

# OFFICE OF POLICY, PROCEDURES, AND TRAINING

## **POLICY BULLETIN # 23-22-OPE**

### PROCESS FOR CHILD WELFARE CASES

<b>Date:</b> April 4, 2023	Subtopic(s): ACS, ACCIS, Child Care		
	The purpose of this policy bulletin is to inform Human Resources Administration (HRA) Benefits Access Center (BAC) staff that the New York City (NYC) Administration for Children's Services (ACS) implemented a new child welfare process, which may result in applicants contacting the BACs and requesting a transfer of child care. This policy bulletin is informational for all other staff.		
	Beginning January 2023, ACS started sending the Application for Determination of Child Care Eligibility ( <b>Attachment B</b> ) letter notifying families that their eligibility for child care has ended. Families coded as Priority 1 or 2 in the Automated Child Care Information System (ACCIS) must have an open ACS child welfare case with protective services, preventive services, or foster care to be eligible for Priority 1 or 2 child care. When an ACS child welfare case closes, the family is no longer eligible to receive Priority 1 or 2 child care.		
	The Application for Determination of Child Care Eligibility (Attachment B) letter will direct families who may be eligible for child care assistance based on income and reason for care to apply for low-income child care assistance through ACS, or if the family has an active Cash Assistance (CA) case, to contact their BAC to discuss their eligibility for child care.		
	If a family contacts the BAC referencing the Application for Determination of Child Care Eligibility ( <b>Attachment B</b> ) letter they received, BAC staff should treat this as a standard agency transfer request. BAC staff should assess the family for child care eligibility before initiating an agency transfer. Only eligible families should be transferred from ACS to HRA.		

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 PB #13-61-OPE

Case Review and Support Unit Contact Information

Agency Transfer Request Steps BAC staff should complete the Child Care Case Agency Transfer Request (**Attachment A**) form and attach the form in an email to the ACS Case Review and Support Unit (CRSU) team members below.

Case Review and Support Unit Contact Information:

Althea.Pollard@acs.nyc.gov Michelle.Key@acs.nyc.gov Beverly.Strong@acs.nyc.gov.

## **Agency Transfer Request Steps:**

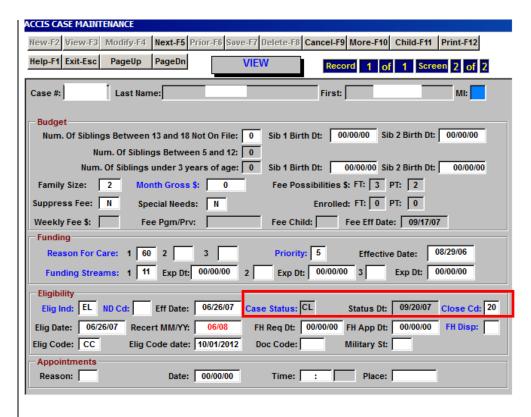
 BAC staff completes the Child Care Case Agency Transfer Request (Attachment A) form and attaches the form in an email to the ACS CRSU team's contact information:

> Althea.Pollard@acs.nyc.gov Michelle.Key@acs.nyc.gov Beverly.Strong@acs.nyc.gov

- 2. ACS CRSU staff confirms the child welfare status and determines if the case can be transferred to HRA. If the child welfare case is closed, the case will be processed for an agency transfer. If the child welfare case is active, CRSU staff will communicate to HRA that childcare will remain with ACS, and a transfer will not be processed.
- CRSU staff terminates all ACCIS enrollments, reservations, and outstanding vouchers that maintains the case in active status and prevents closure. When the agency transfer occurs, CRSU staff should remove all recertification dates, as HRA cases do not have recertification dates.

**Note:** ACCIS processes these terminations each Wednesday evening, after which, the case status will change to closed (CL). If the case status is already closed in ACCIS, the agency transfer can be performed immediately by staff with security 6 or higher in lieu of waiting until Thursday to perform the agency transfer function "**More-F10**". Refer to the following screenshot.

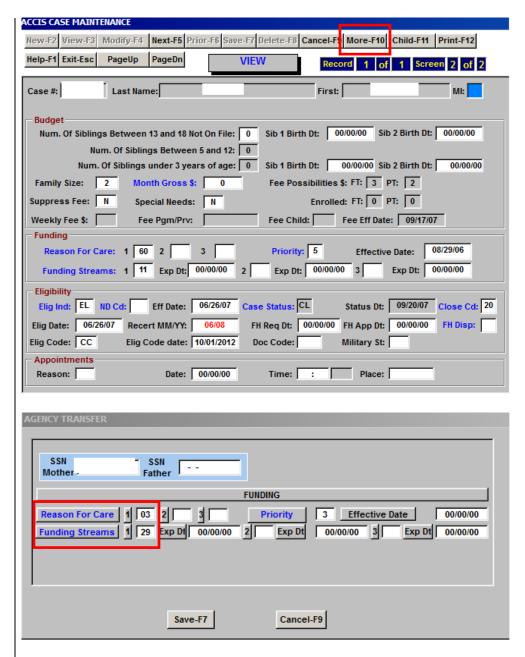
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4. Each Thursday, HRA staff will review cases pending an agency transfer. HRA staff with a security level of 6 or higher should proceed with the transfer. HRA staff with a lower security level should contact their CRSU liaison to request the transfer.

**Note:** In ACCIS, staff completing the transfer should select "**More F-10**" and Agency Transfer Function. Staff must change the reason for care (RFC) code to "**10**" (other) and funding stream code to "**29**". The submitting agency will change to HRA, and the transfer will be complete. If CRSU is completing the agency transfer, they will notify HRA staff when completed.

Refer to the following screenshots.



 HRA staff must change the reason for care to the appropriate HRA employment codes and update the funding effective dates. HRA staff will then contact the family regarding next steps.

Effective Immediately

#### Related Item:

PB #13-61-OPE

Attachments:	
Attachment A	Child Care Case Agency Transfer Request
Attachment B	Application for Determination of Child Care Eligibility



## CHILD CARE CASE AGENCY TRANSFER REQUEST

In order to facilitate an agency transfer request, complete the requested information below and attach an email to the designated ACS Cash Review & Support (CRSU) staff member assigned to your Benefits Access Center.

STAFF INFORMATION
Date
HRA Staff's Name:
Benefits Access Center/Program Name:
HRA Staff Office Number:
CASE TRANSFER INFORMATION
Case Name:
ACCIS Case #
**ACS cases with priority 1 or 2 will be verified prior to transfer and in some instances, will remain with ACS for child care. ACS staff will inform HRA if case needs to remain the responsibility of ACS for all child care enrollments, however parent can be assigned to an activity.
Current Status in ACCIS (place an "x" next to the case status below):
Case is ACS (ACD) Active Case is ACS (ACD) Closed Transitional Code Change Other Case Status
CHILD INFORMATION (list children - use additional sheet if necessary)
Child's Name: Child's Name: Child's Name: Child's Name: Child's Name: Child's Name:
Briefly describe request if not listed above:
OUTCOME (to be completed by CRSU UNIT)
Completed By: Date: Completed:

The City of New York Administration for Children's Services Division of Child and Family Well-Being 66 John Street, 7<sup>th</sup> Floor New York, New York 10038



NAME ADDRESS LINE1 ADDRESS LINE 2

Date: Case #:

#### IMPORTANT: APPLICATION FOR DETERMINATION OF CHILD CARE ELIGIBILITY

The following children in your family have been receiving child care assistance as part of your ACS protective or preventive services or foster care case. We understand that your protective or preventive services or foster care case has closed. Based on the change in your child welfare status, **your eligibility for child care assistance will end on DATE [+90 DAYS FROM LETTER DATE].** 

<u>Sfx</u>	<u>Child Name</u>
«Child1_»	«Child1_fname» «Child1_Lname»
«Child2_»	«Child2_fname» «Child2_Lname»
«Child3_»	«Child3_fname» «Child3_Lname»

However, you may have options for continuing child care assistance, if you are determined eligible for benefits which may be provided by HRA or ACS.

If you receive HRA cash assistance: Contact your Benefits Access Center and ask to maintain your child care assistance through your HRA case. If you are employed or engaged in work-related activities (required or voluntary), including school, you may be eligible to continue your assistance.

If you do not receive cash assistance: You are invited to apply for low-income child care assistance by completing and submitting the enclosed application and required documentation. Your eligibility for child care assistance must be determined, as required by state law and regulations. To be eligible for child care assistance, you must meet two eligibility criteria:

- 1. You must have one of the below qualifying reasons for assistance, which include:
  - (1) Working a minimum of 10 hours per week at minimum wage or above,
  - (2) Participating in an approved educational/vocational training activity,
  - (3) Looking for Work,
  - (4) Experiencing Homelessness (this could include living in temporary housing, such as with friends or relatives),
  - (5) Attending services in response to domestic violence, or
  - (6) Attending a 4-year college.
- 2. Your monthly household income must be at or below the monthly eligibility cap, as detailed below.

Family Size	Eligibility Cap	Family Size	Eligibility Cap
2	\$4,578	8	\$10,261
3	\$5,758	9	\$10,484
4	\$6,938	10	\$10,707
5	\$8,118	11	\$10,930
6	\$9,298	12	\$11,153
7	\$10,038	13	\$11,376

#### **Attachment B**



For ACS to assess eligibility, you must complete the Application for Child Care Assistance (CFWB-012) and submit it with required documentation to verify family size, residency, income, and reason for care. Once submitted, ACS will review this information in order to determine if you are eligible for low-income child care assistance. We have enclosed the application, along with instructions and a new application checklist, which will provide you with the types of required documents that you will need to submit.

Applications must be completed and returned by DATE [+60 DAYS FROM LETTER DATE] to ensure that, if determined eligible, you do not experience a disruption in child care assistance:

NYC Children – EDU PO Box 40 Maplewood, NJ 07040

All documents should be sent by US Postal Service. **Documents cannot be sent by Fedex or UPS to a PO Box.** 

Please include a copy of this letter with your signature at the bottom along with the application to ensure quick processing.

Failure to submit an application by the date above or a determination of ineligibility for child care assistance will result in the termination of your child care on DATE [+90 DAYS FROM LETTER DATE].

If you have questions about the application, please call the ACS Child Care Call Center at 212-835-7610.

Parent/Caretaker Signature:	