
 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Child Development Division Child Care Financial Assistance Manual		
Chapter:	ELIGIBILITY – Case Management	
Subject:	Program Integrity/Complaints	
Approved:	Janet McLaughlin, Deputy Commissioner	Updated: 4/15/2024

PURPOSE

The Child Development Division (CDD) intends to deter the financial incentives to commit fraud through detection and enforcement by creating a structure that will result in thorough investigations and the ability to track data, identify trends, and train staff.

To provide a guideline of what to do with information regarding providers or parents who may be providing the CDD with incorrect information.

POLICY

CDD may seek re-payment or recoupment of funds directly from the provider or eligible family if payment of financial assistance was made in error due to misrepresentation, fraud by the family or provider, or other violations of these regulations.

Payment may be withheld or suspended if a child care provider fails to comply with payment procedures established by CDD, until compliance is established.

Payment may be withheld and a provider’s eligibility to receive payment may be immediately suspended if a child care provider provides services to more children than allowed by statute or fails to comply with all licensing and child care financial assistance regulations.

CDD may withhold future payments, in whole or in part, until an overpayment or payment received by a family or provider in violation of regulations or law has been satisfied.

CDD may pursue legal remedies, including criminal prosecution, to recover overpayments or payments received by an eligible family, or by a provider in violation of these regulations.

CDD may permanently deny access to the subsidy program to any family or provider substantiated for engaging in fraudulent practices within the program.

PROCEDURE

Complaints may be filed by phone through the Consumer Line at 800-649-2642 or the on-line portal <https://dcf.vermont.gov/cdd/contact/consumer-line>. The following guidelines apply:

- If a parent contacts an eligibility specialist regarding a Child Care Financial Assistance provider or subsidy complaint, please encourage them to either email Child Care Financial Assistance Program Integrity at ahs.dcfddccfapintegrity@vermont.gov or contact the Child Development Division at the number listed above or through the on-line portal <https://dcf.vermont.gov/cdd/contact/consumer-line>
- If a parent is calling to report suspected child abuse or neglect, refer them to the Child Protection Line at 1-800-649-5285.
- If a Community Child Care Support Agency staff discovers a potential provider payment issue, email ahs.dcfddccfappayments@vermont.gov. Provide all available information and send, via email or fax, any documentation pertinent to the complaint.

- If an Eligibility Specialist suspects a client is providing inaccurate eligibility information, submit a Program Integrity Inquiry Form to ahs.dfcddccfapintegrity@vermont.gov. The Eligibility Specialist will get an email response that the form has been received and follow up when the investigation is complete, or earlier if more information is needed.