generate an AA.
- (d) **If a p/c reports a change in the factors affecting financial or nonfinancial eligibility that does not cause a change in the co-payment or in the eligibility determination, the eligibility agency is not required to complete a partial redetermination.**
- (e) **The eligibility agency shall retain in the family file the information used in the partial redetermination.**
- (f) **If the p/c reports a change that results in the family or a child in the family becoming ineligible for subsidy, the eligibility agency shall take the necessary steps to terminate the subsidy with proper notification to the family, under § 3041.165 (relating to AA).**

To process a partial redetermination, information should be updated in “Ongoing” mode; do *NOT* go to the *Full Redetermination* page. Enter or update the financial or non-financial information, then assess and confirm eligibility. PELICAN CCW follows the Department's co-payment stabilization requirements.

For information about how to process changes in Ongoing mode, see [Manual Section “404.17, PELICAN CCW Case Management.”](#)

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[Return to Manual Section “404.13.6 – The Case Summary Page”](#)

[See Manual Section “404.23.3.50 – Questions – 404.16 – Processing Reported Changes”](#)

## 404.17 PELICAN CCW CASE MANAGEMENT

As clients report changes, the CCIS must make updates in PELICAN CCW. This section describes how to make changes and updates to case information in PELICAN CCW.

NOTE: Deleting information is to be used when that information was entered in error. The steps below distinguish between deleting and ending information when appropriate.

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## 404.17.1 Household Information

The following subsections contain information regarding updating household information and accessing historical household information.

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### 404.17.1.1 Updating Household Information

The CCIS must complete the following steps in PELICAN CCW when updating household information:

1. Click the “Household Information” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Make the appropriate updates to information.
3. Click “Save.”
4. Assess and Confirm eligibility.

#### NOTES:

- To update any of the household information, enter the necessary changes. The old information is archived and is accessible from history.
- If a change is made to the address, the new address is validated against a database of street addresses using the same process that occurs when you initially entered the case. As with the Intake process, you must select a validated address or continue using an unvalidated address.

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### 404.17.1.2 Accessing Historical Household Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical household information:

1. Click the “Household Information” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History” button at the bottom of the page.
3. Click the “Date Last Updated” hyperlink associated with the historical information to be viewed.
4. Click “Return to Summary” to return to the *Household Information Detail* page.

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## 404.17.2 Individual Information

The following subsections contain information regarding updating individual information, removing an individual from the family composition and accessing historical individual information.

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### 404.17.2.1 Updating Individual Information

The CCIS must complete the following steps in PELICAN CCW when updating individual information:

1. Click the “Individual Information” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...drop-down” box, select the hyperlink and click “Go.”
2. Update the appropriate information.
3. Click “Save.”
4. Assess and Confirm eligibility.

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### 404.17.2.2 Removing an Individual from the Family Composition

Prior to removing a case member from the family, the CCIS must determine if the individual to be removed is a child or adult. If the individual is a child, the CCIS must end the child’s care request and proceed to Step 1 below. If the individual is an adult who is ***NOT*** the primary caretaker in the case, the CCIS may immediately proceed to Step 1 below.

NOTE: You cannot delete the primary caretaker associated with the case. You must first designate a new primary caretaker and then you may delete the original primary caretaker.

The CCIS may remove a case member from the family composition by completing the following steps in PELICAN CCW:

1. Click the “Individual Information” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the “Delete” checkbox for the individual who is to be removed.

NOTE: The individual's record can still be accessed in history.

3. Click “Save”
4. Assess and Confirm eligibility. (The individual is removed after this step.)

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## 404.17.2.3 Accessing Historical Individual Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical individual information:

1. Click the “Individual Information” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History Icon (I)” next to the record to view a history of edits to that record; ***OR*** select the checkbox next to the one or more records for which you wish to view a history and click “History”; ***OR*** click “History” to view all records.

**NOTE:** By default, the most recent record is listed first. Click the “Individual Name” hyperlinks to view the histories of other records.

3. Click “Return to Summary” to return to the *Individual Information Detail* page.

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## 404.17.3 Relationship Information

The following subsections contain information regarding updating relationship information and accessing historical relationship information.

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### 404.17.3.1 Updating Relationship Information

The CCIS must complete the following steps in PELICAN CCW when updating relationship information:

1. Click the “Relationships” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Update the appropriate information.
3. Click “Save.”
4. Assess and Confirm eligibility.

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## 404.17.3.2 Accessing Historical Relationship Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical relationship information:

1. Click the “Relationships” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History” button at the bottom of the page.
3. Click “Return to Summary” to return to the *Relationship Detail* page.

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## 404.17.4 Child Care Request Information

The following subsections contain information regarding updating child care request information, processing a child no longer requesting care, changing a child’s eligibility status from “Not Requesting Child” to “Eligible Child” and accessing historical child care relationship information.

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### 404.17.4.1 Updating Child Care Request Information

The CCIS must complete the following steps in PELICAN CCW when updating child care request information:

1. Click the “Care Request” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Update the appropriate information.
3. Click “Save.”
4. Assess and Confirm eligibility.

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## 404.17.4.2 Processing a Child No Longer Needing Care

The CCIS must complete the following steps in PELICAN CCW when processing a child no longer needing care:

1. Click the “Child Care Request” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Clear the “CC Request” checkbox.
3. Click the “Reason Ending Care” drop-down box and select “Voluntary Withdrawal” from the list.
4. Click “Save.”
5. Assess and Confirm eligibility.
6. Generate AA, if applicable.

### NOTES:

- A child who no longer needs child care but is not leaving the family composition, remains on the *Individual Information Detail* page.
- Active enrollments for any child who is removed or voluntarily withdrawn are discontinued/closed during the nightly batch process.

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## 404.17.4.3 Changing a Child’s Eligibility Status from “Not Requesting Child” to “Eligible Child”

When the CCIS must change a child’s eligibility status from “Not Requesting Child” to “Eligible Child”, the CCIS may use the *Eligibility Override Summary* page, however the easiest way to correct this issue is to rerun eligibility and correct the dates prior to confirming eligibility. To resolve this issue, please refer to the steps outlined in Manual Section **“106 - PELICAN CCW Troubleshooting Guide,”** section “3.4.3 – Changing Child’s Dates on ‘Not Requesting Care’ to ‘Eligible’”

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## 404.17.4.4 Accessing Historical Child Care Request Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical child care request information:

1. Click the “Child Care Request” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History Icon (I)” next to the record to view a history of edits to that record; **OR** select the checkbox next to the one or more records for which you wish to view a history and click “History”; **OR** click “History” to view all records.

**NOTE:** By default, the most recent record is listed first. Click the “Individual Name” hyperlinks to view the histories of other records.

3. Click “Return to Summary” to return to the *Care Request* page.

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## 404.17.5 Employment and Wage Information

The following subsections contain information regarding updating employment information, ending employment, deleting employment entered in error and accessing historical employment information.

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## 404.17.5.1 Updating Employment and Wage Information

The CCIS must complete the following steps in PELICAN CCW when updating employment and wage information:

1. Click the “Employment and Wage” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Scroll down to the “Employment Income” section and click “Clear.”
5. Enter the date of the first pay stub in the “Effective Begin Date.”
6. Click “Yes” or “No” for “Will/Does the p/c receive paystubs?”
7. Click “Yes” or “No” for “Will/Do you have sufficient paystubs to determine eligibility?”
8. If sufficient pay stubs:
  - Are NOT available, select the “Income Frequency” and enter “Estimated Income” and “Hours per week.”
  - Are available, enter “Pay Date”, “Frequency”, “Hours Worked”, Gross Amount and Verification for each pay stub (enter 4-weeks’ worth).
9. Answer the “Employment Verification (EV) Details” questions.
10. Select a “V (Employment)” option.

NOTE: Although not required, you can enter the date the changes were reported in the Date Change Reported field on eligibility pages. This information can be used to track when a client reported a change.
11. Click “Save.”
12. Assess and Confirm eligibility.

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## 404.17.5.2 Ending Employment

The CCIS must complete the following steps in PELICAN CCW when ending employment:

1. Click the “Employment and Wage” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Enter an “Employment End Date.”
5. Select a “Reason for Termination.”
6. Click “Save.”
7. Assess and Confirm eligibility.

NOTE:

If you ended the employment and selected an incorrect reason code, you must override eligibility to get the desired results. For example, if you selected Voluntary and should have selected Involuntary, the case will fail eligibility. You must override the individual and case results to Eligible, provide a reason and comments and remove the failure reasons, prior to confirming eligibility. You then need to set a tracking date as a reminder to check on the employment status of the case member in 60 days to see if they are employed.

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## 404.17.5.3 Deleting Employment Entered in Error

The CCIS must complete the following steps in PELICAN CCW when deleting employment entered in error:

1. Click the “Employment and Wage” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update”
4. Click “Delete” at the bottom of the page.

NOTE: Use the delete functionality only if employment information was entered in error. The information will be archived and accessible from history.

5. Click “Delete” a second time.
6. Assess and Confirm eligibility.

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## 404.17.5.4 Accessing Historical Employment & Wage Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical employment and wage information:

1. Click the “Employment and Wage” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History Icon (I)” next to the record to view a history of edits to that record; **OR** select the checkbox next to the one or more records for which you wish to view a history and click “History”; **OR** click “History” to view all records.

NOTE: By default, the most recent record is listed first. Click the “Last Updated Date” and/or “Employer Name” hyperlink(s) associated with the historical information to be viewed.

3. Click “Return to Summary” to return to the *Employment and Wage Summary* page.

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## **404.17.6 P/C Training Information**

The following subsections contain information regarding updating p/c training information, ending p/c training, deleting p/c training entered in error and accessing historical p/c training information.

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### **404.17.6.1 Updating P/C Training**

The CCIS must complete the following steps in PELICAN CCW when updating p/c training information:

1. Click the “Parent/Caretaker Training” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Make the appropriate updates to information.
5. Click “Save.”
6. Assess and Confirm eligibility.

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### **404.17.6.2 Ending P/C Training**

The CCIS must complete the following steps in PELICAN CCW when ending p/c training information:

1. Click the “Parent/Caretaker Training” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Enter an Effective End Date.
5. Click “Save.”
6. Assess and Confirm eligibility.

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## 404.17.6.3 Deleting P/C Training Entered in Error

The CCIS must complete the following steps in PELICAN CCW when deleting p/c training entered in error:

1. Click the “Parent/Caretaker Training” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Click “Delete” at the bottom of the page.

NOTE: Use the delete functionality only if p/c training information was entered in error.

5. Click “Delete” a second time.
6. Assess and Confirm eligibility.

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## 404.17.6.4 Accessing Historical P/C Training Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical p/c training information:

1. Click the “Parent/Caretaker Training” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History Icon (I)” next to the record to view a history of edits to that record; **OR** select the checkbox next to the one or more records for which you wish to view a history and click “History”; **OR** click “History” to view all records.

NOTE: By default, the most recent record is listed first. Click the hyperlinks to view the histories of other records.

3. Click “Return to Summary” to return to the *Parent/Caretaker Training Summary* page.

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## 404.17.7 P/C Disability Information

The following subsections contain information regarding updating p/c disability information, ending p/c disability, deleting p/c disability entered in error and accessing historical p/c disability information.

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### 404.17.7.1 Updating a P/C Disability

The CCIS must complete the following steps in PELICAN CCW when updating p/c disability information:

1. Click the “Parent/Caretaker Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Make the appropriate updates to information.
5. Click “Save.”
6. Assess and Confirm eligibility.

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### 404.17.7.2 Ending P/C Disability

The CCIS must complete the following steps in PELICAN CCW when ending p/c disability information:

1. Click the “Parent/Caretaker Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Enter an “Effective End Date.”
5. Click “Save.”
6. Assess and Confirm eligibility.

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## **404.17.7.3 Deleting P/C Disability Entered in Error**

The CCIS must complete the following steps in PELICAN CCW when deleting p/c disability entered in error:

1. Click the “Parent/Caretaker Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Click “Delete” at the bottom of the page.

**NOTE:** Use the delete functionality only if p/c disability information was entered in error.

5. Click “Delete” a second time.
6. Assess and Confirm eligibility.

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## **404.17.7.4 Accessing Historical P/C Disability Information**

The CCIS must complete the following steps in PELICAN CCW when accessing historical p/c disability information:

1. Click the “Parent/Caretaker Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History Icon (I)” next to the record to view a history of edits to that record; **OR** Select the checkbox next to the one or more records for which you wish to view a history and click “History”; **OR** Click “History” to view all records.

**NOTE:** By default, the most recent record is listed first. Click the hyperlinks to view the histories of other records.

3. Click “Return to Summary” to return to the *Parent/Caretaker Disability Summary* page.

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## 404.17.8 Child Disability Information

The following subsections contain information regarding updating child disability information, ending child disability, deleting child disability entered in error and accessing historical child disability information.

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### 404.17.8.1 Updating a Child Disability

The CCIS must complete the following steps in PELICAN CCW when updating child disability information:

1. Click the “Child Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Make the appropriate updates to information.
5. Click “Save.”
6. Assess and Confirm eligibility.

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### 404.17.8.2 Ending Child Disability

The CCIS must complete the following steps in PELICAN CCW when ending p/c disability information:

1. Click the “Child Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Enter an “Effective End Date.”
5. Click “Save.”
6. Assess and Confirm eligibility.

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## 404.17.8.3 Deleting Child Disability Entered in Error

The CCIS must complete the following steps in PELICAN CCW when deleting child disability entered in error:

1. Click the “Child Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Select the checkbox next to the record to be updated.
3. Click “Update.”
4. Click “Delete” at the bottom of the page.

NOTE: Use the delete functionality only if child disability information was entered in error.

5. Click “Delete” a second time.
6. Assess and Confirm eligibility.

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## 404.17.8.4 Accessing Historical Child Disability Information

The CCIS must complete the following steps in PELICAN CCW when accessing historical child disability information:

1. Click the “Child Disability” hyperlink on the *Case Profile Summary* page or from within a case, click the “Select...” drop-down box, select the hyperlink and click “Go.”
2. Click the “History Icon (I)” next to the record to view a history of edits to that record; ***OR*** select the checkbox next to the one or more records for which you wish to view a history and click “History”; ***OR*** click “History” to view all records.

NOTE: By default, the most recent record is listed first. Click the hyperlinks to view the histories of other records.

3. Click “Return to Summary” to return to the *Child Disability Summary* page.

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## 404.17.9 Income & Deductions

For information regarding updating, ending, deleting and viewing historical income and deduction information, see [Manual “406 – Income”](#).

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## 404.18 REDETERMINATION

As specified in [§ 3041.130](#) (relating to eligibility redetermination):

- (a) **The eligibility agency shall complete a redetermination of eligibility every 6 months and establish the family’s next redetermination date.**
- (b) **Prior to the redetermination, the eligibility agency shall do the following:**
  - (1) **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.**
  - (2) **Request that the p/c verify the family’s current earned income.**
  - (3) **Verify any factors that have changed, including:**
    - (i) **Unearned income.**
    - (ii) **A decrease in hours of work, education or training to fewer than 20 hours per week.**
    - (iii) **Family composition.**

When you assess eligibility and confirm the results, PELICAN CCW sets a “Redetermination Date” for 183 days from the date the eligibility results are confirmed. PELICAN CCW also sends an alert notifying you that the redetermination is due to remind you to process the returned packet or follow-up if necessary.

For a full redetermination, PELICAN CCW generates and releases a Redetermination Packet six weeks prior to the Redetermination Date.

Each Packet contains a Redetermination Letter and Redetermination Summary form which displays the case information that exists in PELICAN CCW. The Redetermination Packet is not available for central printing so verification forms may be included when mailing the Redetermination Packet to the p/c.

The Eligibility Specialist must mail the packet to the p/c on the date mandated and include the required verification forms.

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[See Manual Section “404.23.3.51 – Questions – 404.18 – Redetermination”](#)

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## 404.18.1 Processing a Paper Redetermination

**As specified in § 3041.131(a) (relating to procedures for redetermination), “No earlier than 6 weeks prior to redetermination, the CCIS 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 CCIS shall require the p/c to complete, sign and either mail, hand-deliver or fax the applicable form at each redetermination,” as specified in § 3041.131(e).**

The p/c must update the gray rows on the Redetermination Summary form if appropriate, sign and date the Affidavit section and return it along with other required information/verification forms to the CCIS. The p/c is advised in the Redetermination Letter that they can complete their redetermination online via the COMPASS website. Instructions for completing the redetermination online are also included in the Redetermination Letter. Regardless of whether a redetermination is completed manually or in COMPASS, the required verification forms must be submitted to the CCIS. If a p/c completes his redetermination in COMPASS, the signed Affidavit is not required; E-Signature is used for COMPASS redeterminations. (See “Processing a Redetermination Entered in COMPASS” below).

If a family has a child on the Waiting List and there are no active enrollments, “Waiting List” appears in bold on the Redetermination Letter.

***The CCIS must complete the redetermination process for children on the WL.***

The CCIS may process the redetermination when the required verification forms have been received or no later than the Redetermination Date.

**NOTE:** To give the p/c the benefit of the full Redetermination period, the CCIS must send an AA for incomplete Redeterminations the day after the Redetermination Due Date.

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**“If the p/c submits only some of the required verification elements prior to the redetermination, the CCIS shall request in writing that the p/c submit the additional verification no later than the family’s redetermination date, as specified in § 3041.131(b).”**

If only the signed Affidavit is missing, the CCIS must process the redetermination and determine continuing eligibility. The CCIS must send the p/c a MIL along with a copy of the unsigned Affidavit which requests their signature and indicates the due date for receipt. If the signed Affidavit is not received by the due date, an AA must be generated.

**As specified in § 3041.131(c), “The CCIS shall retain a copy of the notification in the family file.”**

NOTE Having an electronic copy of the MIL in the PELICAN CCW case meets this requirement. Keeping a hard copy of the MIL in the *physical* family file is not necessary.

The CCIS ***MUST*** process the redetermination upon receipt of the Redetermination Summary form and all verifications. The Case Status does not change in PELICAN CCW until the redetermination is processed.

The CCIS may run eligibility before the redetermination due date in LI cases that appear to be eligible. Redeterminations must be processed within 10 calendar days. If verifications are missing and sufficient time exists, a MIL may be generated requesting all verifications be submitted no later than the redetermination due date. If the Redetermination Due Date is too close to send the MIL, the CCIS should simply wait and send an AA on the next business day following the Redetermination Due Date.

When missing verifications are not received in the required timeframe, changing the verification status to “Not Available” triggers the failure reason on the AA. The CCIS may also change the response to “Has the redetermination packet been received?” to “No” based upon current business practices. Once a redetermination is successfully processed an alert is sent and eligibility is to be assessed and confirmed.

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A redetermination comes to PELICAN CCW as an update in the Update Inbox. PELICAN CCW automatically puts the case into Redetermination Mode during the nightly batch process

The CCIS receives an edit on all pages within the case which reminds the CCIS to assess and confirm eligibility for enrollment in PELICAN CCW.

The CCIS must reassess and confirm eligibility for all cases, except for families enrolled in the HS Expansion program. Redeterminations are only completed on HS Expansion program cases when appropriate, per policy (not every six months).

To process a redetermination in PELICAN CCW:

1. Navigate to the *Full Redetermination* page using one of the following methods:
  - Click “Case” on the Main Navigation bar, then enter the case number in the Full Redetermination field; OR
  - From within a case, click the “Select...” drop-down box, select “Full Redetermination” from the list, and click “Go”; OR
  - On the *Case Summary* page, click “Redetermination.”
2. On the *Full Redetermination* page, select the appropriate response to “Has the Redetermination packet been returned?”  
If the response is:
  - Yes — enter a date in the “Date Redetermination packet returned” field, and continue to step 3.
    - NOTE: The CCIS must receive all required verification forms prior to answering “Yes” to “Has the Redetermination Packet been returned” in PELICAN CCW.
  - No — continue to step 3.
  - No, Unscheduled — continue to step 3. (This is used when the p/c has reported changes that your office has deemed require a full redetermination.

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3. Click “Save.” Clicking “Save” produces a confirmation message indicating that the case will move into Redetermination mode.
4. Click “Save” again (to confirm the case is to move to Redetermination mode); PELICAN CCW moves to the *Case Summary* page.

NOTE: If the CCIS saved a “No” selection to the packet returned question by mistake, *but did not yet “Confirm” eligibility results*, the CCIS can go back to the *Full Redetermination* page, correct the entry to the “Redetermination Packet Returned” question and click “Save”.

5. Verify all displayed information.
6. Click “Case Profile Summary”, and click each “Screen” hyperlink to navigate to each page to verify/update information.
7. On the *Case Profile Summary* page, click the “Determine Eligibility” hyperlink.
8. On the *Child Care Program* page, verify that the correct program is selected. If not, click the “Program” drop-down box and select the correct program from the list.
9. Click “Assess Eligibility.”
10. Click “Individual Results.”
11. Verify the accuracy of the “Eligibility Results.”
12. If necessary, update the “Individual Eligibility Status.”
13. If needed, update the “Eligibility Begin Date.”
14. To add or remove “Failure Reasons” by individual, click “Update” next to an individual, and select or clear the appropriate reason checkboxes.
15. If you changed the eligibility results, select an “Override Reason” and add “Comments.”
16. Click “Save and Return.”
17. Click “Eligibility Details.”
18. Verify results.
19. If income:

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- a. ***Is correct*** — continue to step 20.
- b. ***Is missing or incorrect*** — click the “Select...” drop-down box to move to the appropriate income page to enter or update the information; then return to step 7.

## NOTES:

- If you do not have sufficient pay stubs, you can issue a MIL to the p/c requesting 4 weeks of pay stubs and enter the p/c’s estimated income. If it has been more than 30 days since the Employment Begin Date and pay stubs have not been entered into PELICAN CCW, the case will fail eligibility.
  - If you do not enter new pay stubs at redetermination, PELICAN CCW uses the pay information that was previously entered. PELICAN CCW does not check the dates on pay information to make sure they are current. It is up to the user to make sure pay information meets policy requirements.
  - PELICAN CCW multiplies the data in the Estimated Income field and the Income Frequency field to determine income eligibility.
  - The Estimated End Date for temporary workers is not eligibility-related. It is only used to send an alert to indicate that the employment is ending and that you need to verify the p/c’s status.
20. Click “Return to Summary.”
  21. Update the “Case Eligibility Status”, if needed.
  22. If needed, update the “Eligibility Begin Date.”
  23. To add or remove Failure Reasons, click “Update” under the Failure Reasons table and select or clear the checkboxes as appropriate.
  24. If you changed the eligibility results, select an “Override Reason” and add “Comments.”

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25. If needed, update the “Redetermination Date.”
26. Verify the results, and click “Confirm.”

## NOTES:

- Use the Date Change Reported field on detail pages to record the date for internal use only. This date is for information purposes only and DOES NOT impact eligibility in any way.
- If the CCIS realizes, after confirming eligibility results, that it saved a “No” selection to the “Redetermination Packet Returned” question on the *Full Redetermination* page by mistake, the CCIS must remove the reason code “Redetermination -- Lack of Verification.” If it is the only failure reason code listed, the CCIS must also override the case to “Eligible” and add an “Override Code” and “Comments”.

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[See Manual Section “404.23.3.52 – Questions – 404.18.1 – Processing a Paper Redetermination”](#)

## 404.18.2 Managing the Redetermination Inbox

Existing child care clients can complete their redetermination online from the COMPASS website. COMPASS pulls all the current case data in real time for the client to review/update. When a client begins their redetermination in COMPASS, a Redetermination Number is automatically assigned. It begins with an “R” and is used to track processing in PELICAN CCW. Clients have 42 days from the date the Redetermination Packet is generated to complete their redetermination in COMPASS. After 42 days, they will not be able to complete the redetermination through COMPASS.

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When a redetermination is received from COMPASS in the Redetermination Inbox, the CCIS must review the information to determine whether there is missing information or verification within 10 calendar days. The CCIS must note that the information was reviewed in case comments and must indicate what information or verification was missing, if appropriate.

The CCIS may not process the redetermination until all of the required verification forms have been received. As previously indicated, a signed Affidavit is not required for COMPASS redeterminations. If the verification forms are not received by the Redetermination Date, generate an AA.

Redetermination information is sent to PELICAN CCW in a nightly batch process. The CCIS can access the redeterminations from COMPASS by going to the *Inbox Home* page and clicking the “Redetermination Inbox” hyperlink. The records are assigned an e-form number by COMPASS. If a client submits more than one redetermination through COMPASS within the 42 day window, each redetermination must be reviewed separately in order to determine which to process.

***For each redetermination submitted***, the CCIS must print the *Redetermination Summary* page, process the appropriate redetermination and reject any duplicate/supplemental redeterminations. Any redeterminations left in the Inbox are purged after 60 days.

Client changes made in COMPASS must be reviewed during redetermination processing. Review all necessary pages of updated information. Click “Continue” to review each page. Use the printed *Redetermination Summary* page to compare the updated information to existing information.

**NOTE:** The *Redetermination Summary* page can be printed until the redetermination is completely processed. Once it is processed, the *Redetermination Summary* page only shows the updated information in PELICAN CCW.

Redeterminations received from COMPASS follow the same regulations and policy guidelines that apply to manual redeterminations.



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If system problems occur during the processing of data from COMPASS to PELICAN CCW, COMPASS attempts to resend it daily until it is received in PELICAN CCW. For instances of “Processed with Failures” and “Failed” redeterminations, use the *Redetermination Summary* page to manually updated the case and follow the standard process. If necessary, contact the p/c and advise him that his online redetermination failed and he must complete a manual redetermination.

Once the redetermination is processed by reviewing the *Address Clearance, Individual Selection, MCI Clearance* and *Case Selection* pages the following settings are made to the case in PELICAN CCW:

- All updates are applied.
- Verifications for *updated* data are automatically set to “Pending”. Verification statuses for data not updated as a result of the Redetermination remain unchanged and are not set to “Pending”.

NOTE: Even when a p/c’s employment has not changed, system automatically changes the verification to “Pending” since new paystubs are required at each Redetermination.

- The CCIS must update any verification automatically set to “Pending” to “Verified/Self-Certified”.
- The income verifications (adult and child) are set to “Pending”, even if they were not updated. This information must be confirmed with the appropriate paperwork.
- “Has the redetermination packet been returned” question is set to “Yes.”
- The “Returned Date” is the COMPASS submission date (the date it appeared in the “Redetermination Inbox”).
- The PELICAN CCW Case Status is set to “Open/Rede” mode.
- Standard redetermination alerts apply to COMPASS Redeterminations.

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[See Manual Section “404.23.3.53 – Questions – 404.18.2 – Managing the Redetermination Inbox”](#)

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## 404.18.3 Redetermination: Waiting List

The CCIS must complete a redetermination for families who are on the waiting list for more than six months. The CCIS ***MUST*** print the Redetermination Letter and Summary Form, and send them to the p/c. The CCIS should follow the standard redetermination process.

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[See Manual Section “404.23.3.54 – Questions – 404.18.3 – Waiting List”](#)

## 404.18.4 Redetermination: Maternity/Disability Leave

The CCIS must complete a redetermination for families who are on maternity or disability leave as follows:

### *Leave Begins near Redetermination Due Date*

1. Print the Redetermination Letter and Summary form to send to the p/c.
2. Process verification submitted by the p/c.
3. Leave/re-enter the old income information.
4. Override the co-payment, if appropriate, to an amount based on the income the p/c is actually receiving during the leave until the p/c returns to work.
5. Set a tracking date to check that the p/c returned to work when expected and provided the necessary verification.
6. Assess and confirm eligibility to complete the redetermination.
7. Generate a Confirmation Notice notifying the p/c of the leave period.

### *Leave Ends near Redetermination Due Date*

1. Print the Redetermination Letter and Summary form to send to the p/c.
2. Process verification submitted by the p/c, including verification of income and return to work.
3. End-date the leave on the *Employment & Wage* page.
4. Assess and confirm eligibility. PELICAN CCW will assess the original co-payment or a co-payment based on the amount of income entered in PELICAN CCW at that time.
5. Generate a Confirmation Notice advising the p/c that the increased co-payment will begin the Monday following the date the notice period expires.

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[See Manual Section “404.23.3.55 – Questions – 404.18.4 – Maternity/Disability Leave”](#)

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## 404.19 VOLUNTARY WITHDRAWAL

As specified in § 3041.132 (relating to voluntary request to terminate subsidized child care):

- (a) A p/c may request the eligibility agency to terminate subsidy.
- (b) Upon receipt of a request to terminate subsidy, the eligibility agency shall take steps to terminate the family's eligibility.
- (c) The eligibility agency shall notify the p/c as specified in § 3041.166 (relating to notice confirming voluntary withdrawal).

When a p/c informs either the CCIS or the provider that the child will no longer be attending a particular facility, the CCIS should stop payment to the provider on the last day the child attends, or the day the p/c informs the CCIS, whichever is later. If the p/c requests a new provider, the CCIS should begin to make payments to the new provider immediately. The CCIS should not continue to pay the original provider for additional days in order to fulfill the p/c's obligation to give notice to the provider. The 10-day notice of withdrawal is an agreement between the p/c and the provider. It is up to the p/c to fulfill the contract. The CCIS is not required to pay when the p/c fails to give notice to the provider. Providers may go through their local magistrates to collect unpaid child care bills. The difference between the provider's 10-day withdrawal notice and DPW's 10-day absence regulation has to do with the p/c's notification to the CCIS and the provider. DPW pays for ten-days of absence when the child is ill or temporarily unable to attend the child care facility. The term "absence" implies that the child intends to return to the provider. DPW also pay for ten days of absence when the child does not attend the facility and neither the CCIS nor the provider has heard from the p/c. In these cases, the CCIS sends an AA to the p/c on after the 10th day of absence.

### EXAMPLES:

1. The child receives care Monday through Friday. On Friday 8/26 the p/c informs the CCIS that the child will be attending a new facility on Monday 8/29. The provider has a ten-day notice policy that p/c has not fulfilled.
  - CCIS action: The last paid day for the original provider is 8/26. The CCIS enrolls the child at the new provider and begins payment to new provider on 8/29, the date the p/c reports the change to the CCIS.
  - Provider action: The provider discusses payment of agreed upon 10-day notice with p/c. If p/c refuses to honor the agreement, provider files a complaint with the local magistrate.
2. The child receives care Monday through Friday. The p/c calls the CCIS upon receipt of the AA and reports that she began to use a new provider on 8/15.
  - CCIS action: The p/c did not inform the provider or the CCIS of the change in providers. The CCIS pays the old provider for 10 days of absence through 8/26. The CCIS enrolls the child with the new provider starting Monday 8/29.
  - Provider action: The new provider should not have expected payment from the CCIS without receipt of an Enrollment Summary or a call from the CCIS. The new provider will need to discuss payment arrangements with the p/c for care given 8/15 through 8/26.

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3. The child receives care Monday through Friday. The child has been absent from 8/15. On Monday 8/22 the p/c calls the CCIS and informs the worker that she began to use a new provider on 8/15.
  - CCIS action: The CCIS pays forward based on the p/c's report. The CCIS ends enrollment at original provider, paying through 8/19. The CCIS then creates an enrollment at the new provider and begins paying on 8/22, the date the p/c reported the change.
  - Provider action: The original provider received payment for five days of absence. If the provider's agreement with the p/c is to have 10 days prior notice, the provider needs to make arrangements with the p/c for payment for the additional five days.
  
4. The child receives care Monday through Friday. Child has been absent from Monday 8/15 through Friday 8/26 (10 days); neither the provider nor the CCIS have heard from the p/c.
  - CCIS action: CCIS sends the p/c an AA. CCIS pays the provider through 8/26.
  - Provider action: Provider contacts the CCIS to report the absence at the end of the day on 8/26 or beginning of the day on 8/29 (11th day of absence)

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[See Manual Section "404.23.3.56 – Questions – 404.19 – Voluntary Withdrawal"](#)

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## 404.20 P/C RESPONSIBILITIES

The following establishes the responsibilities of the p/c. The p/c will:

1. Supply accurate, true and complete information about all factors that affect eligibility.
2. Report any of the following changes within 10 calendar days of the date that the change occurs:
  - a. Demographic information (i.e., name, marital status).
  - b. Household composition (i.e., individuals moving in and/or out of the household, newborns, deaths, incarcerations, etc.).
  - c. Address.
  - d. Employment or other paid activity (i.e., starting, ending, hours or wages).
  - e. Income (i.e., starting, ending, amount).
  - f. Training or other unpaid activities (i.e., starting, stopping attendance).
  - g. Need for increase days/hours of care related to employment or other paid activities and/or training and other unpaid activities.
  - h. A change in provider.
  - i. A change in schedule.
  - j. A change in need for care.
3. Supply additional information when required by mail, phone, fax, or through a face-to-face interview.
4. Participate in a face-to-face interview within 30-calendar days of the date the CCIS received a signed Application and all supporting verification needed to establish eligibility.
5. Enroll the child(ren) with an eligible provider
6. Cooperate with state and federal officials during eligibility reviews or audits. This includes cooperation with the Office of the Inspector General (OIG). The OIG is responsible for conducting investigations of suspected fraud.

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## 404.21 CCIS RESPONSIBILITIES

The following establishes the responsibilities of the CCIS. The CCIS will:

1. Offer R&R services and parent counseling to all referred families.
2. Provide information about early care and education and its impact on child development and school readiness.
3. Create child care enrollments with the p/c's selected provider and issue child care payments only for those individuals determined eligible by the CAO and eligible in PELICAN CCW according to the enrollment roles.
4. Use PELICAN CCW to do the following:
  - a. Indicate which child(ren) have requested child care.
  - b. Indicate immunization status or exemption from immunization.
  - c. Verify and indicate developmental age, as appropriate.
  - d. Assess eligibility for subsidized child care.
  - e. Notify a family of eligibility or ineligibility for enrollment.
  - f. Gather provider data and create enrollments based on the p/c's reported need for child care.
  - g. Assess co-pay and/or override/waive if appropriate.
  - h. Process enrollment and provider changes.
  - i. Maintain case comments regarding every action taken in a case, which minimally include the date of the action, what action was taken, who acted, the reason for the action and the names of any other individual(s) involved.

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## 404.22 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.

### 404.22.1 Announcements

DATE ISSUED	ANNOUNCEMENT NUMBER	TITLE

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### 404.22.2 Updates

DATE ISSUED	UPDATE NUMBER	TITLE

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## 404.22.3 Communiqués

<b>DATE ISSUED</b>	<b>COMMUNIQUE NUMBER</b>	<b>TITLE</b>

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## 404.22.4 Additional Resources

<b>DATE ISSUED</b>	<b>UPDATE NUMBER</b>	<b>TITLE</b>

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## 404.23 TRAINING GUIDE

This section contains information pertinent to training the Low-Income Manual Section. The following subsections contain the goals and objectives of the manual, as well as helpful question and answer checkpoints.

### 404.23.1 Goals

The information in this section contains the goals with regard to determining eligibility for the Subsidized Child Care program as it relates to LI child care. The following are the goals of this manual section:

1. To successfully create and maintain an LI case through which subsidized child care may be provided to eligible children.
2. To minimize the creation of duplicate cases within PELICAN CCW.
3. To successfully create an enrollment and process payments for an LI case.

[Return to Manual Section “404.3 – Goals & Objectives”](#)

### 404.23.2 Objectives

The information in this section contains the objectives with regard to determining eligibility for the Subsidized Child Care program as it relates to LI child care. The following are the objectives of this manual section:

1. To process LI Applications (i.e., paper and online via COMPASS) following regulation, policy and procedures outlined in the manual.
2. To assess eligibility and obtain the appropriate results.
3. To understand failure reason codes and the impact on a family’s and/or individual child’s eligibility for subsidized child care.
4. To establish an enrollment for each eligible child for whom subsidized child care is requested.
5. To issue payment for active enrollments.
6. To perform a partial and full redetermination following regulation, policy and procedures outlined in the manual.
7. To be familiar with alerts and warning messages related to LI child care.

[Return to Manual Section “404. 3 – Goals & Objectives”](#)

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## 404.23.3 Section Checkpoint Questions

The Policy and Operations Division 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.

### 404.23.3.1 Questions – Manual Section “404.1 – General Policy & Regulation”

1. Child care/eligibility programs include which of the following:
  - a. LI
  - b. FT
  - c. HS
  - d. TANF
  - e. GA/WS2.
  - f. FS/SNAP
  - g. All of the above.
  
2. Which agency is responsible for determining eligibility for LI child care?
  - a. CAO.
  - b. CCIS.
  - c. Both the CAO and the CCIS.

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[Return to Manual Section “404.1 – General Policy & Regulation”](#)

[See Answers](#)

### 404.23.3.2 Questions – Manual Section “404.4 – Provision of Subsidy”

3. TRUE or FALSE. A family applying for subsidized child care only needs to meet financial criteria.

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[Return to Manual Section “404.4 – Provision of Subsidy”](#)

[See Answers](#)

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## 404.23.3.3 Questions – Manual Section “404.5 – Subsidy Benefits”

4. TRUE or FALSE. Subsidized child care can be provided for a p/c’s travel time between the child care facility and where they work, train or attend class as well as for sleep times.
5. TRUE or FALSE. “Education” and “training” are the same.

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[Return to Manual Section “404.5 – Subsidy Benefits”](#)

[See Answers](#)

## 404.23.3.4 Questions – Manual Section “404.6 – Subsidy Limitations”

6. TRUE or FALSE. If a disabled p/c that loses a job, child care services are not considered necessary unless the p/c submits verification that he is unable to work and is physically or mentally incapable of providing child care.
7. TRUE or FALSE. A provider of subsidized child care can be a biological or adoptive parent or legal guardian of the child.
8. Once a p/c has been notified of eligibility for subsidized child care and that funding is available, the p/c has how many days to select an eligible child care provider and enroll the child
  - a. 15
  - b. 30
  - c. 60
  - d. by the first Monday following the notice

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[Return to Manual Section “404.6 – Subsidy Limitations”](#)

[See Answers](#)

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## 404.23.3.5 Questions – Manual Section “404.7 – Prohibition of Additional Conditions”

9. TRUE or FALSE. The CCIS may not impose eligibility conditions other than conditions listed in the regulation.

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[Return to Manual Section “404.7 – Prohibition of Additional Conditions”](#)

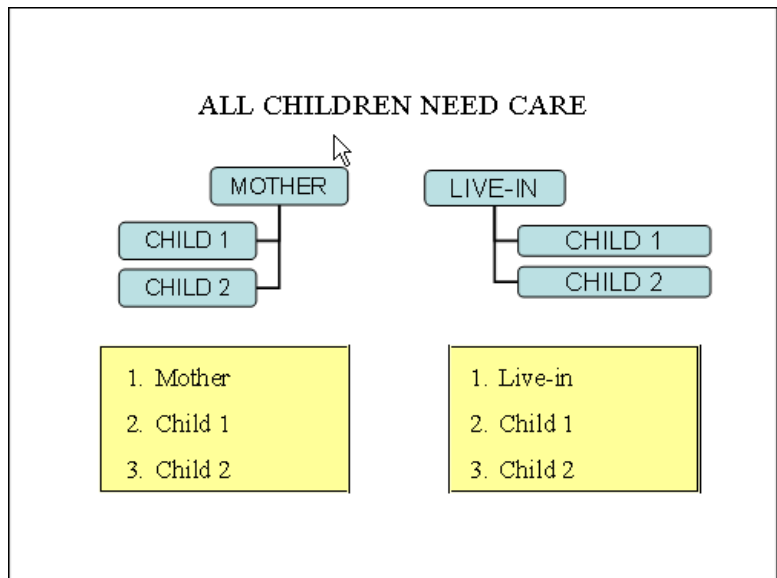
[See Answers](#)

## 404.23.3.6 Questions – Manual Section “404.8 – Determining Family Composition”

10. TRUE or FALSE. A family applying for subsidized child care shall consist of the following individuals who reside in the same household: the child(ren) for whom subsidized child care is requested, the p/c of the child(ren) and any other child(ren) who are under the care and control of the p/c.
11. TRUE or FALSE. PELICAN CCW determines family size and composition based on information entered about the household.
12. Which of the following questions must the CCIS consider when determining family composition?
  - a. Are the adults in the family married?
  - b. Do the adults in the family share a child(ren) for whom subsidy is requested?
  - c. Do unmarried adults have legal custody over each other’s children?
  - d. All of the above.

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13. Which of the following statements is true regarding family size and composition?



- a. This is one case consisting of the mother, live-in, and all children, with a family size of 6.
- b. This is two cases, each with a family size of 3, one consisting of the mother and her children and the other consisting of the live-in and his children.

14. How would the family composition change if the mother and live-in shared a child(ren)?

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15. How would the family composition change if the mother and live-in married?

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16. What is considered when determining the family composition of a family consisting of a teen parent?
  - a. Whether the teen’s parent has care and control over the teen’s child.
  - b. Whether the teen or the teen’s parent requests one case rather than separate cases.
  - c. Both of the above.
17. TRUE or FALSE. A foster child may be counted as a family of one or may be included in a family with the foster parents and the biological, step or adoptive children of the foster parents.

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[Return to Manual Section “404.8 – Determining Family Composition”](#)

[See Answers](#)

## 404.23.3.7 Questions – Manual Section “404.8.1 – Adding an Additional P/C to the Household”

18. TRUE or FALSE. When adding an additional p/c to the household, the CCIS must place the case in “Full Redetermination mode” and change the “Redetermination Date” back to the original date prior to full redetermination (i.e., putting the case into “Full Redetermination mode”) or after running eligibility.
19. TRUE or FALSE. Co-payment stabilization does not apply when adding an additional p/c to the household.
20. TRUE or FALSE. If the addition of an additional p/c to the household results in ineligibility due to excess income, the CCIS must generate and send an AA to the family.

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[Return to Manual Section “404.8.1 – Adding an Additional P/C to the Household”](#)

[See Answers](#)

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## 404.23.3.8 Questions – Manual Section “404.8.2 –Change in Primary Caretakers”

21. TRUE or FALSE. If the p/c will be absent longer than 13 calendar days, there must be a new individual designated who has care and control over or legal custody of the child(ren) for whom subsidized child care is requested.
22. TRUE or FALSE. The newly designated p/c must submit a Subsidized Child Care Application.
23. TRUE or FALSE. The CCIS may not simply delete the original primary caretaker and insert the newly designated p/c in the family composition.
24. TRUE or FALSE. The only time the CCIS may substitute one primary caretaker for another is when a foster child moves from one foster parent to another.
25. TRUE or FALSE. Subsidy continuation does not apply when a foster child is returned to his/her biological parent’s home following a foster placement.
26. TRUE or FALSE. When a child exists simultaneously in two cases due to a joint/shared custody arrangement, the second p/c who applies for subsidized child care will benefit from the child’s earliest Application date.

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[Return to Manual Section “404.8.2 – Change in Primary Caretakers”](#)

[See Answers](#)

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## 404.23.3.9 Questions – Manual Section “404.8.3 –Foster Care”

27. TRUE or FALSE. A foster child is in the legal custody of the Children and Youth agency.
28. TRUE or FALSE. When a foster child is receiving care in a case that includes the biological, step or adoptive child(ren) of the foster parent, the foster parent must submit income verification and must meet income requirements, in addition to meeting the work requirement.

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[Return to Manual Section “404.8.3 – Foster Care”](#)

[See Answers](#)

## 404.23.3.10 Questions – Manual Section “404.9.1 – Financial Eligibility”

29. TRUE or FALSE. After initial determination of eligibility, a family may have a higher annual income than at initial Application and still meet financial guidelines.

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[Return to Manual Section “404.9.1 – Financial Eligibility”](#)

[See Answers](#)

## 404.23.3.11 Questions – Manual Section “404.9.2 – Residence”

30. TRUE or FALSE. A family can live outside Pennsylvania but still be eligible for subsidized child care as long as the provider is in Pennsylvania.

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[Return to Manual Section “404.9.2 – Residence”](#)

[See Answers](#)



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## 404.23.3.12 Questions – Manual Section “404.9.3 –Face-to-Face Interview”

31. TRUE or FALSE. The CCIS has discretion to conduct a face-to-face interview within 30 calendar days following the determination of eligibility, rather than within 30 calendar days following the date the first child is enrolled, when funding is not available.
32. TRUE or FALSE. The CCIS must accommodate the p/c’s work hours when scheduling a face-to-face interview, and may extend the 30-day timeframe if, on or before the 30<sup>th</sup> day, the p/c claims hardship due to conflicts with the p/c’s working hours, transportation problems or illness of the p/c or another family member.
33. What seven activities must the CCIS complete during the face-to-face interview?

- ✓ \_\_\_\_\_  
\_\_\_\_\_
- ✓ \_\_\_\_\_  
\_\_\_\_\_
- ✓ \_\_\_\_\_  
\_\_\_\_\_
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[Return to Manual Section “404.9.3 – Face-to-Face Interview”](#)

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## 404.23.3.13 Questions – Manual Section “404.9.4 – Signature Requirements”

34. TRUE or FALSE. The p/c must sign the Subsidized Child Care Application and the Release of Information during the Application process as a condition of eligibility.
35. TRUE or FALSE. A signed HIPAA form is not an eligibility requirement.

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## 404.23.3.14 Questions – Manual Section “404.9.5 – Subsidy Continuation”

### 36. Which of the following are true regarding subsidy continuation?

- a. Payment continues for up to 30 calendar days and eligibility continues for up to 60 calendar days from the date of involuntary loss of work.
- b. Payment continues for up to 30 calendar days and eligibility continues for up to 60 calendar days from the date the p/c graduates from or completes education or training.
- c. Payment and eligibility continue during regularly scheduled breaks in work if the regularly scheduled break is less than 31 calendar days.
- d. Payment and eligibility continue during regularly scheduled breaks in education or training if the regularly scheduled break is less than 31 calendar days.
- e. Payment and eligibility continue for up to a total of 84 calendar days from the first day of family leave, including maternity leave.
- f. All of the above.

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## 404.23.3.15 Questions – Manual Section “404.9.6 – Subsidy Suspension”

37. If a child is unable to attend child care for more than **5** consecutive days for which the child is scheduled to attend care, subsidy shall be suspended for up to 90 calendar days in which of the following circumstances?
- a. The child is visiting the noncustodial p/c.
  - b. The child is ill or hospitalized, preventing the child from participating in child care.
  - c. The child is absent because of family illness or emergency.
  - d. The child remains at home with his p/c during family leave.
  - e. The provider is closed because of failure to meet certification or registration requirements.
  - f. The p/c needs to locate another provider because the current provider cannot meet the p/c’s child care needs.
  - g. The p/c is on maternity or family leave.
  - h. A p/c has a break in work, education or training that exceeds 30 calendar days but does not continue beyond 90 calendar days.
  - i. All of the above.

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## 404.23.3.16 Questions – Manual Section “404.9.7 – Subsidy Disruption”

38. TRUE or FALSE. If child care is disrupted due to the provider’s loss of the Department’s certification or registration or another reason that prevents the child’s continued care at that facility, the child is eligible for subsidy at another facility.
39. TRUE or FALSE. If a child loses care as a result of the provider’s loss of the Department’s certification or registration or another reason that prevents the child’s continued care at that facility, the child’s subsidy is suspended until the p/c selects another provider and funding is available.
40. If subsidy to a child is disrupted due to insufficient State or Federal funding, which of the following considerations apply?
  - a. Subsidy for children whose family’s income is at the highest percentage of the FPIG is disrupted first.
  - b. A child whose subsidy is disrupted shall be placed on the waiting list according to the date of the initial eligibility for subsidized child care.
  - c. Both of the above.

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## 404.23.3.17 Questions – Manual Section “404.9.8 – Delinquent Co-payment”

41. TRUE or FALSE. A co-payment is delinquent if it is not paid by the last day of the service week.
42. TRUE or FALSE. Failure to pay the co-payment timely results in ineligibility for the entire family because the co-payment is assigned to the family as a whole.
43. If a family’s subsidy is terminated for failure to make the required co-payments, which of the following conditions apply?
  - a. The family may reapply at any time.
  - b. The CCIS must determine eligibility and the family may be determined eligible regardless of whether the delinquent co-payment is resolved.
  - c. The CCIS may not enroll the child(ren) until the delinquent co-payment is resolved.
  - d. The family must resolve the delinquent co-payment within 30 calendar days following the availability of funding for enrollment or the family will be determined ineligible.
  - e. All of the above.

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## 404.23.3.18 Questions – Manual Section “404.9.9 – Co-payment Exceeds Cost of Care”

44. TRUE or FALSE. If the co-payment for one month are equal to or exceed the monthly payments for child care, the family is not eligible for subsidized child care with that provider; however, this does not apply to months in which there are five Mondays.

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## 404.23.3.19 Questions – Manual Section “404.9.10 – Disqualification”

45. TRUE or FALSE. Upon disqualification, the p/c and eligible children in the p/c’s family are prohibited from participation in the Subsidized Child Care program for 6 months, 12 months or permanently depending upon the number of convictions, hearing decisions or determinations.

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## 404.23.3.20 Questions – Manual Section “404.10.1 –Child Care Need”

46. A p/c may receive child care during which of the following circumstances?
- a. The hours of work, education or training.
  - b. Travel from the child care provider to work, education or training and back to the child care provider following work, education or training.
  - c. Uninterrupted sleep time when the p/c’s work shift ends between the hours of 12 a.m. and 9 a.m.
  - d. All of the above.
47. TRUE or FALSE. A p/c is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the CCIS notifies the p/c that funding is available.

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## 404.23.3.21 Questions – Manual Section “404.10.2 – Work, Education & Training”

48. TRUE or FALSE. A p/c meets the work hour requirement if he/she only works 13 hours per week and attends training at least 7 hours per week.
49. TRUE or FALSE. A p/c under age 18, who does not have a high school or general educational development diploma may meet the work hour requirement by working 20 hours/week, working 10 hours/week and training 10 hours/week, or attending education on a full time basis.
50. A p/c that misses work, education or training shall remain eligible for subsidy if the p/c is currently scheduled to work or participate in education or training for an average of 20 hours or more per week and which of the following applies?
- The p/c has an illness or injury.
  - The p/c has a medical appointment that cannot reasonably be scheduled at a time that does not conflict with work hours.
  - The p/c’s employer is closed.
  - The p/c verifies domestic violence.
  - The p/c has an emergency, such as an illness, injury or impairment of the child that precludes the child from attending child care or illness, injury or impairment of a family member that requires the p/c to miss work to provide care.
  - All of the above.
51. TRUE or FALSE. If a p/c voluntarily quits a job, the CCIS must generate an AA.
52. TRUE or FALSE. If a p/c involuntarily loses a job, the CCIS must manually generate a Confirmation Notice notifying the p/c of the availability of subsidy for 60 calendar days following the last day of employment.

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## 404.23.3.22 Questions – Manual Section “404.10.3 – Prospective Work, Education & Training”

53. TRUE or FALSE. A family in which a p/c has prospective work, education or training may be eligible for subsidized child care if the p/c will begin work no later than 30 calendar days following the date of Application.
54. TRUE or FALSE. If a p/c in a family receiving subsidized child care involuntarily loses his/her employment, the family may be eligible for subsidized child care if the p/c begins employment no later than 60 calendar days following the date the p/c becomes unemployed.
55. TRUE or FALSE. Subsidy may not begin until the p/c begins work, education or training.

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## 404.23.3.23 Questions – Manual Section “404.10.4 – Seasonal & Temporary Work”

56. TRUE or FALSE. When a p/c has seasonal employment with a scheduled end date, the p/c must be counseled regarding the work-hour requirement because the p/c will receive the AA period only to locate new work following the end of the seasonal work.

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## 404.23.3.24 Questions – Manual Section “404.10.5 –P/C Disability”

57. Following the determination of eligibility for subsidized child care, a single p/c who becomes disabled, is unable to continue work, education or training and is unable to care for the child is excused from the work, education and training requirements for up to a maximum of how many days?
- a. 30
  - b. 60
  - c. 90
  - d. 183
58. TRUE or FALSE. At application, a single p/c is ineligible for subsidy when the p/c has a disability.
59. TRUE or FALSE. If a working p/c in a 2-p/c family leaves, the CCIS must treat the p/c with the disability in the same manner as a single p/c with a disability and grant 183 days of continued eligibility from the date the working p/c left the household.
60. TRUE or FALSE. If a p/c involuntarily loses employment, then reports a disability, the p/c would be eligible for continued subsidy for 60 calendar days from the involuntary loss of work since the loss was unrelated to a disability.
61. TRUE or FALSE. An unemployed p/c is not eligible for disability leave since this type of leave is contingent on employment.

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## 404.23.3.25 Questions – Manual Section “404.10.6 – Maternity Leave”

62. A family’s eligibility and payment for subsidized child care continues for and during a total of how many days?
- a. 60
  - b. 84
  - c. 90
  - d. 183
63. TRUE or FALSE. A p/c is entitled to up to 84 calendar days of maternity leave and up to 183 calendar days, consecutively, of continued eligibility related to a verified disability.

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## 404.23.3.26 Questions – Manual Section “404.10.7 – Military Families”

64. TRUE or FALSE. When a military p/c who is receiving subsidized child care is deployed or placed in active duty resulting in the child(ren) being left with a new p/c such as a grandparent, the new p/c (i.e., the grandparent) must submit an Application for subsidized child care.
65. TRUE or FALSE. If funds are not immediately available, the CCIS must place the child(ren) on the waiting list effective the date of the new p/c’s Application.
66. TRUE or FALSE. The CCIS must advise families that the military offers child care assistance to persons who are in active duty or deployed and should encourage a p/c who is enlisted in the military to explore this option, particularly if subsidized child care is not immediately available for the family.
67. TRUE or FALSE. In a 2-p/c family, the CCIS must continue to include the enlisted p/c in the family’s composition and must continue to count the enlisted p/c’s income.

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404.23.3.27 Questions – Manual Section “404.11.1 –Age Requirement”

68. TRUE or FALSE. A 14 year old who is incapable of caring for himself may be eligible for subsidized child care.

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404.23.3.28 Questions – Manual Section “404.11.2 –Child Disability, Injury or Impairment”

69. TRUE or FALSE. Subsidy is available to an otherwise eligible child up to age 19 who is incapable of caring for himself.

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[Return to Manual Section “404.11.2 – Child Disability, Injury or Impairment”](#)

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404.23.3.29 Questions – Manual Section “404.11.3 – Immunization”

70. TRUE or FALSE. A p/c has 90 days to obtain immunizations for an otherwise eligible child, but if unwilling immunize, the child is ineligible.

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404.23.3.30 Questions – Manual Section “404.11.4 – Citizenship”

71. TRUE or FALSE. A child receiving subsidized child care shall be a United States citizen, an alien lawfully admitted for permanent residence or otherwise lawfully and permanently residing in the United States.

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404.23.3.31 Questions – Manual Section “404.11.5 – Attendance”

72. TRUE or FALSE. The CCIS should initiate action if a child’s attendance varies from the original schedule for a period of two months or if the child becomes ineligible.

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404.23.3.32 Questions – Manual Section “404.11.6 – Absence”

73. TRUE or FALSE. Depending on the reason for a child’s absence either a suspension or termination may be warranted.

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404.23.3.33 Questions – Manual Section “404.12 – Effective Date of Coverage”

74. TRUE or FALSE. If funding is available, coverage of child care costs is retroactive to the date the eligible family submitted the signed Application.

75. TRUE or FALSE. If funding is not available when a family is determined eligible for subsidized child care, the child is placed on a waiting list and coverage of child care costs begin the date funding is available.

76. TRUE or FALSE. A family with prospective employment is found eligible for subsidized child care. Coverage for child care costs will begin the date employment begins if funds are available. If funding is not available when work begins, the child is placed on a waiting list and coverage of child care costs begin the date funding is available.

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## 404.23.3.34 Questions – Manual Section “404.13 – Processing a Paper Application”

77. TRUE or FALSE. Facsimile is not an acceptable way to submit an Application.
78. TRUE or FALSE. The CCIS shall make Applications for subsidized child care available to any person upon request.
79. Which of the following is true regarding processing a paper Application for subsidized child care:
  - a. The CCIS may not limit the number of Applications distributed each day.
  - b. The CCIS must provide Applications to child care providers and to other community agencies that regularly interact with individuals who may need subsidized child care services.
  - c. The CCIS is not required to track the distribution of each Application.
  - d. The CCIS may not limit the number of completed Applications accepted each day.
  - e. All of the above.
80. TRUE or FALSE. The paper Application must be submitted to the CCIS in the p/c’s county of residence. Residents of Philadelphia and Allegheny counties must submit the Application to the CCIS that has been assigned the responsibility for the zip code in which the applicant’s residence is located.
81. TRUE or FALSE. The CCIS shall stamp the date of receipt on the signed Application on the same day the CCIS receives the Application by mail, hand-delivery and facsimile or electronically.
82. TRUE or FALSE. The CCIS shall determine a family eligible retroactive to the date the family submitted a signed Application if the CCIS has received all information necessary to complete the Application and the verification provided by the p/c establishes eligibility.

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## 404.23.3.35 Questions – Manual Section “404.14 – Managing the Application Inbox”

83. TRUE or FALSE. When a COMPASS Application is submitted, the data is automatically sent to PELICAN CCW in a nightly batch process.
84. TRUE or FALSE. COMPASS Applications are routed to the CCIS based on the county of residence (except for Philadelphia and Allegheny counties) which the applicant selected. If the applicant chooses the wrong county, the COMPASS Application will arrive at the incorrect CCIS office.
85. TRUE or FALSE. The CCIS must review the Application Inbox daily.

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## 404.23.3.36 Questions – Manual Section “404.14.1 – Processing a COMPASS Application”

86. TRUE or FALSE. The CCIS must print the Application Summary page in PELICAN CCW; however, since the p/c used the e-signature function when completing the COMPASS Application, the p/c is not required to sign the printed Application Summary.

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## 404.23.3.37 Questions – Manual Section “404.14.2.1 – Failed Applications”

87. TRUE or FALSE. When a case fails, the CCIS must print the Application Summary page in PELICAN CCW and use it to manually create a case and send a MIL.

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## 404.23.3.38 Questions – Manual Section “404.14.2.2 – Processed with Failures Applications”

88. TRUE or FALSE. When a case processes with failures, the CCIS must review the Application Summary page in PELICAN CCW and send a MIL.

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## 404.23.3.39 Questions – Manual Section “404.14.3 – Dual/Simultaneous Applications

89. TRUE or FALSE. When the CCIS searches the Application Inbox in PELICAN CCW by selecting “Simultaneously applying for Food Stamp Benefits” and Applications are returned, the CCIS may process these Applications under the LI child care program.
90. TRUE or FALSE. The CCIS must maintain the Application Date of a COMPASS Simultaneous Application (i.e., the date the Application was submitted from COMPASS to PELICAN CCW) when processing the Application under the LI child care program on Day 30.
91. When determining whether to process or reject a COMPASS Application and prior to creating a new PELICAN CCW case, the CCIS must:
- a. Confirm that all individual demographic information matches the information on the *MCI Individual Clearance* page in PELICAN CCW.
  - b. Ensure that links between CIS and PELICAN CCW are maintained appropriately.
  - c. Thoroughly research any existing Co/Record Number returned on the *Case Selection* page in PELICAN CCW.
  - d. Use any existing County/Record Number available.
  - e. Review the case creation hierarchy to determine whether an existing case must be used, reopened or maintained.
  - f. a, c and d above.
  - g. All of the above.

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92. If the CCIS receives paperwork for these Applications prior to case creation, the paperwork must be tracked and eventually connected to a case (if created). The recommended process is as follows:
- a. Print the *Application Summary* page.
  - b. Create a physical file filed by p/c name.
  - c. File any paperwork received with the *Application Summary* page.
  - d. Pull the file initially created and search for verification forms if a COMPASS Application is processed and a case is created.
  - e. Properly mark the physical family file as “Rejected” if the Application is rejected.
  - f. Combine the verification forms and any additional documentation with the existing file if a case already exists for that particular p/c.
  - g. All of the above.

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## 404.23.3.40 Questions – Manual Section “404.14.3.1 – Existing TANF (*Active*) Case”

93. TRUE or FALSE. When there is an existing TANF (*Active*) case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Reject the COMPASS Application using the Rejection Reason “Active Case – CIS”.
  - ✓ Use the existing *Active* TANF case to provide child care.

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## 404.23.3.41 Questions – Manual Section “404.14.3.2 – Existing TANF (*Closed*) Case”

94. TRUE or FALSE. When there is an existing TANF (*Closed*) case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Determine whether the case is eligible for FT based on the date TANF closed.
  - ✓ Process the COMPASS Application under the FT or LI child care program, as appropriate.

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## 404.23.3.42 Questions – Manual Section “404.14.3.3 – Existing FS/SNAP Case”

95. TRUE or FALSE. When there is an existing FS/SNAP case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Process the COMPASS Application under the LI child care program, as appropriate.
  - ✓ If the FS/SNAP case is *Active*, close the *Active* FS/SNAP case when the LI case is authorized from the waiting list.

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## 404.23.3.43 Questions – Manual Section “404.14.3.4 – Existing FT (Active) Case”

96. TRUE or FALSE. When there is an existing FT (*Active*) case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Reject the COMPASS Application using the Rejection Reason “Active Case – P”.
  - ✓ Use the existing *Active* FT case to provide child care.

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## 404.23.3.44 Questions – Manual Section “404.14.3.5 – Existing FT (Closed) Case”

97. TRUE or FALSE. When there is an existing FT (*Closed*) case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Determine whether the case is eligible for FT based on the date TANF closed.
  - ✓ Reopen the CLOSED FT case and update the information based upon the *Application Summary* page **OR** process the COMPASS Application under the LI child care program, as appropriate.

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## 404.23.3.45 Questions – Manual Section “404.14.3.6 – Existing LI Case”

98. TRUE or FALSE. When there is an existing LI case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Reject the COMPASS Application using the Rejection Reason “Active Case – P”.
  - ✓ Use the existing *Active* LI case to provide child care ***OR*** reopen the case, if CLOSED, with continuous or discontinuous eligibility, as appropriate.

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## 404.23.3.46 Questions – Manual Section “404.14.4 – Individual Clearance Issues”

99. TRUE or FALSE. If PELICAN CCW returns an incorrect match based on an SSN during the Individual Clearance process, the CCIS may continue to process the COMPASS Application but must manually enter the mismatched individual’s information into the case, without entering the SSN for that person.

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## 404.23.3.47 Questions – Manual Section “404.14.5 – Rejecting COMPASS Applications”

100. TRUE or FALSE. There are six Rejection Reason Codes, but only four result in the automatic generation of a Rejection Notice.

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404.23.3.48 Questions – Manual Section “404.14.6 – Transferring Applications Received in Error”

101. TRUE or FALSE. If the CCIS receives an application that does not belong to its geographical coverage area, the CCIS must complete the steps necessary to transfer the case to the appropriate geographical coverage area.

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404.23.3.49 Questions – Manual Section “404.15.4 – Immediately Determining an Application Ineligible”

102. For which of the following reasons may the CCIS immediately determine a COMPASS Application ineligible?
- a. The Application does not include any children.
  - b. The only child(ren) included in the Application are 13 years of age or older and there is no child disability information entered for the child(ren).
  - c. The p/c and/or case comments indicate there is no need for child care and/or the p/c applied in error.
  - d. The p/c is not meeting the work requirement.
  - e. The family does not reside in PA.
  - f. All of the above.

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## 404.23.3.50 Questions – Manual Section “404.16 – Processing Reported Changes”

103. Which of the following changes must a p/c report to the CCIS no later than 10 days following the date of the change?
- a. Loss of work, including layoffs or strikes.
  - b. Decrease in the hours of work, education or training below an average of 20 hours per week.
  - c. A change in the number of days or hours for which subsidized child care is needed.
  - d. Onset of maternity, paternity or adoption leave and return to work following leave.
  - e. Onset of a disability and return to work following disability.
  - f. Change of address.
  - g. Change in family composition.
  - h. Immunization status if pending 90 days.
  - i. Changes in the child’s developmental delay, injury or impairment.
  - j. All of the above.
104. TRUE or FALSE. The p/c is ***NOT*** required to report changes in income between scheduled redeterminations.
105. TRUE or FALSE. If the p/c reports a change that might result in a lower co-payment, the CCIS must complete a partial redetermination and lower the co-payment as appropriate.

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106. Under which of the following conditions must the CCIS establish a new redetermination date based on information obtained during a partial redetermination?
- a. The family's financial or nonfinancial status is expected to change in a manner that affects eligibility or co-payment.
  - b. A p/c has a disability and the disability is anticipated to end prior to the family's redetermination date.
  - c. A p/c's work is seasonal or temporary.
  - d. A p/c's education ends prior to the family's redetermination date.
  - e. A p/c begins maternity, paternity or adoption leave or a p/c's maternity, paternity or adoption leave changes or ends prior to the family's redetermination date.
  - f. A waiver of eligibility or verification requirement is granted due to domestic violence.
  - g. None of the above.
107. TRUE or FALSE. The CCIS shall retain in the family file the information used in partial redetermination.
108. TRUE or FALSE. The p/c reports a change that results in the family or a child in the family becoming ineligible for subsidy, the CCIS shall take the necessary steps to terminate the subsidy with proper notification to the family
109. . TRUE or FALSE. The CCIS may ***NOT*** go to the Full Redetermination page to process a partial redetermination.
110. TRUE or FALSE. PELICAN CCW follows the Department's co-payment stabilization requirements.

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## 404.23.3.51 Questions – Manual Section “404.18 – Redetermination”

111. TRUE or FALSE. The CCIS shall complete a redetermination of eligibility every 6 months and establish the family’s next redetermination date.
112. The p/c may complete the redetermination in which of the following ways?
  - a. By updating the gray rows on the Redetermination Summary form, as appropriate, signing and dating the Affidavit and returning it along with other required information/verification to the CCIS.
  - b. By updating information via COMPASS and mailing required verification to the CCIS.
  - c. Both of the above.
113. TRUE or FALSE. If the family has a child on the Waiting List and there are no active enrollments, “Waiting List” appears in bold on the Redetermination Letter.
114. TRUE or FALSE. If the p/c submits only some of the required verification elements prior to the redetermination, the CCIS shall request in writing that the p/c submit the additional verification no later than the redetermination date.

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## 404.23.3.52 Questions – Manual Section “404.18.1 – Processing a Paper Redetermination”

115. TRUE or FALSE. No earlier than 6 weeks prior to the redetermination, the CCIS 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.
116. TRUE or FALSE. The CCIS must complete the redetermination process for children on the WL.
117. Which of the following must the CCIS do prior to the redetermination?
- a. Provide the p/c with the Department’s form listing the income (earned and unearned), hours of work, education and training, family composition and address last reported for each p/c or child in the family.
  - b. Request that the p/c verify the family’s current earned income.
  - c. Verify any information that changed.
  - d. All of the above.

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## 404.23.3.53 Questions – Manual Section “404.18.2 – Managing the Redetermination Inbox”

118. TRUE or FALSE. The CCIS must process redeterminations submitted via COMPASS using the Redetermination Inbox.

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## 404.23.3.54 Questions – Manual Section “404.18.3 – Redetermination: Waiting List”

119. TRUE or FALSE. The CCIS is not required to complete redeterminations for families who are on the waiting list for more than six months.

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404.23.3.55 Questions – Manual Section “404.18.4 – Redetermination: Maternity/Disability Leave”

120. Which of the following must the CCIS do to complete the redetermination for a family who is on maternity or disability leave?
- a. Print the Redetermination Letter and Summary form to send to the p/c.
  - b. Leave/re-enter the old income information.
  - c. Override the co-payment to an amount based on the income the p/c is actually receiving during the leave.
  - d. Request pay verification from the p/c and end date the maternity/disability leave in PELICAN CCW upon the p/c’s return to work.
  - e. Assess and confirm eligibility upon the p/c’s return or failure to return to work.
  - f. All of the above.

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404.23.3.56 Questions – Manual Section “404.19 – Voluntary Withdrawal”

121. TRUE or FALSE. The CCIS is not required to pay the provider when the p/c fails to give the provider notice that the child will be transferring to another provider.

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## 404.23.4 Section Checkpoint Answers

The Policy and Operations Division of the Bureau of Subsidized Child Care Services provided answers to the questions asked in the previous section.

### 404.23.4.1 Answers – Manual Section “404.1 – General Policy & Regulation”

1. **g. – All of the above.** TANF, FS/SNAP, GA/WS2, FT, HS and LI are all child care/eligibility programs.
2. **b. – CCIS** is responsible for determining eligibility of LI child care.

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### 404.23.4.2 Answers – Manual Section “404.4 – Provision of Subsidy”

3. **FALSE.** A family applying for subsidized child care must meet financial and nonfinancial criteria.

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## 404.23.4.3 Answers – Manual Section “404.5 – Subsidy Benefits”

4. **TRUE.** Subsidized child care can be provided for a p/c’s travel time between the child care facility and where the p/c works, trains or attends class as well as for sleep time.
  
5. **FALSE.** “Education” and “training” are not the same. “Education” is defined as “An elementary school, middle school, junior high or high school program including a general educational development program”; whereas, “Training” is defined as “Instruction that provides the skills or qualifications necessary for a specific vocation or field of employment and includes adult basic education, English as a second language, a 2-year or 4-year postsecondary degree program, an internship, clinical placement, apprenticeship, lab work and field work required by the training institution”.

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## 404.23.4.4 Answers – Manual Section “404.6 – Subsidy Limitations”

6. **TRUE**. If a disabled p/c loses a job, child care services are not considered necessary unless the p/c submits verification that he is unable to work and is physically or mentally incapable of providing child care.
7. **FALSE**. A provider of subsidized child care may **NOT** be a biological or adoptive parent or legal guardian of the child.
8. **b. – 30**. Once a p/c has been notified of eligibility for subsidized child care and that funding is available, the p/c has 30 days to select an eligible child care provider and enroll the child

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## 404.23.4.5 Answers – Manual Section “404.7 – Prohibition of Additional Conditions”

9. **TRUE**. The CCIS may not impose eligibility conditions other than conditions listed in the regulation.

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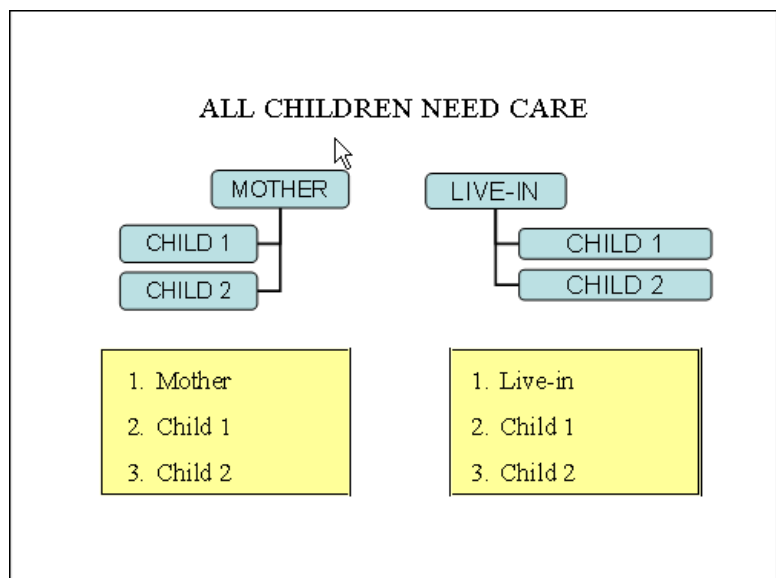
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## 404.23.4.6 Answers – Manual Section “404.8 – Determining Family Composition”

10. **TRUE.** A family applying for subsidized child care shall consist of the following individuals who reside in the same household: the child(ren) for whom subsidized child care is requested, the p/c of the child(ren) and any other child(ren) who are under the care and control of the p/c.
11. **TRUE.** PELICAN CCW determines family size and composition based on information entered about the household.
12. **d. – All of the above.** The CCIS must consider the following questions when determining family composition?
  - ✓ Are the adults in the family married?
  - ✓ Do the adults in the family share a child(ren) for whom subsidy is requested?
  - ✓ Do unmarried adults have legal custody over each other’s children?
13. **b. – This is two cases,** each with a family size of 3, one consisting of the mother and her children and the other consisting of the live-in and his children. See illustration below.



14. The family composition would change if the mother and the live-in shared a child(ren). **The family composition would include all 6 individuals in one case.**
15. The family composition would change if the mother and live-in were married. **The family composition would include all 6 individuals in one case.**

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16. ***c. – Both of the above.*** The CCIS must consider (1) whether the teen’s p/c has care and control over the teen’s child ***AND*** (2) whether the teen or teen’s p/c requests one case rather than separate cases to reduce the total co-payment amount.
17. ***TRUE.*** A foster child may be counted as a family of one or may be included in a family with the foster parents and the biological, step or adoptive children of the foster parents.

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## 404.23.4.7 Answers – Manual Section “404.8.1 –Adding an Additional P/C to the Household”

18. ***TRUE.*** When adding an additional p/c to the household, the CCIS must place the case in “Full Redetermination mode” and change the “Redetermination Date” back to the original date prior to full redetermination (i.e., putting the case into “Full Redetermination mode”) or after running eligibility.
19. ***TRUE.*** Co-payment stabilization does not apply when adding an additional p/c to the household.
20. ***TRUE.*** If the addition of an additional p/c to the household results in ineligibility due to excess income, the CCIS must generate and send an AA to the family.

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## 404.23.4.8 Answers – Manual Section “404.8.2 –Change in Primary Caretakers”

21. **TRUE.** If the p/c will be absent longer than 13 calendar days, there must be a new individual designated who has care and control over or legal custody of the child(ren) for whom subsidized child care is requested.
22. **TRUE.** The newly designated p/c must submit a Subsidized Child Care Application.
23. **TRUE.** The CCIS may not simply delete the original primary caretaker and insert the newly designated p/c in the family composition.
24. **TRUE.** The only time the CCIS may substitute one primary caretaker for another is when a foster child moves from one foster parent to another.
25. **TRUE.** Subsidy continuation does not apply when a foster child is returned to his/her biological parent’s home following a foster placement.
26. **TRUE.** When a child exists simultaneously in two cases due to a joint/shared custody arrangement, the second p/c who applies for subsidized child care will benefit from the child’s earliest Application date.

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## 404.23.4.9 Answers – Manual Section “404.8.3 –Foster Care”

27. **TRUE.** A foster child is in the legal custody of the Children and Youth agency.
28. **TRUE.** When a foster child is receiving care in a case that includes the biological, step or adoptive child(ren) of the foster parent, the foster parent must submit income verification and must meet income requirements, in addition to meeting the work requirement.

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## 404.23.4.10 Answers – Manual Section “404.9.1 – Financial Eligibility”

29. ***TRUE.*** After initial determination of eligibility, a family may have a higher annual income than at initial Application and still meet financial guidelines.

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## 404.23.4.11 Answers – Manual Section “404.9.2 – Residence”

30. ***FALSE. A family may NOT live outside Pennsylvania.*** Pennsylvania residency is an eligibility requirement.

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## 404.23.4.12 Answers – Manual Section “404.9.3 –Face-to-Face Interview”

31. ***TRUE.*** The CCIS has discretion to conduct a face-to-face interview within 30 calendar days following the determination of eligibility, rather than within 30 calendar days following the date the first child is enrolled, when funding is not available.
32. ***TRUE.*** The CCIS must accommodate the p/c’s work hours when scheduling a face-to-face interview, and may extend the 30-day timeframe if, on or before the 30<sup>th</sup> day, the p/c claims hardship due to conflicts with the p/c’s working hours, transportation problems or illness of the p/c or another family member.



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33. The CCIS must complete the following seven steps during the face-to-face interview:

- ✓ Review and provide a copy of the “[A Parent’s Handbook to Subsidized Child Care \(PUB 549\)](#)” to the p/c.
- ✓ Advise the p/c of the requirement to report certain changes no later than 10 calendar days following the date of the change:
- ✓ Discuss the Rights & Responsibilities form with the p/c.
- ✓ Explain the Release of Information form to the p/c and obtain the p/c’s signature.
- ✓ Explain the HIPAA form to the p/c and request the p/c sign the form.
- ✓ Advise the p/c that the CCIS will complete a redetermination on or after day 184.
- ✓ Collect the p/c’s information regarding choice of provider or help the p/c locate an eligible provider.

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404.23.4.13 [Answers – Manual Section “404.9.4 – Signature Requirements”](#)

34. **TRUE.** The p/c must sign the Subsidized Child Care Application and the Release of Information during the Application process as a condition of eligibility.
35. **TRUE.** A signed HIPAA form is not an eligibility requirement.

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404.23.4.14 Answers – Manual Section “404.9.5 –Subsidy Continuation”

36. *f. – All of the above.* **The following are true regarding subsidy continuation** (a) **Payment continues for up to 30 calendar days and eligibility continues for up to** 60 calendar days from the date of involuntary loss of work; (b) **Payment continues for up to 30 calendar days and eligibility continues for up to** 60 calendar days from the date the p/c graduates from or completes education or training; (c) **Payment and eligibility continue during** regularly scheduled breaks in work if the regularly scheduled break is less than 31 calendar days; (d) **Payment and eligibility continue during** regularly scheduled breaks in education or training if the regularly scheduled break is less than 31 calendar days; and (e) **Payment and eligibility continue for up to a** total of 84 calendar days from the first day of family leave, including maternity leave.

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## 404.23.4.15 Answers – Manual Section “404.9.6 –Subsidy Suspension”

37. ***i. – All of the above.*** If a child is unable to attend child care for more than **5** consecutive days for which the child is scheduled to attend care, subsidy shall be suspended for up to 90 calendar days in the following circumstances:
- ✓ The child is visiting the noncustodial p/c.
  - ✓ The child is ill or hospitalized, preventing the child from participating in child care.
  - ✓ The child is absent because of family illness or emergency.
  - ✓ The child remains at home with his p/c during family leave.
  - ✓ The provider is closed because of failure to meet certification or registration requirements.
  - ✓ The p/c needs to locate another provider because the current provider cannot meet the p/c’s child care needs.
  - ✓ The p/c is on maternity or family leave.
  - ✓ A p/c has a break in work, education or training that exceeds 30 calendar days but does not continue beyond 90 calendar days.

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## 404.23.4.16 Answers – Manual Section “404.9.7 –Subsidy Disruption”

38. ***TRUE.*** If child care is disrupted due to the provider’s loss of the Department’s certification or registration or another reason that prevents the child’s continued care at that facility, the child is eligible for subsidy at another facility.
39. ***TRUE.*** If a child loses care as a result of the provider’s loss of the Department’s certification or registration or another reason that prevents the child’s continued care at that facility, the child’s subsidy is suspended until the p/c selects another provider and funding is available.
40. ***c. – Both of the above.*** If subsidy to a child is disrupted due to insufficient State or Federal funding, the following considerations apply?
- ✓ Subsidy for children whose family’s income is at the highest percentage of the FPIG is disrupted first.
  - ✓ A child whose subsidy is disrupted shall be placed on the waiting list according to the date of the initial eligibility for subsidized child care.

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## 404.23.4.17 Answers – Manual Section “404.9.8 – Delinquent Co-payment”

41. **TRUE.** A co-payment is delinquent if it is not paid by the last day of the service week.
42. **TRUE.** Failure to pay the co-payment timely results in ineligibility for the entire family because the co-payment is assigned to the family as a whole.
43. **e. – All of the above.** If a family’s subsidy is terminated for failure to make the required co-payments, the following conditions apply:
  - ✓ The family may reapply at any time.
  - ✓ The CCIS must determine eligibility and the family may be determined eligible regardless of whether the delinquent co-payment is resolved.
  - ✓ The CCIS may not enroll the child(ren) until the delinquent co-payment is resolved.
  - ✓ The family must resolve the delinquent co-payment within 30 calendar days following the availability of funding for enrollment or the family will be determined ineligible.

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## 404.23.4.18 Answers – Manual Section “404.9.9 – Co-payment Exceeds Cost of Care”

44. **TRUE.** If the co-payments for one month are equal to or exceed the monthly payment for child care, the family is not eligible for subsidized child care with that provider; however, this does not apply to months in which there are five Mondays.

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## 404.23.4.19 Answers – Manual Section “404.9.10 – Disqualification”

45. ***TRUE.*** Upon disqualification, the p/c and eligible children in the p/c’s family are prohibited from participation in the Subsidized Child Care program for 6 months, 12 months or permanently depending upon the number of convictions, hearing decisions or determinations.

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## 404.23.4.20 Answers – Manual Section “404.10.1 –Child Care Need”

46. ***d. – All of the above.*** A p/c may receive child care during any of the following circumstances:
- ✓ The hours of work, education or training.
  - ✓ Travel from the child care provider to work, education or training and back to the child care provider following work, education or training.
  - ✓ Uninterrupted sleep time when the p/c’s work shift ends between the hours of 12 a.m. and 9 a.m.
47. ***TRUE.*** A p/c is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the CCIS notifies the p/c that funding is available.

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## 404.23.4.21 Answers – Manual Section “404.10.2 –Work, Education & Training”

48. ***TRUE.*** A p/c meets the work hour requirement if he/she only works 13 hours per week and attends training at least 7 hours per week.
49. ***TRUE.*** A p/c under age 18, who does not have a high school or general educational development diploma may meet the work hour requirement by working 20 hours/week, working 10 hours/week and training 10 hours/ week, or attending education on a full time basis.
50. ***f. – All of the above.*** A p/c that misses work, education or training shall remain eligible for subsidy if the p/c is currently scheduled to work or participate in education or training for an average of 20 hours or more per week and which of the following applies?
- ✓ The p/c has an illness or injury.
  - ✓ The p/c has a medical appointment that cannot reasonably be scheduled at a time that does not conflict with work hours.
  - ✓ The p/c’s employer is closed.
  - ✓ The p/c verifies domestic violence.
  - ✓ The p/c has an emergency, such as an illness, injury or impairment of the child that precludes the child from attending child care or illness, injury or impairment of a family member that requires the p/c to miss work to provide care.
51. ***TRUE.*** If a p/c voluntarily quits a job, the CCIS must generate an AA.
52. ***TRUE.*** If a p/c involuntarily loses a job, the CCIS must manually generate a Confirmation Notice notifying the p/c of the availability of subsidy for 60 calendar days following the last day of employment.

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## 404.23.4.22 Answers – Manual Section “404.10.3 – Prospective Work, Education & Training”

53. ***TRUE.*** A family in which a p/c has prospective work, education or training may be eligible for subsidized child care if the p/c will begin work no later than 30 calendar days following the date of Application.
54. ***TRUE.*** If a p/c in a family receiving subsidized child care involuntarily loses his/her employment, the family may be eligible for subsidized child care if the p/c begins employment no later than 60 calendar days following the date the p/c becomes unemployed.
55. ***TRUE.*** Subsidy may not begin until the p/c begins work, education or training.

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## 404.23.4.23 Answers – Manual Section “404.10.4 – Seasonal & Temporary Work”

56. ***TRUE.*** When a p/c has seasonal employment with a scheduled end date, the p/c must be counseled regarding the work-hour requirement because the p/c will receive the AA period only to locate new work following the end of the seasonal work.

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## 404.23.4.24 Answers – Manual Section “404.10.5 –P/C Disability”

57. ***d. – 183 days.*** Following the determination of eligibility for subsidized child care, a single p/c who becomes disabled, is unable to continue work, education or training and is unable to care for the child is excused from the work, education and training requirements for up to a maximum of ***183*** days.
58. ***TRUE.*** At application, a single p/c is ineligible for subsidy when the p/c has a disability.
59. ***TRUE.*** If a working p/c in a 2-p/c family leaves, the CCIS must treat the p/c with the disability in the same manner as a single p/c with a disability and grant 183 days of continued eligibility from the date the working p/c left the household.
60. ***TRUE.*** If a p/c involuntarily loses employment, then reports a disability, the p/c would be eligible for continued subsidy for 60 calendar days from the involuntary loss of work since the loss was unrelated to a disability.
61. ***TRUE.*** An unemployed p/c is not eligible for disability leave since this type of leave is contingent on employment.

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## 404.23.4.25 Answers – Manual Section “404.10.6 – Maternity Leave”

62. **b. – 84 days.** A family’s eligibility and payment for subsidized child care continues for and during a total of how **84** days?
63. **TRUE.** A p/c is entitled to up to 84 calendar days of maternity leave and up to 183 calendar days, consecutively, of continued eligibility related to a verified disability.

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## 404.23.4.26 Answers – Manual Section “404.10.7 – Military Families”

64. **TRUE.** When a military p/c who is receiving subsidized child care is deployed or placed in active duty resulting in the child(ren) being left with a new p/c such as a grandparent, the new p/c (i.e., the grandparent) must submit an Application for subsidized child care.
65. **TRUE.** If funds are not immediately available, the CCIS must place the child(ren) on the waiting list effective the date of the new p/c’s Application.
66. **TRUE.** The CCIS must advise families that the military offers child care assistance to persons who are in active duty or deployed and should encourage a p/c who is enlisted in the military to explore this option, particularly if subsidized child care is not immediately available for the family.
67. **TRUE.** In a 2-p/c family, the CCIS must continue to include the enlisted p/c in the family’s composition and must continue to count the enlisted p/c’s income.

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404.23.4.27 Answers – Manual Section “404.11.1 –Age Requirement”

68. ***TRUE.*** A 14 year old who is incapable of caring for himself may be eligible for subsidized child care.

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404.23.4.28 Answers – Manual Section “404.11.2 –Child Disability, Injury or Impairment”

69. ***TRUE.*** Subsidy is available to an otherwise eligible child up to age 19 who is incapable of caring for himself.

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404.23.4.29 Answers – Manual Section “404.11.3 – Immunization”

70. ***TRUE.*** A p/c has 90 days to obtain immunizations for an otherwise eligible child, but if unwilling immunize, the child is ineligible.

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404.23.4.30 Answers – Manual Section “404.11.4 –  
Citizenship”

71. **TRUE.** A child receiving subsidized child care shall be a United States citizen, an alien lawfully admitted for permanent residence or otherwise lawfully and permanently residing in the United States.

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404.23.4.31 Answers – Manual Section “404.11.5 –  
Attendance”

72. **TRUE.** The CCIS should initiate action if a child’s attendance varies from the original schedule for a period of two months or if the child becomes ineligible.

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404.23.4.32 Answers – Manual Section “404.11.6 –  
Absence”

73. **TRUE.** Depending on the reason for a child’s absence either a suspension or termination may be warranted.

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## 404.23.4.33 Answers – Manual Section “404.12 – Effective Date of Coverage”

74. ***TRUE.*** If funding is available, coverage of child care costs is retroactive to the date the eligible family submitted the signed Application.
75. ***TRUE.*** If funding is not available when a family is determined eligible for subsidized child care, the child is placed on a waiting list and coverage of child care costs begin the date funding is available.
76. ***TRUE.*** A family with prospective employment is found eligible for subsidized child care. Coverage for child care costs will begin the date employment begins if funds are available. If funding is not available when work begins, the child is placed on a waiting list and coverage of child care costs begin the date funding is available.

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## 404.23.4.34 Answers – Manual Section “404.13 – Processing a Paper Application”

77. ***FALSE.*** Facsimile is an acceptable way to submit an Application.
78. ***TRUE.*** The CCIS shall make Applications for subsidized child care available to any person upon request.
79. ***e. – All of the above.*** All of the following are true regarding processing a paper Application for subsidized child care:
- ✓ The CCIS may not limit the number of Applications distributed each day.
  - ✓ The CCIS must provide Applications to child care providers and to other community agencies that regularly interact with individuals who may need subsidized child care services.
  - ✓ The CCIS is not required to track the distribution of each Application.
  - ✓ The CCIS may not limit the number of completed Applications accepted each day.
80. ***TRUE.*** The paper Application must be submitted to the CCIS in the p/c’s county of residence. Residents of Philadelphia and Allegheny counties must submit the Application to the CCIS that has been assigned the responsibility for the zip code in which the applicant’s residence is located.
81. ***TRUE.*** The CCIS shall stamp the date of receipt on the signed Application on the same day the CCIS receives the Application by mail, hand-delivery and facsimile or electronically.

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82. ***TRUE.*** The CCIS shall determine a family eligible retroactive to the date the family submitted a signed Application if the CCIS has received all information necessary to complete the Application and the verification provided by the p/c establishes eligibility.

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404.23.4.35 [Answers – Manual Section “404.14 – Managing the Application Inbox”](#)

83. ***TRUE.*** When a COMPASS Application is submitted, the data is automatically sent to PELICAN CCW in a nightly batch process.
84. ***TRUE.*** COMPASS Applications are routed to the CCIS based on the county of residence (except for Philadelphia and Allegheny counties) which the applicant selected. If the applicant chooses the wrong county, the COMPASS Application will arrive at the incorrect CCIS office.
85. ***TRUE.*** The CCIS must review the Application Inbox daily.

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## 404.23.4.36 Answers – Manual Section “404.14.1 – Processing a COMPASS Application”

86. ***TRUE.*** The CCIS must print the *Application Summary* page in PELICAN CCW; however since the p/c used the e-signature function when completing the COMPASS Application, the p/c is not required to sign the printed Application Summary. The e-signature, which includes the last four digits of the p/c’s SSN, counts as a valid signature on the COMPASS Application.

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## 404.23.4.37 Answers – Manual Section “404.14.2.1 – Failed Applications”

87. ***TRUE.*** When a case fails, the CCIS must print the Application Summary page in PELICAN CCW and use it to manually create a case and send a MIL.

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## 404.23.4.38 Answers – Manual Section “404.14.2.2 – Processed with Failures Applications”

88. **TRUE.** When a case processes with failures, the CCIS must review the Application Summary page in PELICAN CCW and send a MIL.

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## 404.23.4.39 Answers – Manual Section “404.14.3 – Dual/Simultaneous Applications

89. **TRUE.** When the CCIS searches the Application Inbox in PELICAN CCW by selecting “Simultaneously applying for Food Stamp Benefits” and Applications are returned, the CCIS may process these Applications under the LI child care program.
90. **TRUE.** The CCIS must maintain the Application Date of a COMPASS Simultaneous Application (i.e., the date the Application was submitted from COMPASS to PELICAN CCW) when processing the Application under the LI child care program on Day 30.
91. **g. – All of the above.** When determining whether to process or reject a COMPASS Application and prior to creating a new PELICAN CCW case, the CCIS must:
- ✓ Confirm that all individual demographic information matches the information on the *MCI Individual Clearance* page in PELICAN CCW.
  - ✓ Ensure that links between CIS and PELICAN CCW are maintained appropriately.
  - ✓ Thoroughly research any existing Co/Record Number returned on the *Case Selection* page in PELICAN CCW.
  - ✓ Use any existing County/Record Number available.
  - ✓ Review the case creation hierarchy to determine whether an existing case must be used, reopened or maintained.

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92. **g. – All of the above.** If the CCIS receives paperwork for these Applications prior to case creation, the paperwork must be tracked and eventually connected to a case (if created). The recommended process is as follows:

- ✓ Print the *Application Summary* page.
- ✓ Create a physical file filed by p/c name.
- ✓ File any paperwork received with the *Application Summary* page.
- ✓ Pull the file initially created and search for verification forms if a COMPASS Application is processed and a case is created.
- ✓ Properly mark the physical family file as “Rejected” if the Application is rejected.
- ✓ Combine the verification forms and any additional documentation with the existing file if a case already exists for that particular p/c.

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## 404.23.4.40 Answers – Manual Section “404.14.3.1 – Existing TANF (*Active*) Case”

93. ***TRUE.*** When there is an existing TANF (*Active*) case, the CCIS must complete the following steps:
- i. Print and file the COMPASS Application Summary.
  - ii. Reject the COMPASS Application using the Rejection Reason “Active Case – CIS”.
  - iii. Use the existing *Active* TANF case to provide child care.

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## 404.23.4.41 Answers – Manual Section “404.14.3.2 – Existing TANF (*Closed*) Case”

94. ***TRUE.*** When there is an existing TANF (*Closed*) case, the CCIS must complete the following steps:
46. Print and file the COMPASS Application Summary.
  47. Determine whether the case is eligible for FT based on the date TANF closed.
  48. Process the COMPASS Application under the FT or LI child care program, as appropriate.

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## 404.23.4.42 Answers – Manual Section “404.14.3.3 – Existing FS/SNAP/SNAP Case”

95. **TRUE.** When there is an existing FS/SNAP case, the CCIS must complete the following steps:
- a. Print and file the COMPASS Application Summary.
  - b. Process the COMPASS Application under the LI child care program, as appropriate.
  - c. If the FS/SNAP case is *Active*, close the *Active* FS/SNAP case when the LI case is authorized from the waiting list.

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## 404.23.4.43 Answers – Manual Section “404.14.3.4 – Existing FT (*Active*) Case”

96. **TRUE.** When there is an existing FT (*Active*) case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Reject the COMPASS Application using the Rejection Reason “Active Case – P”.
  - ✓ Use the existing *Active* FT case to provide child care.

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## 404.23.4.44 Answers – Manual Section “404.14.3.5 – Existing FT (Closed) Case”

97. **TRUE.** When there is an existing FT (*Closed*) case, the CCIS must complete the following steps:
- a. Print and file the COMPASS Application Summary.
  - b. Determine whether the case is eligible for FT based on the date TANF closed.
  - c. Reopen the CLOSED FT case and update the information based upon the *Application Summary* page **OR** process the COMPASS Application under the LI child care program, as appropriate.

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## 404.23.4.45 Answers – Manual Section “404.14.3.6 – Existing LI Case”

98. **TRUE.** When there is an existing LI case, the CCIS must complete the following steps:
- ✓ Print and file the COMPASS Application Summary.
  - ✓ Reject the COMPASS Application using the Rejection Reason “Active Case – P”.
  - ✓ Use the existing *Active* LI case to provide child care **OR** reopen the case, if CLOSED, with continuous or discontinuous eligibility, as appropriate.

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## 404.23.4.46 Answers – Manual Section “404.14.4 – Individual Clearance Issues”

99. ***TRUE.*** If PELICAN CCW returns an incorrect match based on an SSN during the Individual Clearance process, the CCIS may continue to process the COMPASS Application but must manually enter the mismatched individual’s information into the case without entering an SSN for the person.

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## 404.23.4.47 Answers – Manual Section “404.14.5 – Rejecting COMPASS Applications”

100. ***TRUE.*** There are six Rejection Reason Codes, but only four result in the automatic generation of a Rejection Notice.

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## 404.23.4.48 Answers – Manual Section “404.14.6 – Transferring Applications Received in Error”

101. ***TRUE.*** If the CCIS receives an Application that does not belong to its geographical coverage area, the CCIS must complete the following steps:

- ✓ Print the *Application Summary* page for your records.
- ✓ Use the transfer function on the *Application Summary* page to transfer the Application to the appropriate CCIS office.
- ✓ File the *Application Summary* page.

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## 404.23.4.49 Answers – Manual Section “404.15.4 – Immediately Determining an Application Ineligible”

102. ***f. – All of the above.*** The CCIS may immediately determine an Application ineligible for any of the following reasons:

- ✓ The Application does not include any children.
- ✓ The only child(ren) included in the Application are 13 years of age or older and there is no child disability information entered for the child(ren).
- ✓ The p/c and/or case comments indicate there is no need for child care and/or the p/c applied in error.
- ✓ The p/c is not meeting the work requirement.
- ✓ The family does not reside in PA.

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## 404.23.4.50 Answers – Manual Section “404.16 – Processing Reported Changes”

103. ***j.*** – ***All of the above.*** The p/c must report to the CCIS the following no later than 10 days following the date of the change:
- ✓ Loss of work, including layoffs or strikes.
  - ✓ Decrease in the hours of work, education or training below an average of 20 hours per week.
  - ✓ A change in the number of days or hours for which subsidized child care is needed.
  - ✓ Onset of maternity, paternity or adoption leave and return to work following leave.
  - ✓ Onset of a disability and return to work following disability.
  - ✓ Change of address.
  - ✓ Change in family composition.
  - ✓ Immunization status if pending 90 days.
  - ✓ Changes in the child’s developmental delay, injury or impairment.
104. ***TRUE.*** The p/c is ***NOT*** required to report changes in income between scheduled redeterminations.
105. ***TRUE.*** If the p/c reports a change that might result in a lower co-payment, the CCIS must complete a partial redetermination and lower the co-payment as appropriate.



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106. **g.** – ***None of the above.*** Under the following conditions the CCIS will **NOT** establish a new redetermination date based on information obtained during a partial redetermination:
- ✓ The family’s financial or nonfinancial status is expected to change in a manner that affects eligibility or co-payment.
  - ✓ A p/c has a disability and the disability is anticipated to end prior to the family’s redetermination date.
  - ✓ A p/c’s work is seasonal or temporary.
  - ✓ A p/c’s education ends prior to the family’s redetermination date.
  - ✓ A p/c begins maternity, paternity or adoption leave or a p/c’s maternity, paternity or adoption leave changes or ends prior to the family’s redetermination date.
  - ✓ A waiver of eligibility or verification requirement is granted due to domestic violence.
107. **TRUE.** The CCIS shall retain in the family file the information used in partial redetermination.
108. **TRUE.** If the p/c reports a change that results in the family or a child in the family becoming ineligible for subsidy, the CCIS shall take the necessary steps to terminate the subsidy with proper notification to the family
109. **TRUE.** The CCIS may **NOT** go to the Full Redetermination page to process a partial redetermination.
110. **TRUE.** PELICAN CCW follows the Department’s co-payment stabilization requirements.

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## 404.23.4.51 Answers – Manual Section “404.18 – Redetermination”

111. ***TRUE.*** The CCIS shall complete a redetermination of eligibility every 6 months and establish the family’s next redetermination date.
112. ***c. – Both of the above.*** The p/c may complete the redetermination in the following ways:
  - ✓ By updating the gray rows on the Redetermination Summary form, as appropriate, signing and dating the Affidavit and returning it along with other required information/verification to the CCIS.
  - ✓ By updating information via COMPASS and mailing required verification to the CCIS.
113. ***TRUE.*** If the family has a child on the Waiting List and there are no active enrollments, “Waiting List” appears in bold on the Redetermination Letter.
114. ***TRUE.*** If the p/c submits only some of the required verification elements prior to the redetermination, the CCIS shall request in writing that the p/c submit the additional verification no later than the redetermination date.

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## 404.23.4.52 Answers – Manual Section “404.18.1 – Processing a Paper Redetermination”

115. ***TRUE.*** No earlier than 6 weeks prior to the redetermination, the CCIS 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.
116. ***TRUE.*** The CCIS must complete the redetermination process for children on the WL.
117. ***d. – All of the above.*** The CCIS must do the following prior to the redetermination:
- ✓ Provide the p/c with the Department’s form listing the income (earned and unearned), hours of work, education and training, family composition and address last reported for each p/c or child in the family.
  - ✓ Request that the p/c verify the family’s current earned income.
  - ✓ Verify any information that changed.

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## 404.23.4.53 Answers – Manual Section “404.18.2 – Managing the Redetermination Inbox”

118. ***TRUE.*** The CCIS must process redeterminations submitted via COMPASS using the Redetermination Inbox.

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404.23.4.54 Answers – Manual Section “404.18.3 – Redetermination: Waiting List”

119. **FALSE**. The CCIS is required to complete redeterminations for families who are on the waiting list for more than six months.

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120. **f. – All of the above**. The CCIS must:

- ✓ Print the Redetermination Letter and Summary form to send to the p/c.
- ✓ Leave/re-enter the old income information.
- ✓ Override the co-payment to an amount based on the income the p/c is actually receiving during the leave.
- ✓ Request pay verification from the p/c and end date the maternity/disability leave in PELICAN CCW upon the p/c’s return to work.
- ✓ Assess and confirm eligibility upon the p/c’s return or failure to return to work.

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404.23.4.56 Answers – Manual Section “404.19 – Voluntary Withdrawal”

121. **TRUE**. The CCIS is not required to pay the provider when the p/c fails to give the provider notice that the child will be transferring to another provider.

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