
Care 4 Kids Program

PROGRAM OPERATIONS TRANSMITTAL



DIVISION OF FAMILY SERVICES-CHILD CARE TEAM

Transmittal Number: C4K-OPS-07-03

Date: October 22, 2007

To: Sherri Sutera, Program Director
Care 4 Kids Program

From: Peter Palermino, Program Manager
Department of Social Services

CC: Program Operations Distribution List

Subject: Case Processing Modifications

Program Issue: Care 4 Kids has experienced a large increase in application volume since May 2007. Consequently, both the pending and active C4K caseloads and incoming phone calls have increased significantly. From May to September, C4K received, on average, 2000 new applications each month. The number of pending applications has increased from 1388 on May 1st to 3515 on October 1st. C4K is on track to receive 2200 new applications in October. Currently, there are 13,100 families receiving C4K benefits, up from 9000 at the end of 2005.

This transmittal describes case processing modifications to expedite completing pending applications and redeterminations.

Background: To reduce the number of pending applications in past periods, C4K has adopted expedited processing procedures, hired temporary staff and closely monitored worker productivity. Those measures continue, along with plans to review an increase in permanent staff. Still, a new short-term solution is needed immediately.

Processing Modifications: Effective October 22, 2007:

1. The parent schedule verification requirement is waived. C4K has identified parent schedule verification as the single most time consuming element of case processing. Parents will be asked to self-declare their work schedules. C4K will compare the self-declared schedule to the number of hours worked on the parent wage receipt, add travel time, and determine the number of hours of care that can be approved. Statements from employers will not be required unless there is reason to suspect that the self-declared schedule is incorrect.
2. C4K is allowed to deny applications that are clearly ineligible after entering minimal data into CCMIS and choosing the appropriate denial reason. Minimal data includes selected fields on the Household, Children, Family and Provider screens. Clearly ineligible cases include non-TFA families with no employment, 2-parent non-TFA families where one parent is employed and the other is neither employed nor disabled, families that are over income based on their self-declared gross income, etc.

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3. C4K will create a checklist to be included with applications and redeterminations, which will list the materials and documentation needed to complete the case.
4. C4K will identify and discontinue using Application Status codes that are not critical to application processing.
5. C4K will review the use of the Employment Disclosure Form, recommend changes and provide appropriate refresher training to staff.

Implementation: These modifications are effective on October 22, 2007 and will continue until further notice. Both the Child Care Team and United Way will closely monitor these changes to assess their effectiveness.

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