



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN # 14-69-OPE

CHILD CARE RETURN APPOINTMENT

<p>Date: June 27, 2014</p>	<p>Subtopic(s): Child Care, NYCWAY, Employment Plan</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform Family Independence Administration (FIA) staff that:</p> <ul style="list-style-type: none"> • The timeframe for the initial child care return appointment has been changed from five (5) days to fifteen (15) days. • New York City Work Accountability and You (NYCWAY) Action Codes 133S (participant) and 933S (applicant) previously displayed as “Child Care Return Appointment – Provider Needed” will now display as “CC Provider needed and documentation is required”; these are now the only action codes for making the initial child care return appointment even if the applicant/participant only needs to return with child care documentation. • Action Code 133D (participant) and 933D (applicant) previously displayed as “Child Care Return Appointment – Documentation Needed” will now display as “CC Documentation required” and is only used when the applicant/participant requires a second <u>or</u> subsequent child care appointment to return with child care documentation. • A new Care Type (Care Type 8 – Child Care Not Found) was created for use in the Employment Plan (EP) in NYCWAY. • Action Code 133N (Child Care Not Found) is now an outcome code when Care Type 8 is selected in the EP. • A new Action Code 13CN (Child Care Not Found) was created for use by the Training Assessment Group (TAG) when a participant referred to TAG cannot find acceptable child care and a Care Type 8 is entered. • A new worklist, NOCCS has been created for follow up on the cases where Action Code 133N has been posted.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Refer to [PD #13-18-EMP](#) "Enrollment Process for Legally Exempt (Informal) Child Care Providers"

The JOS/Worker must continue to process child care as stated in previous procedures. The only changes to the process are discussed in this bulletin.

When an applicant/participant must return with required documentation and the JOS/Worker selects **Care Type 3** (Child Care is Required) in the Employment Plan (EP), NYCWAY will post Action Code **933S/133S** and will display "Provider needed and documentation is required" with a return appointment at least fifteen (15) days from the date the appointment is made, and may be up to twenty (20) days based on slot availability. Action Codes **933S** and **133S** will only post once in NYCWAY for every instance that child care is requested. Each of the following is considered one instance of requested child care:

- Initial child care request
- Change in child care arrangements
- Change in activity that requires a change in child care arrangements.

At the return appointment, if additional time is needed to submit documentation, the JOS/Worker will update the EP and select **Care Type 3**; NYCWAY will post Action Code **933D/133D** and will display "Documentation required" with a five (5) day return appointment which may be up to eight (8) days from the date the appointment is made based on slot availability. Action Codes **933D** and **133D** may only be used twice in NYCWAY for each instance in which a **933S** or **133S** was posted.

Note: Any previous postings of the **933S/133S** and **933D/133D** will be changed to reflect the new description of these codes.

Refer to [05-OCFS-ADM-03](#) and [LDSS-4148A](#) for definition of appropriate, affordable and suitable

Refer to [PD # 09-38-OPE](#) for definition of accessible

The change in timeframe allowed for the applicant/participant to return with requested documentation does not affect the child care refusal policy. The applicant/participant still has the right to have his/her child placed with a child care provider that is appropriate, accessible, affordable and suitable. The JOS/Worker must provide the applicant/participant with at least two choices of child care providers for him/her to select from. An applicant/participant will not be exempt from work requirements if he/she fails or refuses without good cause to select an eligible provider.

New Information

Refer to LDSS4148A and [PD # 09-38-OPE](#) for documentation requirement

If the applicant/participant provides documentation that supports his/her claim that acceptable child care cannot be found (the JOS/Worker should first consult with his/her supervisor and the Center Designee that the reason for refusing to accept a provider is acceptable), the JOS/Worker must update the EP and change **Care Type 3** (Child Care Is Required) to **Care Type 8** (Child Care Not Found). A “Child Care – Not Found” screen will appear and the JOS/Worker must select one of the following reasons:

- Unable to find accessible care
- No care appropriate for child’s age
- No infant childcare available
- No care suitable for child’s needs
- No after school care program available
- Other (must enter a comment describing the reason)

After a selection is made, Action Code **133N** (Child Care Not Found) will post in the system. The JOS/Worker may enter additional comments as needed.

Note: **Care Type 8** may only be entered if **Care Type 3** was previously entered for the case and after the two return appointments were kept.

Action Code **133N** will terminate any Back-to-Work (B2W), WEP, Job Search and Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) assignments in NYCWAY and will provide a 90-day exemption. The cases where the **133N** is posted will be placed on a new worklist, NOCCS. At the end of the 90-day exemption period, a new employment call-in appointment will be scheduled.

Note: Action Code **133N** previously allowed a 30 day exemption; however, it now allows a 90-day exemption.

If the applicant/participant fails to provide documentation that supports his/her claim that he/she could not find appropriate, accessible, affordable and suitable child care or refuses an eligible provider without good cause (the JOS/Worker should first consult with his/her supervisor that the reason for refusing to accept a provider is insufficient), the JOS/Worker must:

- Update the EP and change **Care Type 3** (Child Care Is Required) to **Care Type 7** (Child Care Is Refused). Action Code **133R** (participant) or Action Code **933R** (applicant) will post in the system, indicating “Refused Child Care Referral Placement.”

New Worklist

Note: Care Type 7 may only be entered if **Care Type 3** was previously entered for the case and after the two return appointments were kept.

- Assign the parent/guardian to a work activity.

TAG Referrals

When the JOS/Worker refers a participant to TAG at the initiation of the EP, Action Code **13TT** (Referral to TAG) will post in NYCWAY. If at a TAG appointment, the TAG worker determines that the participant must return with required child care documentation and selects **Care Type 3** in the Employment Plan (EP), NYCWAY will post Action Code **133F** and will display “TAG Child Care Return Appointment-Provider” with a return appointment at least fifteen (15) days from the date the appointment is made and may be up to 20 days, based on slot availability.

At the return appointment, if additional time is requested to submit the requested documentation, the TAG worker will update the EP and select **Care Type 3**; NYCWAY will post Action Code **133E** with a five (5) day return appointment from the date the appointment is made and may be up to eight (8) days based on slot availability.

If the applicant/participant fails to provide documentation that supports his/her claim that he/she could not find appropriate, accessible, affordable and suitable child care or refuses an eligible provider without good cause, the TAG worker will update the EP and change **Care Type 3** (Child Care Is Required) to **Care Type 7** (Child Care Is Refused). Action Code **133R** (participant) or Action Code **933R** (applicant) will post in the system, indicating “Refused Child Care Referral Placement.”

If the applicant/participant provides documentation that supports his/her claim that appropriate, accessible, affordable and suitable child care cannot be found, the TAG worker will update the EP and change **Care Type 3** (Child Care Is Required) to **Care Type 8** (Child Care Not Found) and select one of the reasons in the Child Care – Not Found screen (see page 3).

After a selection is made, Action Code **13CN** (Child Care Not Found) will post in NYCWAY. Action Code **13CN** will allow the TAG worker to proceed with the TAG assignment. Participants are not removed from TAG because child care cannot be found.

Effective Immediately

References:

[LDSS-4148A](#)

[99-LCM-19](#)

[05-OCFS-ADM-03](#)

Related Item:

[PD #05-16-EMP](#)

[PD #09-38-OPE](#)

[PD #13-18-EMP](#)