

# CDD.1175: File Transfer

**Category:** Child Care Financial Assistance Program

**Authority:** 33 V.S.A. §3512; 33 V.S.A. §3514

**Last revised date:** 04/15/2024

**Effective date:** 02/14/2025

## Overview

This policy ensures the transfer of files between community agencies safeguards and concentrates a family's information in only one location. This policy allows for a seamless delivery of services.

## Updates

This document has been updated to reflect the new CCFAP policy formatting, including reorganization and a plain language review. Additional changes include:

1. Creation of File Transfer Form.

All changes highlighted below in gray.

## Policy

Upon notification that a household is moving to another district, the current Eligibility Specialist will leave open the child care authorization and certificates if the child(ren) will continue to attend the same child care provider. If the child(ren) will be going to a different child care provider, the current Eligibility Specialist will early end current certificates and void any future certificates. Certificates are created by the district where the household has legal residence except for protective services and conflict of interest files.

## Procedure

### A. Current Agency

1. If the family is switching child care providers, the current Eligibility Specialist will ask the primary caretaker for the last date of attendance and if they have given notice to the child care provider they are disenrolling the child(ren) from.
2. The current Eligibility Specialist will early end current certificate(s) with an end date of up to two weeks after the date of last attendance if two week's notice was **not** given. Any future certificate(s) will be voided.

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State of Vermont, Department for Children and Families  
**Child Development Division**

3. The current Eligibility Specialist will enter final case comments in CDDIS and email the primary caretaker and the new Eligibility Specialist to include:
  - a. The primary caretaker's full name
  - b. The current Eligibility Specialist's full name
  - c. Address of the new Child Care Community Support Agency (CCCSA)
  - d. Phone number of the new CCCSA
  - e. The new Eligibility Specialist's full name
4. If a family is **not** changing child care providers, the current Eligibility Specialist will leave certificates in place. The current Eligibility Specialist will initiate the case file transfer and provide the primary caretaker with the new Eligibility Specialist contact information if they have any further questions.
5. The current Eligibility Specialist will complete a File Transfer Form and attach it to the outside of the physical file.
6. The current Eligibility Specialist will enter final case comments in CDDIS and send an email to the new Eligibility Specialist to tell them that a current family is moving to their area.
7. When transferring a file by mail, the file **must** be sent by registered mail in a sealed envelope marked confidential to the attention of the new Eligibility Specialist.
  - a. **Note:** As an alternative, an Eligibility Specialist may check with the Grant Monitor to see if they are available to pick up and transport the file.

## B. New Agency

1. The new Eligibility Specialist will transfer the case owner in CDDIS, request the hard copy file from the previous agency (if the current Eligibility Specialist has **not** already informed the new Eligibility Specialist of the transfer), and update the family's address in CDDIS.
2. If a caretaker has a change in income or service need, follow the steps in CDD.1060 Reporting Changes policy.
3. If a caretaker no longer has a service need, inform them that they may utilize the service need of Seeking Employment for a period of 3 months. If after 3 months, the caretaker does **not** have a service need, the file may be closed. All other reported changes follow guidance in the CDD.1060 Reporting Changes policy.
4. Enter a case comment in CDDIS of all changes made to eligibility.

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