

 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Child Development Division Policy Manual		IV
Chapter:	ELIGIBILITY – Case Management	
Subject:	Subpoenas, Client Requests for Information and Consent to Exchange Information	
Approved:	Miranda Gray, Deputy Commissioner	Updated: 07/03/2022

PURPOSE

To safeguard client confidentiality

POLICY

Child Care Financial Assistance Program files are the property of the Child Development Division, and no information may be shared with anyone other than the applicant without approval from the CDD

PROCEDURE

Subpoena

If a subpoena, requesting case file documents, is presented to the child care financial assistance eligibility specialist, no information/documents should be given to the requesting party. The eligibility specialist must contact the Child Care Benefits Administrator and arrangements will be made to pick up the subpoena. Once the Special Assistant Attorney General for the Child Development Division determines what is needed from the file, the eligibility specialist will be contacted and the documentation will be picked up from the agency. The Child Development Division will then submit the information to the appropriate person.

Client Request for Information

If a client requests a copy of paperwork that they have submitted to determine eligibility (pay stubs, class schedules, child support information etc.) and the file is still active, the eligibility specialist may make a copy of the paperwork and give it to the client. A note, documenting the request, must be put in CDDIS. Clients may request a copy of their certificate.

If a case file is closed and an eligibility specialist receives a verbal request for paperwork from the client or second parent/guardian listed on the application, the client/second parent/guardian must be informed to put the request in writing. This written request is then submitted to the Grant Monitor or Child Care Benefits Administrator. If the request is approved, the eligibility specialist will be contacted and instructed on what they may release to the person making the request.

Consent to Exchange Information

No information may be given to any individual, other than the client, without the Consent to Exchange Information on file. Contact the client immediately if you receive a request for information from someone not on/or approved by the Consent form. If the client requests for the information to be shared, inform them that you may not speak with or send any information until they complete a new Consent to Exchange Information form.

Please Note: Any requests for payment information from either a client or provider must be forwarded to the CCFAP Payment email address - ahs.dcfcdccfpayments@vermont.gov.

If you are unsure if information may be shared or if additional assistance is needed, contact the Child Care Financial Assistance Grant Monitor.