



FAMILY INDEPENDENCE ADMINISTRATION
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POLICY BULLETIN #08-162-EMP

IMPORTANT CHILD CARE CONTACT INFORMATION DESK GUIDE

Date: December 29, 2008	Subtopic(s): Child Care
<p> This procedure can now be accessed on the FIAweb.</p> <p> Please use Print on Demand to obtain copies of forms.</p>	<p>The purpose of this policy bulletin is to inform staff of a new desk guide of important child care contact information.</p> <p>The Important Child Care Contact Information Desk Guide (W-200H) was created for easy reference to assist staff with access to child care contact information. This desk guide provides staff with information on who should handle various child care issues and the telephone number of who to contact when the child care issue cannot be addressed at the Job/Model Center.</p> <p>The following categories are part of the desk guide:</p> <ul style="list-style-type: none"> • Parents with Child Care Eligibility and Enrollment Questions • Child Care Providers with Payment Questions, Rate Issues, or Parent Eligibility Questions • Child Care Providers with Questions about Provider Approval and Enrollment • Job Center Workers with Eligibility, Enrollment, or ACCIS Questions • Job Center Supervisors, Child Care Liaisons, Directors with Eligibility, Enrollment, or ACCIS Questions <p><i>Effective Immediately</i></p> <p>Attachment:</p> <p>W-200H Important Child Care Contact Information Desk Guide</p>

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*

Important Child Care Contact Information Desk Guide

Child Care Questions	Contact Information
<p>Parents with Child Care Eligibility and Enrollment Questions</p> <p>Parents Applying for or Receiving Cash Assistance</p> <p>Parents Applying for or Receiving Transitional Child Care</p> <p>All Others</p>	<p>Job Center Worker</p> <p>Transitional Child Care Unit (212) 835-7681</p> <p>311</p>
<p>Child Care Providers with Payment Questions, Rate Issues, or Parent Eligibility Questions</p> <p>Payment Information</p> <p>Problems/Complaints</p>	<p>CAPS (800) 692-0699, 24 hours per day/7 days per week</p> <p>Child Care Hotline (212) 835-7610, 9:00 AM to 5:00 PM Weekdays</p>
<p>Child Care Providers with Questions about Provider Approval and Enrollment</p> <p>Legally Exempt Providers in the Bronx</p> <p>All other Legally Exempt and Regulated Providers</p>	<p>WHEDCO (718) 839-1165</p> <p>Child Care Hotline (212) 835-7610</p>
<p>Job Center Workers with Eligibility, Enrollment, or ACCIS Questions</p>	<p>Job Center Supervisor</p>
<p>Job Center Supervisors, Child Care Liaisons, Directors with Eligibility, Enrollment, or ACCIS Questions</p>	<p>ACS Child Care</p> <p>Carla Crawley (212) 361-5840, e-mail: (crawleyc@acs.nyc.gov)</p> <p>Renee Jaffe (212) 514-5619, e-mail: (renee.jaffe@dfa.state.ny.us)</p>