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DEPARTMENT FOR CHILDREN AND FAMILIES Child Care Financial Assistance Manual		
Chapter:	Eligibility Determination – Case Management	
Subject:	CDDIS Application Process	
Approved:	Janet McLaughlin, Deputy Commissioner	Revised: 4/15/2024

PURPOSE

Ensure consistent practice statewide in the child care eligibility determination process.

REGULATION

A family's eligibility for financial assistance shall be reviewed and re-determined annually. The family must be notified that their eligibility period is ending no less than one month before eligibility terminates. Child care financial assistance may be retroactive for up to 30 days provided the primary caretaker(s) can satisfactorily document that the parent was eligible and had a service need during that period of time.

PROCEDURES

Entering Child Care Financial Assistance Program Application in CDDIS

- The parent, guardian or primary caretaker submits an application to the Child Care Financial Assistance Eligibility Specialist serving their geographical area. Paper applications must be signed and dated. Applications without a signature cannot be processed and will be returned to the applicant for completion.
- Eligibility Specialist must date stamp paper applications to verify the date received. Additional paperwork received with the application must also be date stamped.
- Conduct a Search in CDDIS to determine if the applicant is in the system. Search by the following:
 1. Social Security Number Only
 2. Name
 - Both First and Last Name
 - First Name Only
 - Last Name Only
 3. Date of Birth Only
- If a match is found, select the person, and click next. If no match is found, click next and you will be redirected to a page allowing you to create a new contact.

Creating a New Contact

- Complete the required fields and any other information that you may have.
 - First Name
 - Last Name
 - Email – if no email is included in the application click the skip button.
 - If the mailing address is the same as the physical address, add the physical address to the mailing address fields.
- Once all information is complete click next and you will receive confirmation that the contact was created. The next step will create a portal user.

Portal User

- On the Create User page you have the ability to set the parent up to log into the system and see their information. The client's email is required to set up the portal user, enter the email provided on the application.
- Click next and you will be redirected to the page where you can create a new user.
- If there was not an email provided click "skip". When you click "skip" a portal user will not be created.

Select or Create a CCFAP Case

- If this client was in CDDIS previously for any reason, select “Existing Case”
- If the client was not in CDDIS, select “Create New Case” and then select the following:
 - Status: New Case
 - Origin: Subsidy
 - Click next to start the application

Application Processing

- Enter the application in CDDIS (all applications received must be entered). See the CDDIS Training Manual for step by step processes and screen shots.
- Enter information for the primary applicant including all required fields.
- The following fields are required only if a specific answer is used:
 - If other citizenship is selected, a description field will be required.
 - If gender is “Prefer to Self-Describe”, a description field will be required.
 - If race “Other”, a description field will be required.
- Calculate the hours for each parent based on their service need. Enter the activity type and click yes for flexible schedule. In the hours per week box enter one of the following:
 - If the service need hours including travel time are between 1-25 enter 25.
 - If the service need hours including travel time are between 26-40 enter 40
 - If the service need hours including travel time exceed 40, put in actual hours

Household Members

- To enter the household members (children and other adults) a contact search is required similar to the search when creating the primary applicant.
- If the contact is found: Select the person and click “Add Member”. If the contact is not found: Click “Add Member” to create a new contact
- After clicking “Add Member” you need to add the appropriate information. When adding adults, you will have the option to add a service need. This is not a required field; however, it must be completed for the second parent/guardian.
- When adding children, determine the number of approved child care hours per week based upon the parent’s schedule. This number should be the lower of the two parents/guardians. This number transfers to the child’s authorization.
- Enter the child care hours using the maximum hours that can be authorized based on the parent’s schedule. Always check for overlapping parents’ schedules and the child’s school schedule before authorizing child care.
 - If the case has at least one child that has additional hours of care due to being a “Child with Special Needs”, enter the total hours for the child in approved number of hours field, and document the number of hours that are specific to “Child with Special Needs” in the “Additional Child Care Hours Needed” field.
 - If a child receives Act 166 funds, check the box. This is a recordkeeping field only.

Income & Expense

- Enter all income and expenses for the family. If a parent has more than one source of income or allowable expense (child support paid out or education savings plan), please list each source separately. ***Special attention is necessary when deciding if income is received weekly, biweekly, twice a month or monthly.***
- Click next to view the calculation of total countable income. Verify the amount is correct.

Consent to Exchange Information

- Complete the consent information as sent by the parent. When selecting child care program, school, or employer a text box is required to document the specific organization for which the consent is granted.

Create Missing Items Letter (if needed)

- If additional information is needed to process the application, please select the “Create Missing Document Item”, and generate a missing items document. Allow 10 business days for return of information requested.
- After saving the document select the “Create Notice” button to produce the letter.
- Once all necessary information is received, you may continue with the application
- If the information/documentation is not received by the date requested, make the file inactive. If the family is not eligible, the eligibility specialist must reject the application in CDDIS and send a denial notice to applicant.

Submission of Application/Eligibility Determination

- After an application is complete select the “Determine Eligibility” button.
- On the determination eligibility page, you must enter the start date, end date and redetermination date of eligibility. The start and end date must be 12 months. The start date must begin on a Sunday and the start of the service period. The Sunday start date is determined by the week that the child is starting care. The end date must be the Saturday of the end of the service period that ensures a full twelve months (365 days or more) of eligibility. Examples:
 - Child begins care on July 18, 2022 – eligibility dates are 07/17/2022-07/29/2023.
 - Child begins care on July 27, 2022 – eligibility dates are 07/24/2022-07/29/2023
- When one or more children in a case are adopted, or receive a Reach Up Child Only grant, policy allows for the family share to be overridden for that child only. To override the family share for a child, you must override the approval on the eligibility determination page.

Creating Authorizations

- After saving the eligibility determination you will receive a screen to view the authorizations for the children. If a child changes age categories during the eligibility period, you will see two authorizations for the child. The authorization will change on the Sunday after the child’s birthday.
- Enter the start date, end date, and redetermination date and click “Save”. The authorization dates for each child must match the family’s 12 month eligibility start and end dates.
- Click next and you will receive a confirmation page.
- Authorizations should be created only for exempt children if the rest of the application was denied. If applicant was approved for all children, authorizations should be created for all children however the exempt children will not have a family share assigned. To create authorizations for children who are exempt and not exempt, create two applications, one for the child(ren) with an override and one for the child(ren) without an override.

When Assistance Begins

- Assistance begins on the Sunday of the week the family is determined eligible and the child begins care.
- Financial assistance may be backdated for up to 2 service periods (not to exceed 30 days) from the date the family was determined eligible if:
 - The child was placed with a licensed, registered, or certified child care provider
 - The primary caretaker(s) can document service need and income eligibility during that period.
 - The client requests the backdating of their application
- If the application was received incomplete and further documentation is requested, backdating may be authorized up to 2 service periods (not to exceed 30 days) from the

date that the requested documentation is received, the application is complete, and eligibility may be determined. All requested documentation must be date stamped.

- If backdating more than two pay periods is necessary, the specialist must submit a request for backdating to CDD.

Creating the Provider Certificate and Family's Statement of Eligibility

- Once eligibility has been determined and authorizations are saved, certificates may be created by following the guidance found in the CDDIS training manual. Please be aware of the Ad Hoc process.

General Information

- If the provider is in CDDIS and you are not able to create a certificate, check for license start date and rate agreement. If the provider is not registered, licensed, or certified for payment, the specialist must notify the parent and explain the provider requirements. The parent must understand that payments are not made until the provider is approved.
- During the initial eligibility determination process, a client may request certificates with specific start/end dates that are within their 12 month eligibility period. This information may be noted on their application or provided by email or phone call. The Eligibility Specialist must document the information received from the client and note it in CDDIS.
- Once eligibility has been determined and certificates are created, any changes reported in 12 month eligibility period must follow Reporting Changes policy and procedures.
- Only after eligibility is determined, an Approved Relative Child Care provider packet may be given to the parent if they state that the provider is a relative of the child.
- If a parent has been denied CCFAP and wants to pursue Family Support or Child with Special Health Needs, complete the CIS Referral Form.
 - Send the referral form to the CIS Child Care Coordinator, they are responsible for providing the CIS information. In addition, the CIS Child Care Coordinator will process all necessary paperwork, approvals, denials, appeals and CDDIS data entry.
- All contact with the client must be documented in the case comments section of CDDIS.
- Eligibility is determined annually, and the percentage remains the same during that period except as stated in Reporting Changes.
- A child retains their eligibility until the next re-determination regardless of any change in age, including turning 13 years old during the eligibility period. For children over 13 years old, the provider must contact their licensor regarding the need for a variance.