

CDD.1055: Missing Document Notice / Request for Further Verification

Category: Child Care Financial Assistance Program (CCFAP)

Authority: 33 V.S.A. §3512

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Overview

This policy outlines the process on how to inform families when additional information or verification is necessary during the Child Care Financial Assistance Program (CCFAP) application process or the eligibility period.

Updates

This document has been updated to reflect the new CCFAP Policy formatting, including rewriting and reorganizing the previous policy's content and completing a plain language review. Additional changes include:

1. Change name of "Missing Items Letter" to "Missing Document Notice."
2. Removal of CDDIS technical information.

All changes are highlighted in gray below.

Policy

A request in writing **must** be sent to families when information needed to determine eligibility is missing or incomplete. Families **must** provide requested information within 10 business days of the written request date to continue the CCFAP eligibility determination process.

Procedure

1. An Eligibility Specialist will issue a Missing Document Notice through CDDIS when an application is entered and additional information is required to determine eligibility.
2. A family will have 10 business days from the Missing Document Notice issue date to return the requested information.
 - a. If a primary caretaker states that they are unable to get the documentation by the specified due date, an Eligibility Specialist may seek approval for

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additional time with the CDD Grant Monitor and make a case comment of the extension in CDDIS.

3. The Missing Document Notice in CDDIS **must** be used for all requests for information. CDDIS allows multiple Missing Document Notices to be generated under an application.
 - a. **Note:** Desktop letters requesting information should **not** be used.
4. If the information requested is **not** received by the specified due date, the Eligibility Specialist will send a denial or rejection notice to the primary caretaker.
5. For CDDIS step-by-step instructions, follow training guidance on creating a Missing Document Notice in CDDIS.
6. ~~To create a Missing Items Letter (MIL) the Eligibility Specialist will create each item that is needed from the applicant to determine eligibility and then create the letter as two steps within CDDIS.~~
7. ~~In the application summary, is an option for “Create Missing Document Item”. Click on that button to add each missing document item.~~
8. ~~Each item added will show in the “Trailing Document Placeholders” tab under Quick Links. If an incorrect missing document item was added, select the down arrow at the end of the document listed and select delete.~~
9. ~~Once all items are added, click on the “Create Notice” button. Select the items you would like to include on the notice and click “Create Notice” and the document will generate.~~
10. ~~Click on “Generate Pdf” to create a document that can be emailed or mailed to the applicant.~~
11. ~~To send a new Missing Document Notice, click on the current application and go to “Create Missing Document Item” and repeat the process above. A MDN may be created anytime one is needed during the 12 month eligibility period.~~