

<b>SUBJECT:</b>  <b>CLIENT ASSISTANCE AND REHOUSING ENTERPRISE SYSTEM (CARES) RATE CHANGE PROCEDURE</b>	<b>APPLICABLE TO:</b>  Adult Families, Families with Children	<b>ISSUED:</b>  February 22, 2021
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<b>ADMINISTERED BY:</b>  DHS Program Budget Office staff	<b>APPROVED BY:</b>  Joslyn Carter, Administrator Department of Social Services (DSS)/ Department of Homeless Services (DHS)
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**■ INTRODUCTION**

The purpose of this policy bulletin is to ensure that the following:

- Only DHS Program Budget Office (PBO) staff can authorize rate changes in CARES.
- Any change made to a rate in CARES is approved by the relevant external oversight agencies (e.g., Office of Temporary Disability Assistance [OTDA], Office of Management and Budget [OMB]) and DHS PBO supervisors before it is entered into CARES.
- Rate changes in CARES must be approved, documented, and properly implemented.

Prior to implementation, any change to a CARES rate must:

- Have a documented justification for the rate change, and
- Have written approval from a relevant external oversight agency (e.g., OTDA and OMB) and the DHS Director of PBO, and
- Have the purpose of either correcting an incorrect rate, or
- Have the purpose of implementing a new negotiated and approved rate.

## ■ PROCEDURE

Any approved new rate must be entered into the “Request for CARES Rate Change Approval” form (DHS-82) which is completed by the DHS Director of PBO or their deputy within five (5) days of final approval. The rate change must be made retroactive to the date indicated in the justification document.<sup>1</sup> DHS Budget is required to notify the Care Day Reconciliation Team and all other appropriate parties of any adjustments made to rates in the CARES system.

This document, reflecting the new rate, date of the change, justification for the change, and the name of the staff person making the change, must be saved in a shared location that is remotely accessible to DSS staff.

The DHS Director of PBO or their deputy will be responsible for maintaining this file.

When a rate change in CARES is requested, the DHS Director of PBO or their deputy must ensure that the rate change is accompanied by justification and written approval from the relevant external agency before taking any action to implement the change. The purpose of the rate change must be to either correct an incorrect rate or to implement a newly negotiated and approved rate.

The DHS Director of PBO or their deputy must enter the approved rate change into DHS-82 within five (5) days following final approval. The DHS Director of PBO must ensure that the rate change is entered appropriately and accurately.

*Effective Immediately*

### ATTACHMENT:

**DHS-82** Request for CARES Rate Change Approval

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<sup>1</sup> DHS-82 should be used for all rate changes, including facility activations and \$0.00 rate changes. In order to avoid delays in payment, \$0.00 rate changes should be implemented prior to registration so Care Day invoices can be processed.

