# POLICY BULLETIN # 23-65-OPE
*(This Policy Bulletin Replaces PB#14-69-OPE)*

**CHILD CARE RETURN APPOINTMENT**

| Date:<br>November 13, 2023 | Subtopic(s):<br>Child Care, Employment Plan |
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| | **Revisions to the Original Policy Bulletin:**<br><br>This policy bulletin was revised to inform Family Independence Administration (FIA) staff that:<br><br>• The implementation of Self-Sufficiency Employment & Assessment Management System (SEAMS) Release 2 changes how FIA Benefits Access Center (BAC), Career Services, and provider staff schedule a childcare return appointment.<br>• Staff will access the Employability Assessment (EA) / Employment Plan (EP) and schedule the child care return appointment in SEAMS.<br>• The child care process and timeframes have not changed. Since SEAMS is not an action code driven system, staff will not enter the action codes associated with child care appointments. Instead, Care Types are selected in SEAMS, which interfaces in real time with the New York City Work Accountability and You (NYCWAY) system, where action codes will be recorded.<br>• The return appointment represents the date by when the relevant child care documents are due and must be submitted either through ACCESS HRA (AHRA) or at the BAC. There is no requirement for the applicant/participant to physically report to the BAC for an appointment.<br>• SEAMS facilitates the printing of appointment letters and scanning documents into the Human Resources Administration (HRA) Repository.<br>• Care Type values are as follows:<br>    1. Child Care in Place – Licensed at cost to HRA<br>    2. Child Care in Place – Informal at cost to HRA<br>    3. No Child Care in Place – Arrangements Required<br>    4. No Child Care in Place – Pending Women's Housing and Economic Development Corporation (WHEDCo) Recommendation |

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*

Distribution: X

5. Child Care Not Required – Child over age 13
6. Child Care in Place – Licensed at no cost to HRA
7. Child Care in Place – Informal at no cost to HRA
8. Child Care is Refused (Enabled only on the 2nd and 3rd Child Care Return Appointments)
9. Child Care Not Found (Enabled only on the 2nd and 3rd Child Care Return Appointments)

- Depending on how the EA/EP interview is conducted (phone vs. in-person), this will determine the way the child care documentation is sent to the applicant/participant. If the applicant/participant is on the phone, staff will select the "batch" option, which will create a child care document package for mailing that will be sent to the applicant's/participant's address of record.  If they select the "online" option because the applicant/participant is in-person at the BAC, the worker will print the child care paperwork and hand it to the applicant/participant.
- Care Type (**Care Type 3** – No Child Care in Place – Arrangements Required) was modified.
- Care Type (**Care Type 8** – Child Care is Refused) was modified.
- A new Care Type (**Care Type 9** - Child Care Not Found) was created.
- Any references to the worklist NOCCS was removed, as this is not a worklist in SEAMS.
- Added SEAMS Return Appointment screens.

**Purpose:**

The Job Opportunity Specialist (JOS)/Benefits Opportunity Specialist (BOS) worker must continue to process child care as stated in previous procedures.

The implementation of SEAMS changes how FIA BAC, Career Services, and provider staff schedule a child care return appointment. The child care process and timeframes have not changed.

Staff will access the EA/EP and schedule the child care document and application return appointment in SEAMS. There is no requirement for the applicant/participant to physically report to the BAC for an appointment. Instead, the return appointment represents the date by when the relevant child care documents are due and must be submitted either through AHRA or at the BAC. The return appointment in SEAMS will create a model office appointment that will allow the applicant/participant to get routed to the BACs child care liaison if the applicant/participant chooses to submit the

New Information

documents/application at the BAC.

Since SEAMS is not an action code driven system, staff will not enter the action codes associated with child care appointments. Instead, Care Types are selected in SEAMS, which interfaces in real time with NYCWAY, where action codes will be recorded.

Care Type values are as follows:

1. Child Care in Place – Licensed at cost to HRA
2. Child Care in Place – Informal at cost to HRA
3. No Child Care in Place – Arrangements Required
4. No Child Care in Place – Pending WHEDCo Recommendation
5. Child Care Not Required – Child over age 13
6. Child Care in Place – Licensed at no cost to HRA
7. Child Care in Place – Informal at no cost to HRA
8. Child Care is Refused (Enabled only on the 2nd and 3rd Child Care Return Appointments)
9. Child Care Not Found (Enabled only on the 2nd and 3rd Child Care Return Appointments)

Revised

When an applicant/participant indicates that they need child care and do not have child care in place, they must submit relevant required child care documentation and the JOS/BOS worker selects **Care Type 3** (No Child Care in Place – Arrangements Required) in the Employment Plan (EP), SEAMS will prompt staff to schedule a return appointment at least fifteen (15) days from the date the appointment is made.

New Information

Depending on how the EA/EP interview is conducted (phone vs. in-person), this will determine the way the child care documentation is sent to the applicant/participant. If the applicant/participant is on the phone, staff will select the "batch" option, which will create a child care document package for mailing that will be sent to the applicant's/participant's address of record.  If they select the "online" option because the applicant/participant is in-person at the BAC, the worker will print the child care paperwork and hand it to the applicant/participant.

Action Codes **933S** and **133S** will only post <u>once</u> 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.

New Information

Below are the SEAMS return appointment screens. Staff will select the return appointment time for the applicant/participant.
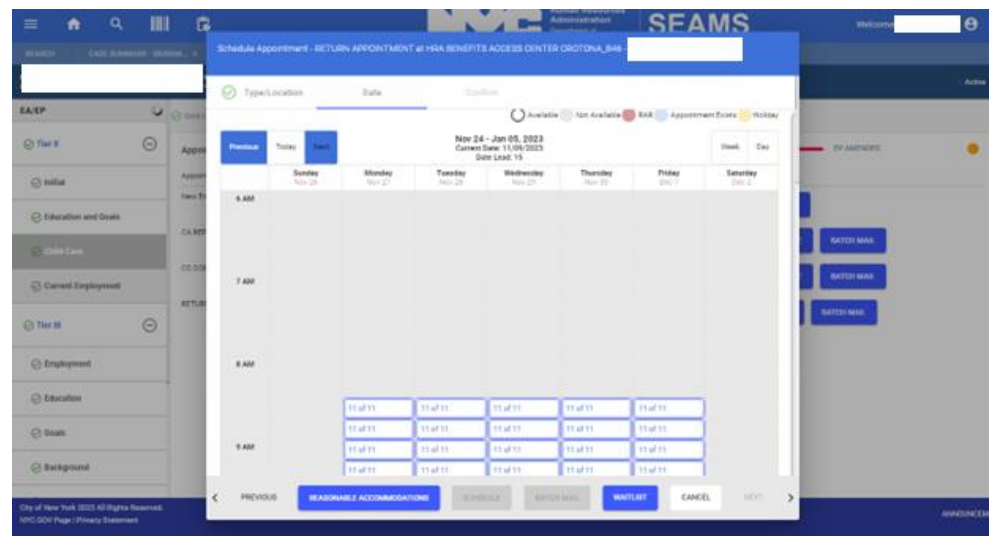
On the return date of the appointment, the child care liaison will review the case record (i.e. HRA OneViewer) to determine if documents were submitted to set up child care.  If no documents were submitted, then the child care liaison will outreach to the applicant/participant and confirm whether they continue to need child care, and try to get them to submit the requested documents.

If the applicant/participant indicates that they need additional time to submit documentation, the JOS/BOS 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. Again, the worker will be able to send additional documents related to the child care request as "batch" or "online" depending on the mode of communication with the applicant/participant (i.e. phone vs. in-person). 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 LDSS-4148A for definition of appropriate, affordable and suitable

If the applicant/participant does not respond to any outreach attempts, does not submit the required childcare documents requested, and does not request more time to submit the required documentation, this could result in the determination of child care refusal and referral for appropriate employment/engagement/education services.

**Note:** The change in timeframe allowed for the applicant/participant to submit requested documentation does not affect the child care refusal policy. Similarly, the applicant/participant still has the right to have their child placed with a child care provider that is appropriate, accessible, affordable and suitable.  The JOS/BOS worker must provide the applicant/participant with at least two choices of child care providers to select from.  An applicant/participant will not be exempt from work requirements if they fail or refuse without good cause to select an eligible provider.

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| Revised<br><br>Refer to [LDSS-4148A](#) for documentation requirement | If the applicant/participant provides documentation that supports their claim that acceptable child care cannot be found, the JOS/BOS worker must consult with their supervisor and the Center Designee that the reason for refusing to accept a provider is acceptable. The JOS/BOS worker must update the EP and change **Care Type 3** (No Child Care in Place – Arrangements Required) to **Care Type 8** (Child Care is Refused).  A "Child Care – Not Found" screen will appear and the JOS/BOS 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/BOS 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/outreach appointments were attempted and completed.

Action Code **133N** will terminate any Job Search and Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) assignments in NYCWAY and will provide a 90-day exemption.  At the end of the 90-day exemption period, a new employment appointment will be scheduled to assess for employment/engagement/education services, and to address any needs for child care.

**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 the claim that they could not find appropriate, accessible, affordable and suitable child care or refuses an eligible provider without good cause, the JOS/BOS worker must first consult with their supervisor that the reason for refusing to accept a provider is insufficient.  The JOS/BOS worker must:

Revised

- Update the EP and change **Care Type 3** (No Child Care in Place – Arrangements 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."

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

- Assign the parent/guardian to a work activity.

**TAG Referrals**

When the JOS/BOS 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 submit 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.

**Revised**

If the applicant/participant fails to provide documentation that supports the claim that they could not find appropriate, accessible, affordable and suitable child care <u>or</u> refuses an eligible provider without good cause, the TAG worker will update the EP and change **Care Type 3** (No Child Care in Place – Arrangements 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."

**Revised**

When child care is terminated or inactive, the initial child care process needs to be completed. A new child care appointment is created and the relevant required child care documentation must be submitted. The worker will be able to send additional documents related to the child care request as "batch" or "online" depending on the mode of communication with the applicant/participant (i.e. phone vs. in-person).

Revised

If the applicant/participant provides documentation that supports their claim that appropriate, accessible, affordable and suitable child care cannot be found, the TAG worker will update the EP and change **Care Type 3** (No Child Care in Place – Arrangements Required) to **Care Type 8** (Child Care is Refused) and select one of the reasons in the Child Care – Not Found screen (see page 4).

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