Care 4 Kids Program
PROGRAM OPERATIONS TRANSMITTAL

DIVISION OF FAMILY SERVICES-CHILD CARE TEAM

Transmittal Number: C4K-OPS-05-03   **Date:**   August 8, 2005

To:	Sherri Sutera, Program Director Care 4 Kids Program
From:	Peter Palermino, Program Manager Department of Social Services
CC:	Program Operations Distribution List
Subject:	**Work Schedule Verification**

Program Issue: Care 4 Kids has reported cases where the employer failed or has refused to verify the parent or provider's work schedule. Typically, the cases remain pending while the counselor attempts to obtain documentation from a reliable source. DSS is concerned about the impact extended processing delays will have on families and has established guidelines for processing cases when repeated attempts to obtain work schedule verification have been unsuccessful.

Current Procedures: Generally, work schedule verification is obtained by sending an Employer Disclosure form (EDF) directly to the employer. When attempts to obtain the information directly from the employer fail, the parent or provider is asked to provide the information. If the parent is not successful, good cause is granted and the case remains pending until the work schedule can be verified. Often a referral is made to the Child Care Team requesting DSS intervention and, in come cases, the issuance of a subpoena to the employer.

New Procedures: In cases where repeated attempts to obtain verification of the work schedule have been unsuccessful, the Case Counselor should bring the case to the attention of the unit supervisor. The unit supervisor will assess the case and determine if sufficient information exists to determine eligibility. If sufficient information exists, the Supervisor may decide to process the case based on wage and schedule information provided by the parent or provider. The parent or provider must provide a written statement describing the work schedule prior to processing the case.

Supervisors will continue referring these cases to DSS for possible intervention with the employer.

Care 4 Kids is instructed to notify staff of this clarification and to modify training materials as necessary.

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