



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #11-17-ELI

CHILDCARE IN LIEU OF CASH ASSISTANCE (CILOCA)

(This Policy Directive Replaces PD #10-42-ELI)

Date: June 2, 2011	Subtopic(s): Cash Assistance, Childcare
AUDIENCE	The instructions in this policy directive are for staff in the Job Centers and are informational for all other staff.
REVISION TO THE ORIGINAL DIRECTIVE	<p>This policy directive has been revised as follows:</p> <ul style="list-style-type: none"> • References to the “Transitional Childcare (TCC) JOS/Worker” have been changed to “TCC Worker.” • To announce that effective May 1, 2011, the family share/fee for households in receipt of Childcare In Lieu of Cash Assistance (CILOCA) increased to fifteen dollars per week for full-time care and twelve dollars per week for part-time care. • All attached forms have been revised to reflect the family share/fee increase.
POLICY	<p>Applicants deemed eligible for or participants in receipt of Cash Assistance (CA) may choose to receive childcare assistance/payments instead of CA, known as CILOCA.</p> <p>Parents/caretakers must work a designated minimum number of hours or earn a minimum dollar amount to be eligible for CILOCA. The Office of Children and Family Services (OCFS) sets these minimum requirements.</p> <p>There is no time limit on receiving CILOCA if the household’s income and resources remain within CA limits and the minimum hours/income requirement is met.</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 Fax* or fax to: (917) 639-0298

BACKGROUND

CILOCA will assist certain low-income families in achieving self-sufficiency by guaranteeing the childcare subsidies needed to maintain their employment without requiring them to receive CA benefits.

In order to be eligible for CILOCA, an individual must be an applicant who has been deemed eligible for or a recipient of CA, be employed, and meet the State's minimum wage and/or minimum hours required for CILOCA.

Revised information
New family fee amount.

Effective May 1, 2011, families in receipt of CILOCA are required to pay a fifteen dollar per week family fee for full-time (or twelve dollars per week for part-time) childcare assistance regardless of how many children require care.

If an applicant's/participant's childcare provider charges more than the maximum market rate set by OCFS, the applicant/participant will need to pay the difference between the OCFS market rate and the rate charged by the provider or he/she will have to find a different provider.

If a CILOCA case is subsequently denied or is closed due to excess earned income/resources, the household may continue to receive Transitional Childcare (TCC) payments for a maximum of 12 months, if eligible.

Eligibility Requirements

When determining eligibility for CILOCA, the income and resources of all members of the CA household must be counted.

To be eligible for CILOCA the parent/guardian must:

- apply for and be deemed eligible for CA or be in receipt of CA and elect to close his/her CA case;
- be in need of childcare for at least one child under the age of 13;
- use an eligible childcare provider; and
- meet the minimum income/hours worked requirements as follows:

Eligible Single-parent households:

- The parent/guardian earns at least the State minimum wage of \$7.25 per hour or is self-employed and earns at least \$127 per week or \$550 per month; **OR**

- The parent/guardian is employed at least 17.5 hours per week in a job exempt from minimum wage rules that pays less than minimum wage.

Eligible Two-parent households:

- A two-parent household with both parents earning at least the State's minimum wage of \$7.25 per hour or with both parents self-employed and earning at least \$181 per week or \$784 per month; **OR**
- A two-parent household with both parents employed for a combined total of at least 25 hours per week in jobs exempt from minimum wage rules that pay less than minimum wage; **OR**
- A two-parent household that has one parent employed and earning at least the State minimum wage or is self-employed and the other parent is employed in a job exempt from minimum wage rules that pays less than minimum wage. The parent earning at least minimum wage or who is self-employed must earn at least \$127 per week or \$550 per month and the parent working a job earning less than minimum wage must be working a minimum of 7.5 hours per week.

Households requesting or in receipt of CILOCA are no longer required to pursue child support.

On July 24, 2009, a law was enacted that removed the pursuit of child support as an eligibility requirement for CILOCA and TCC. However, staff should continue to encourage individuals to pursue child support.

The Childcare Guarantee Informational (**M-528m**), which explains the CILOCA eligibility requirements and changes in the law, is included in the CA application/recertification kits.

Child-only cases are not eligible for CILOCA.

There must also be at least one parent/guardian applying for or in receipt of assistance who meets both the immigrant/citizenship status requirement and the Social Security number requirement for CA to qualify for CILOCA.

Any CILOCA recipient who intentionally reduces his/her income or the number of hours he/she works in order to maintain CILOCA eligibility will lose the childcare assistance guarantee.

Benefits of Choosing CILOCA

- The childcare assistance subsidy does not count against the CA time limits. Therefore, the remaining months of eligibility for CA can be saved for a time when greater financial assistance is needed.
- There are no time restrictions attached to this guarantee. A family can continue to receive the childcare subsidy as long as it meets the eligibility criteria for CILOCA.
- An individual in receipt of CILOCA who is employed for less than 35 hours a week is not required to participate in additional work activities because he/she is not in receipt of CA.
- Participants who choose CILOCA instead of CA will receive all child support money paid by the noncustodial parent.
- Individuals choosing CILOCA are not subject to substance abuse or domestic violence screening requirements, are not required to sign a property lien, and are not required to pursue child support. However, they must still comply with all other eligibility requirements including, but not limited to, compliance with the Bureau of Eligibility Verification (BEV), finger imaging, etc.
- Applicants/participants receiving food stamps (or who wish to apply for food stamps) may be eligible for more food stamps than they would if they were in receipt of CA.
- Applicants/participants can still be eligible for some other supports, if needed, such as Medicaid, Home Energy Assistance Program (HEAP), food stamps, and most of the child support enforcement services afforded to CA participants.

Applicants/participants requesting CILOCA

In order to identify applicants/participants requesting CILOCA, JOS/Workers must enter in NYCWAY:

- **918L** (Request for CC in Lieu of CA – Applicant); or
- **118L** (Request for CC in Lieu of CA – Participant).

Selecting **918L** or **118L** will trigger the Employability Plan (EP) to display only the language and childcare sections required for CILOCA.

Applicants/Participants withdrawing their request for CILOCA

If the applicant/participant decides not to pursue his/her request for CILOCA after code **918L** or **118L** has been entered in NYCWAY, the JOS/Worker must enter in NYCWAY:

- **918D** (Withdrawal Request for CC in Lieu of CA – Applicant); or
- **118D** (Withdrawal Request for CC in Lieu of CA – Participant).

Selecting **918D/118D** will indicate the applicant's/participant's intention to withdraw his/her request for CILOCA and pursue/continue CA instead. These codes are not used for persons already in receipt of CILOCA.

Participants in receipt of CILOCA who wish to return to CA must apply for benefits at his/her Job Center.

Processing the CILOCA request

Welfare Management System (WMS) rejection/closing code **F98** (CA Denied/Closed Because of Request for Childcare in Lieu of CA) is used to identify applicants/participants who have completed the eligibility process and are deemed eligible for CILOCA.

In order for childcare payments to continue seamlessly through the transition from CA to CILOCA, the Automated Childcare Information System (ACCIS) reads code **F98** posted in WMS to provide childcare payments for these rejected/closed cases.

ACCIS will check the data in NYCWAY and WMS weekly to ensure that code **F98** status has not changed. Once a CA case has been rejected/closed with code **F98**, the TCC Unit handles all further childcare activity on the case.

CILOCA Recertifications

Twelve months after code **F98** is posted in WMS and every year thereafter, the TCC Unit will conduct a recertification to determine if the household remains income-eligible for CA and therefore eligible for continued CILOCA.

If, at recertification, excess income causes a household to become ineligible for CILOCA, the household's eligibility is then evaluated for 12 months of TCC payments.

During breaks in work-related activities (e.g., vacation), the continuation of guaranteed childcare payments is limited to a period of up to two weeks. However, the guaranteed childcare payments may be extended for up to one month if the childcare arrangements would be lost due to the suspension of payments for more than two weeks. The extended payments can be granted as long as the employment activity is scheduled to restart within that one-month period.

If a household receiving CILOCA moves to a county outside of New York City, the Agency is responsible for the childcare benefits during the month of the move and through the end of the following month.

REQUIRED ACTION

JOS/Workers must actively discuss the option of CILOCA with all qualifying applicants/participants. When an individual reports that he/she is employed and in need of childcare, he/she might not be aware of the availability of CILOCA. It is the JOS/Worker's responsibility to inform him/her of this program. Under no circumstance is an individual required to accept CILOCA.

Note: It is critical to inform all applicants/participants that if they choose to receive CA, childcare assistance may still be provided if they are in compliance with all engagement/work-related activity requirements.

Applicants

When interviewing an applicant who is already employed, the JOS/Worker must:

- verify that the applicant requires childcare assistance in order for him/her to work.
- discuss the availability of the guaranteed CILOCA subsidy (see the attached Childcare in Lieu of Cash Assistance (CILOCA) Discussion Guide [M-528p]).
- inform the applicant of Form **M-528m** which is included in the CA application kit.
- inform the applicant of the financial benefits of child support and encourage him/her to seek child support on his/her own as a means to self-sufficiency (if the applicant chooses CILOCA).

Applicant chooses CILOCA

When an applicant informs the JOS/Worker that he/she wants only childcare assistance and does not want CA, the JOS/Worker must:

- check the "Case is a Childcare In Lieu of TA (CA)" box on the top of the Paperless Office System (POS) **Disposition/Withdrawal Screen**. The **Disposition/Withdrawal Screen** can be accessed at any time, allowing the JOS/Worker to indicate an applicant's choice or change of mind about CILOCA at any point until the JOS/Worker enters the denial/closing code **F98** and it posts in WMS.

POS will then indicate to NYCWAY that the applicant is choosing CILOCA, and NYCWAY will post Action Code **918L**. When POS is not available, Action Code **918L** must be manually entered into NYCWAY.

- explore the availability of resources, other income, household composition, filing unit requirements, and alien/citizenship requirements.
- make the following referrals:
 - Finger Imaging Unit; and
 - BEV.
- print the Request for Childcare Assistance or Request to Close My Cash Assistance (CA) Case (**M-528n**) and electronically capture the applicant's signature.
- complete an **FIA-3A** that will result in the automatic posting of Action Code **167D** (**FIA-3A** Data Entry Completed).

Once applicant is deemed income eligible

If an employed applicant does not have proof of employment:

- the **FIA-3A** must still be completed and
 - Action Code **910R** (FA Job Center Return Appointment – Other) must be entered to schedule a return appointment for the applicant to provide proof of employment.
- initiate an EP. The CILOCA EP will require the entry of the language and childcare information only.

Note: If an EP is attempted before the **FIA-3A** is completed on a case with CILOCA Action Code **918L**, NYCWAY will prompt the JOS/Worker to complete the **FIA-3A** first.

- enter the appropriate childcare type code for each child on the case. For most applicants, childcare will not be in place at the time of application. In this case the JOS/Worker must:
 - indicate Childcare Type **3** (No Childcare in Place – Arrangement Required) and transmit.
 - choose the type of referral (Provider and Documentation Required or Documentation Only Required [Provider is in Place]) and transmit. This will generate one of the following Action Codes:
 - **933S** Childcare Return Appointment – Documentation and Provider Needed.
 - **933D** Childcare Return Appointment – Documentation Needed.

Childcare not in place at time of application

- discuss childcare options with the applicant.
- fill out the Childcare Appointment Confirmation and Contact List (**CS-667C**) with the names of two regulated and confirmed available providers and give it to the applicant with an Enrollment Form for Provider of Legally-Exempt Family Childcare and Legally-Exempt In-Home Childcare (**OCFS-LDSS-4699**)/Enrollment Form for Provider of Legally-Exempt Group Childcare (**OCFS-LDSS-4700**), and a Childcare Provider Enrollment supplement (**CS-274W**).
- inform the parent/guardian that, if he/she chooses an informal childcare provider, he/she and the childcare provider must complete the appropriate enrollment form and complete and bring Form **CS-274W** to the citywide Enrollment Agency for approval. If a regulated childcare provider is selected, only Form **CS-274W** needs to be completed without the Enrollment Agency's involvement.

See PD #10-17-EMP for information on the informal childcare provider enrollment process.

At Return Appointment

When the applicant returns to the Center, the JOS/Worker must:

- ensure that the applicant has complied with all CA eligibility requirements such as BEV and Finger Imaging.
- review Forms **LDSS-4699/LDSS-4700** and **CS-274W** for accuracy and completeness.
 - If the forms are incomplete, schedule another return appointment to allow the applicant time to complete the forms or obtain any necessary information.
 - If the forms are completed, enter the information from Forms **LDSS-4699/LDSS-4700** into ACCIS.
- give the applicant the Authorization for Childcare Payment Form (**CS-273K**).
- scan and index all completed childcare forms, including Forms **LDSS-4699/LDSS-4700**, into POS.
- update the EP and enter Childcare Type **1** or **2** and transmit. NYCWAY will post a **933T** (Childcare Is in Place – Applicant).

Childcare is in place

Note: In order for the system to accept an applicant's request for CILOCA, there must be at least one child in the household requiring either Childcare Type **1** (formal childcare in place at cost to the city) or Childcare Type **2** (informal childcare in place at cost to the city).

- when the EP is completed, Action Code **119U** (EP assessment completed – participant exemption) will autopost.
- deny/close CA case with code **F98** on POS TAD.

ACCIS will read the **F98** denial/closing code and enter a 12-month recertification date. ACCIS will send out the paper recertification notice in the 11th month.

If childcare is in place at the time of application, the childcare subsidy is paid from the date of application. If childcare is not in place at the time of application, the subsidy will be paid from the date the provider began caring for the child(ren).

If applicant decides he/she doesn't want CILOCA

At any time until code **F98** is posted in WMS an applicant may change his/her mind as to whether he/she wants CILOCA. If an applicant changes his/her mind before code **F98** is posted, the JOS/Worker must:

- check the "Childcare In Lieu of TA (CA)" box in the **Wishes to Withdraw Case From:** section of the POS **Disposition/Withdrawal Screen**.
 - POS will indicate to NYCWAY that the applicant has withdrawn his/her request for CILOCA; and
 - NYCWAY will post Action Code **918D**.
- print Form **M-528n** and capture the applicant's electronic signature.
- initiate a new EP addressing all barriers and required referrals and complete the application process as per current procedure.

Participants

See Form **M-528m** for an explanation of the requirements for CILOCA.

When a participant reports that he/she is now employed or when interviewing a participant who is already employed, the JOS/Worker reviews the case to see if the participant meets the CILOCA eligibility requirements. If he/she does, the JOS/Worker has the participant review Form **M-528m** and has a discussion about the availability of the guaranteed CILOCA subsidy (see attached Form **M-528p**).

Participant chooses CILOCA

When a participant informs the JOS/Worker that he/she wants to receive childcare assistance only (no longer wants CA and wants to close his/her CA case), the JOS/Worker must:

- enter Action Code **118L** in NYCWAY to indicate that this participant is requesting CILOCA.
- verify current employment and/or income and calculate a budget.
- start a new **FIA-3A** (auto-budget) if the participant's employment information or income has changed.

- ensure that an **FIA-3A** has been completed within the last six months if the participant's employment information or income has not changed. To verify that the information is current/correct, scan and index either the participant's pay stub(s) documenting all income from the last 30 days, or a letter from his/her employer on official stationery listing salary and hours worked into POS (documentation cannot be more than 30 days old). Obtaining employment documentation will probably require a return appointment for the participant.
- create an information-only **FIA-3A** to show that the information used to determine eligibility for CA is the same and up to date if the **FIA-3A** is more than six months old but the information has not changed.
- initiate an **FIA-3A** if the participant is newly employed or no **FIA-3A** exists.
- initiate a new EP, which will require only language and childcare information.

Note: If an EP is attempted before a current (within the last six months) **FIA-3A** is completed on a case with CILOCA Action Code **118L**, NYCWAY will prompt the JOS/Worker to complete the **FIA-3A** first.

- enter the appropriate childcare type code for each child in the household on the EP. Because of engagement requirements, most participants will have childcare in place.

For those participants who do not have childcare in place, the JOS/Worker must:

- discuss childcare options with the participant.
- fill out Form **CS-667C** with the names of two regulated and confirmed available providers, if required.
- indicate Childcare Type **3** (No Childcare in Place – Arrangement Required) on the EP, transmit, and schedule a return appointment via Action Code **133S** (Childcare Return Appointment – Provider Required) or **133D** (Childcare Return Appointment – Documentation Required).
- provide Forms **LDSS-4699/LDSS-4700** and **CS-274W**.
- enter the appropriate childcare code for each child in the household.

At the return appointment the JOS/Worker must:

- review Forms **LDSS-4699/LDSS-4700** and **CS-274W** for completeness.

- scan and index all completed childcare forms, including Forms **LDSS-4699/LDSS-4700** and **CS-274W**.
- ensure that childcare is in place and enter the completed childcare information into the EP. NYCWAY will post a **133T** (Childcare Is in Place – Participant).

Note: In order for the system to accept a participant's request for CILOCA, there must be at least one child in the household requiring either Childcare Type **1** or Childcare Type **2**.

- enter the childcare information in ACCIS.
- select closing code **F98** in the POS TAD window and enter "CILOCA" in the comments section.
- print Form **M-528n** and electronically capture the participant's signature.

ACCIS will read code **F98** and enter a 12-month recertification date. ACCIS will send out the paper recertification notice in the 11th month.

If participant decides he/she doesn't want CILOCA

At any time until code **F98** is posted in WMS a participant may change his/her mind as to whether he/she wants CILOCA. If a participant changes his/her mind before code **F98** is posted, the JOS/Worker must:

- manually enter Action Code **118D** in NYCWAY to indicate that this participant has withdrawn his/her request for CILOCA.
- print Form **M-528n**, have the participant check the box under "Withdrawal from the childcare subsidy guarantee 'in lieu of CA,'" and recapture the participant's electronic signature.
- Settle In Conference (SIC) the pending **F98** closing. If the JOS/Worker cannot SIC the closing in time to prevent the case closing, the case must be reopened using Closed in Error code **Y42**.

Once the CA case is rejected/closed and the person is receiving CILOCA, all further childcare activities are handled by the TCC Unit of the Work Related Benefits Program.

The TCC Unit will conduct the CILOCA eligibility recertification 12 months after code **F98** posts in WMS.

If an applicant/participant changes his/her mind after code **F98** is posted in WMS, he/she must reapply for CA. Upon reapplication, the assigned JOS/Worker in CSIC Childcare must update ACCIS to reflect the new reason for childcare. A new case must not be established in ACCIS. If childcare is no longer required, the JOS/Worker needs to manually end the childcare case in ACCIS.

CILOCA
Recertification

On a monthly basis the TCC Unit will create a worklist of CILOCA recipients who are in their 11th month using action codes **918L/118L** and mail them a recertification package.

Any child support income redirected to a CILOCA participant becomes part of his/her household's countable income.

CILOCA recipient remains income and resource-eligible for CA

If the household is deemed income and resource-eligible for continued CILOCA, the TCC Worker makes system annotations/changes needed in ACCIS to guarantee 12 additional months of CILOCA. A notice is mailed to inform recertified CILOCA recipients that they will continue to receive CILOCA for another 12 months.

CILOCA recipient becomes financially ineligible for CA

If the income renders the household ineligible for CA, the TCC Worker determines eligibility for 12 months of TCC benefits.

If eligible for TCC, the weekly fee will vary depending on the amount of household income. The CILOCA recipient will be informed of the TCC payment and fee change via the Notice of Intent to Change Childcare Benefits Form (**LDSS-4781**).

If ineligible for TCC, participants will be mailed the Notice of Intent to Discontinue Childcare Benefits Form (**LDSS-4782**).

Discontinuing CILOCA

CILOCA recipient wants CA (no longer wants CILOCA)

A CILOCA recipient who wishes to discontinue CILOCA and return to CA is considered a new applicant. He/she must return to the Job Center to apply for and file a **new** CA application.

If childcare is still required, **DO NOT** create a new case in ACCIS for the child(ren) in care. Instead, update the reason for care code and provider information.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications

At the Model Centers, the Front Door Reception must forward all CILOCA childcare return appointments to the Customer Service and Information Center's (CSIC) Childcare Specialist, who will:

- enter all childcare-related information into ACCIS;
- close the EP with Action Code **119U**;
- close the Model Office Number Identification Queue (MONIQ) ticket; and
- issue a new MONIQ ticket in the "CA Other" queue to refer the applicant/participant back to the original CA JOS/Worker, who will complete the CILOCA process as appropriate.

Food Stamp Implications

The receipt of CILOCA has no effect on Food Stamp (FS) eligibility. If the applicant/participant withdraws the CA application or closes the CA case, a separate determination is required for FS. The \$12/\$15 weekly fee is counted as a FS dependent care deduction. Additionally, if the CILOCA recipient is paying the difference between the State market rate for childcare and the rate his/her childcare provider charges, this difference is an out-of-pocket expense and must also be counted as a childcare deduction in the FS calculation.

Medicaid Implications

Receipt of CILOCA has no effect on Medicaid eligibility. If the applicant/participant withdraws only his/her CA application or closes his/her CA case, a separate determination is required for Medicaid.

LIMITED ENGLISH SPEAKING ABILITY (LESA) IMPLICATIONS

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, staff must make sure to obtain appropriate interpreter services in accordance with [PD #10-12-OPE](#) and [PD #08-20-OPE](#).

FAIR HEARING IMPLICATIONS

Avoidance/Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain to the applicant/participant the reason for the Agency's action(s).

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will SIC, enter detailed case notes in NYCWAY and forward all verifying documentation, submitted by the applicant/participant, to the appropriate JOS/Worker, for corrective action to be taken.

In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (**LDSS- 3722**), change the 02 to an 01 if the case has been granted Aid Continuing (ATC) or prepare and submit a PA Recoupment Data Entry Form (**LDSS- 3573**), to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report Form (**M-186a**).

If the determination is that the applicant/participant has not shown good cause for the infraction or that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete Form **M-186a**.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing which has already been requested, the FH&C AJOS/Supervisor I is responsible for ensuring that a further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken and copies of NYCWAY **Case Notes** screens.


REFERENCES

04-OCFS-ADM-01
 11-OCFS-INF-04
 18 NYCRR 387.12 (d)
[GIS 07 TA/DC015](#)

RELATED ITEM

[PD #10-17-EMP](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

M-528m	Childcare Guarantee Informational (Rev. 6/2/11)
M-528m (S)	Childcare Guarantee Informational (Rev. 6/2/11) (Spanish)
M-528n	Request for Childcare Assistance or Request to Close My Cash Assistance (CA) Case (Rev. 6/2/11)
M-528n (S)	Request for Childcare Assistance or Request to Close My Cash Assistance (CA) Case (Rev. 6/2/11) (Spanish)
M-528p	Childcare in Lieu of Cash Assistance (CILOCA) Discussion Guide (Rev. 6/2/11)

Child Care Guarantee Informational

This is to notify you that there has been a change in law that allows more **working** families to receive a guarantee of child care. You may decide that, instead of receiving Cash Assistance (CA), what you really need is help paying for child care. **Families who are applying for and are found eligible for, or are receiving, CA and need child care in order to work**, may be eligible for a child care guarantee for working families. A child care guarantee means that if you meet the eligibility requirements, the social services district must pay an eligible child care provider for your child care. **This guarantee applies only to the hours you are working and a reasonable amount of time for you to get to and from work to your child care provider.**

Who is eligible?

You are eligible for this guarantee if you are applying for and found eligible for CA and choose child care instead of CA, or if you are receiving CA and ask that your CA case be closed, and:

- You are earning at least minimum wage or are employed in a job where minimum wage is made by the combination of gross earnings and tips, or you are self-employed; **AND**
- Your gross earnings are equal to or greater than the amounts listed below; **OR**
- If you are employed in a job exempt from minimum wage rules and you are earning less than minimum wage, you work the minimum number of hours listed below.

What if I am earning at least minimum wage (\$7.25 per hour), am I eligible?

If you are earning at least minimum wage and are a single parent, you must have gross earnings of at least \$127 per week or \$550 per month. If you are a two-parent family, you both must work and have combined gross earnings of at least \$181 per week or \$784 per month.

What if I am self-employed?

If you are self-employed and are a single parent, you must have gross receipts less allowable deductions of at least \$127 per week or \$550 per month. If you are a two-parent family, you both must be employed and if self-employed have combined gross receipts less allowable deductions of \$181 per week or \$784 per month. If one parent is not self-employed, gross earnings apply.

What if my earned income falls below any of the above amounts?

If your gross earnings fall below the above amounts, you will no longer be eligible for this guarantee. If this happens, you may want to ask your Worker if you are eligible for child care under another program.

What if my job doesn't pay minimum wage?

If your employer is not required to pay minimum wage and you are earning less than \$7.25 per hour, you must be working at least 17.5 hours per week if you are a single parent or have a combined total of at least 25 hours per week if you are a two-parent household with both parents working.

What if we are a two-parent household where one of us earns below minimum wage and the other earns at least minimum wage or is self-employed?

A two-parent household where one parent earns at least minimum wage or is self-employed and the other parent is employed in a job exempt from minimum wage rules that pays less than minimum wage is eligible for the child care guarantee if:

- the parent earning at least minimum wage or who is self-employed earns at least \$127 per week or \$550 per month; and
- the parent earning less than minimum wage is working a minimum of 7.5 hours per week.

What if my work hours drop below these amounts?

If you are earning less than minimum wage and your hours drop below the above number, you will not be eligible for the guarantee.

What if my income or hours of work change all of the time?

If your hours of work or earnings are constantly changing, we will look at an average number of hours and amount of income that occurs over a period of three to six months. As long as the average number of hours or amount of income meets the minimum described above, you will still be eligible.

What happens when my income rises above the amount that I would be eligible for CA?

Once your family income is at or above the amount that would allow you to remain eligible for CA but is at or below 200% of the State Income Standards, you may be eligible for transitional child care.

What if I am working and going to school?

The guarantee applies only to the hours that you are working and a reasonable amount of time for you to get to and from work from your child care provider. You also may be eligible for child care for the hours that you are in school. If you need child care in order to go to school, you should discuss this with your Worker.

Are all of my children eligible for the child care guarantee?

Any child under the age of 13 is covered by the guarantee. If you have older children with special needs who need child care, they may be eligible under a different child care program. You should let your Worker know about any of your children who have special needs.

How will receipt of the child care guarantee affect my child support money?

If you are eligible for the child care guarantee and receive court ordered child support, you will be able to keep all of your child support money.

Does my eligibility for this child care guarantee have a time limit like the 60-month time limit for CA?

No, your child care benefits under this guarantee are not limited to 60 months. You can continue to receive child care benefits for as long as you are eligible.

Why don't I have a child care guarantee while I am on CA?

Actually, you do. CA participants who are participating as required in work activities also have a child care guarantee as long as they meet certain requirements. However, the child care in lieu of CA guarantee discussed in this letter allows you to receive the same guarantee of child care without having to remain on CA.

If I decide all I really need is child care, how do I apply for the child care guarantee?

If you are eligible for CA and decide that all you really need is child care, your Worker can tell you how to apply for the child care guarantee. If you are already receiving CA and are otherwise eligible for the program, you will need to close your CA case in order to get this guarantee.

Will all of my child care be paid?

If you choose to receive child care assistance instead of receiving CA and child care, you will have to pay part of your child care costs, in the amount of \$15 per week for full time care or \$12 per week for part time care. This is called your family share. Additionally, if your provider charges above the market rate, you will need to pay the amount that your provider charges above the market rate.

Who can care for my child?

You can choose any eligible child care provider. This may be a licensed or registered day care center, family or group family day care home, or school-age child care program. You can also choose a relative, neighbor, or friend. If you want a relative, neighbor, or friend to care for your child, he or she will need to meet certain eligibility requirements and enroll with a legally-exempt caregiver enrollment agency. Ask your Worker for the enrollment forms.

What if I change my mind and decide that I need CA as well as child care?

You can still apply for CA at any time. If you are found eligible for CA, you may still be eligible for child care.

What about other benefits like Food Stamps and Medical Assistance?

Your Food Stamp eligibility will not be affected if you request child care instead of CA.

If you are applying for Medical Assistance and you choose to receive child care instead of CA, your application will be referred to the Medicaid program for a separate determination. If you are currently receiving Medicaid and request that your CA case be closed, your Medicaid will continue unchanged until Medicaid can complete a separate determination.

What if I have any questions about this letter?

You can contact your Worker.

SAMPLE

Información Sobre Garantía de Cuidado Infantil

Por el presente le informamos que ha habido un cambio en la ley que permite a más familias **que trabajan** recibir una garantía de cuidado infantil. Usted puede decidir que en lugar de Asistencia en Efectivo (Cash Assistance – CA), lo que realmente necesita es ayuda para pagar el cuidado infantil. **Las familias que estén solicitando, que sean elegibles para, o que estén recibiendo Asistencia en Efectivo, y que necesiten cuidado infantil para poder trabajar,** pueden ser elegibles para una garantía de cuidado infantil para las familias que trabajan. La garantía de cuidado infantil significa que si usted reúne los requisitos de elegibilidad, el distrito de servicios sociales tendrá que pagar los servicios de un proveedor que reúna las condiciones de cuidado infantil para sus hijos. **Esta garantía sólo cubre las horas en que usted está trabajando y un tiempo razonable para ir al trabajo y volver al local del proveedor de cuidado infantil.**

¿Quién es elegible?

Usted es elegible para esta garantía si está solicitando y es elegible para Asistencia en Efectivo y elige cuidado de infantil en lugar de Asistencia en Efectivo, o si está recibiendo Asistencia en Efectivo y solicita el cierre de su caso de Asistencia en Efectivo, y si:

- Usted gana por lo menos el salario mínimo o está empleado en un trabajo en el cual el ingreso mínimo es constituido por la combinación del ingreso bruto más las propinas, o usted trabaja por cuenta propia; **Y**
- Su ingreso bruto equivale a o es mayor que las cantidades indicadas más abajo; **O**
- Si usted está empleado en un trabajo exento de las disposiciones de salario mínimo y gana menos del salario mínimo, usted trabaja la cantidad mínima de horas indicadas más abajo.

¿Qué tal si gano por lo menos el salario mínimo (\$7.25 por hora), soy elegible?

Si usted gana por lo menos el salario mínimo y es padre o madre soltero(a), debe tener ingreso bruto de \$127 semanales o \$550 mensuales. Si usted forma parte de un hogar con ambos padres, los dos padres deben trabajar y ganar un ingreso total bruto de \$181 semanales o \$784 mensuales.

¿Qué tal si trabajo por cuenta propia?

Si usted trabaja por cuenta propia y es padre o madre soltero(a), debe ganar un ingreso bruto menos las deducciones admitidas de por lo menos \$127 por semana o \$550 por mes. Si integra un hogar con ambos padres, ambos padres deben estar empleados y si trabajan por cuenta propia deben ganar un ingreso bruto menos las deducciones admitidas de \$181 semanales o \$784 mensuales. Si uno de los padres no trabaja por cuenta propia, rigen las cantidades de ingreso bruto.

¿Qué tal si mi ingreso salarial se reduce y resulta inferior a las cantidades indicadas arriba?

Si su ingreso bruto se reduce por debajo de las cantidades indicadas arriba, usted deja de ser elegible para esta garantía. En tal caso, puede consultar con su Trabajador para averiguar si usted es elegible para cuidado infantil en otro programa.

¿Qué tal si en mi empleo no pagan el salario mínimo?

Si su empleador no está obligado a pagar el salario mínimo y usted gana menos de \$7.25 por hora, debe estar trabajando por lo menos 17.5 horas semanales si es padre o madre soltero(a) o tener un total de por lo menos 25 horas semanales si es un hogar conformado por los dos padres y ambos trabajan.

¿Que tal si somos un hogar con los dos padres, donde uno de los padres gana menos que el salario mínimo y el otro gana por lo menos el salario mínimo o trabaja por cuenta propia?

Un hogar con los dos padres, donde uno de ellos gana por lo menos el salario mínimo o trabaja por cuenta propia y el otro está empleado en un trabajo exento de las disposiciones de salario mínimo y gana menos del salario mínimo, es elegible para la garantía de cuidado infantil si:

- el padre/madre que gana por lo menos el salario mínimo o trabaja por cuenta propia gana por lo menos \$127 a la semana o \$550 mensual; y
- el padre/madre que gana menos que el salario mínimo está trabajando por lo menos 7.5 horas a la semana.

¿Qué tal si mi horario de trabajo se reduce por debajo de las horas indicadas?

Si usted gana menos del salario mínimo y su horario de trabajo se reduce por debajo de las horas indicadas, usted no es elegible para esta garantía.

¿Qué tal si mis ingresos u horas de trabajo cambian constantemente?

Si su horario de trabajo o sus ingresos cambian constantemente, tendremos en cuenta el promedio de horas y cantidad de ingreso de un período de tres a seis meses. Mientras el promedio de horas o cantidad de ingreso cumpla con las cantidades mínimas señaladas más arriba, usted será elegible.

¿Qué tal si mis ingresos aumentan por encima de la cantidad a la cual sería elegible para Asistencia en Efectivo?

Una vez que los ingresos familiares igualen o superen la cantidad que le permitiría ser elegible para Asistencia en Efectivo, pero equivalgan o sean inferiores al 200% del Estándar Estatal de Ingresos, usted puede ser elegible para beneficios de cuidado infantil transitorio.

¿Qué tal si trabajo y estudio?

Esta garantía sólo cubre las horas en las que usted está trabajando y un tiempo razonable que le permita ir al trabajo desde el local del proveedor de cuidado infantil y del trabajo de vuelta al local del proveedor. Además usted podría ser elegible para cuidado infantil durante las horas que usted asiste a la escuela. Si necesita cuidado infantil para asistir a la escuela, debe discutir el tema con su Trabajador.

¿Son todos mis hijos elegibles para la garantía de cuidado infantil?

La garantía cubre a todos los niños menores de 13 años de edad. Si tiene hijos mayores de 13 años de edad con necesidades especiales que necesiten cuidado infantil, pueden ser elegibles para un programa distinto de cuidado infantil. Debe informarle a su Trabajador sobre cualquiera de sus niños que tengan necesidades especiales.

¿De que manera será afectado el dinero de mi manutención de niños por el recibo de la garantía de cuidado infantil?

Si usted es elegible para la garantía de cuidado infantil y recibe manutención de niños por orden judicial, usted se puede quedar con todo su dinero de la manutención de niños.

¿Tiene límite de tiempo mi elegibilidad para esta garantía de cuidado infantil como el límite de 60 meses para Asistencia en Efectivo?

No, sus beneficios de cuidado infantil bajo esta garantía no se limitan a 60 meses. Usted puede seguir recibiendo los beneficios de cuidado infantil siempre y cuando sea elegible.

¿Por qué no tengo una garantía de cuidado infantil mientras recibo Asistencia en Efectivo?

En realidad, sí la tiene. Los participantes de Asistencia en Efectivo que participan como debido en actividades laborales también tienen una garantía de cuidado infantil siempre que cumplan con ciertos requisitos. Sin embargo, la garantía de cuidado infantil en lugar de Asistencia en Efectivo analizada en esta carta le permite recibir la misma garantía de cuidado infantil sin tener que permanecer en Asistencia en Efectivo.

Si decido que lo único que realmente necesito es cuidado infantil, ¿cómo solicito la garantía de cuidado infantil?

Si usted es elegible para recibir Asistencia en Efectivo y decide que lo único que necesita es cuidado infantil, su Trabajador le puede decir cómo solicitar la garantía de cuidado infantil. Si usted ya está recibiendo Asistencia en Efectivo y es por lo demás elegible para el programa, usted tendrá que cerrar su caso de Asistencia en Efectivo para poder obtener esta garantía.

¿Se pagará todo mi cuidado infantil?

Si decide recibir ayuda para cuidado infantil en lugar de recibir Asistencia en Efectivo y cuidado infantil, usted tendrá que pagar \$15 semanales de cuidado infantil a tiempo completo o \$12 semanales para cuidado de tiempo parcial. Esto se llama porción familiar. Además, si su proveedor cobra por encima de la tarifa de mercado, usted tendrá que pagar la cantidad que su proveedor cobra por encima de la tarifa de mercado.

¿Quién puede cuidar a mi hijo(a)?

Usted podría elegir cualquier proveedor elegible de cuidado infantil. Puede ser una guardería, hogar individual o de grupo para cuidado infantil o programa de guardería escolar con licencia o registrados. También puede elegir un familiar, vecino o amigo. Si usted opta por un familiar, vecino o amigo para que cuide a su hijo(a), dicha persona tendrá que satisfacer ciertos requisitos de elegibilidad e inscribirse en una agencia de proveedores legalmente exentos. Pídale a su Trabajador los formularios de inscripción.

¿Qué tal si cambio de parecer y decido que además de cuidado infantil necesito Asistencia en Efectivo?

En tal caso aún puede solicitar Asistencia en Efectivo en cualquier momento. Si se determina que usted es elegible para Asistencia en Efectivo, aún puede ser elegible para cuidado infantil.

¿Qué tal de los otros beneficios como Cupones para Alimentos y Asistencia Médica?

Su elegibilidad para Cupones para Alimentos no se verá afectada si usted solicita cuidado infantil en lugar de Asistencia en Efectivo.

Si usted solicita Asistencia Médica y opta por recibir cuidado infantil en lugar de Asistencia en Efectivo, su solicitud será trasladada al programa Medicaid para una determinación por separado. Si actualmente está recibiendo Medicaid y solicita que se cierre su caso de Asistencia en Efectivo, sus beneficios de Medicaid continuarán sin cambios hasta que Medicaid pueda llevar a cabo una determinación por separado.

¿Qué tal si tengo alguna pregunta sobre esta carta?

Puede comunicarse con su Trabajador.

SAMPLE

Date: _____

Case Number: _____

Case Name: _____

Request for Child Care Assistance or Request to Close My Cash Assistance (CA) Case

I am requesting that the Human Resources Administration (HRA) determine if I am eligible for a child care subsidy guarantee "in lieu of CA." I understand that I may be eligible for the "in lieu of CA" child care guarantee for the following reasons:

- I work the number of hours or earn the minimum income required of me;
- My family's income and resources are within CA limits;
- I need child care for a child or children under age 13; and
- I am using an eligible child care provider.

If I am found eligible for and choose the "in lieu of CA" child care guarantee, I also understand that:

- I may use a licensed or registered child care provider. If I want to use a friend, relative, or neighbor to provide child care instead of a licensed or registered child care provider, that provider must meet certain eligibility requirements and be enrolled by the informal child care provider Enrollment Agency.
- My child care provider determines how much he/she will charge.
- I will be required to pay some of my child care costs. This amount will be \$15 per week for full time care or \$12 per week for part time care. If my provider charges more than the market rate, I understand that I will have to pay the amount above the market rate plus my family's share. If I hire a child care provider to come to my home, I understand that, as that person's employer, I must pay him/her minimum wage and provide benefits.
- I must immediately report any changes that might affect my eligibility for child care to my Worker. This includes any changes regarding where I am living, who is living in my household, my work schedule, my employer, my child care needs, my child care provider, and my income and resources.

- By withdrawing my request for CA, or asking that my CA case be closed, I will not receive CA at this time. However, if I change my mind, I may apply for CA in the future.
- The 60-month time limit for CA does not apply to this child care guarantee.
- I may be eligible for 12 months of transitional child care services when my income or resources are no longer within CA limits.
- Withdrawing my request for CA, or asking that my CA case be closed, will not affect my application for or eligibility for Food Stamps or Medicaid.
- If I have any questions about my eligibility for this child care guarantee, I can call:

Worker's Name

Telephone Number

If I am found eligible for the "in lieu of CA" child care guarantee, I am requesting the following:

Applicant

- I want to apply for child care assistance only, instead of applying for CA, under which child care assistance may also be paid. I understand that if I change my mind in the future, I can still apply for CA at that time. If I also applied for Medicaid and Food Stamps, a separate determination will be made.

Participant

- I request that my CA case be closed **because I want child care instead of CA**. A separate Medicaid determination and a separate Food Stamp determination will be made.

SAMPLE

Applicant's/Participant's Signature

Date

Withdrawal from the child care subsidy guarantee "in lieu of CA"

- I have changed my mind and do **not** want child care instead of CA.

Applicant's/Participant's Signature

Date

Fecha: _____

Número del Caso: _____

Nombre del Caso: _____

Petición de Asistencia de Cuidado Infantil o Petición del Cierre de Mi Caso de Asistencia en Efectivo

Por la presente solicito que la Administración de Recursos Humanos (Human Resources Administration – HRA) determine si soy elegible para la garantía de subsidio de cuidado infantil "en vez de Asistencia en Efectivo". Entiendo que podría ser elegible para la garantía de subsidio "en vez de Asistencia en Efectivo" para el cuidado infantil por las siguientes razones:

- Trabajo el número de horas o gano el ingreso mínimo que se me exige;
- Los ingresos y bienes de mi familia caen dentro de los límites de Asistencia en Efectivo;
- Necesito cuidado infantil para un niño o niños menores de 13 años; y
- Estoy utilizando un proveedor de cuidado infantil elegible.

Además si se determina que soy elegible y elijo la garantía de cuidado infantil "en vez de Asistencia en Efectivo", entiendo que:

- Puedo hacer uso de un proveedor de cuidado infantil autorizado o registrado. Si deseo asignar a un amigo, pariente o vecino como proveedor de cuidado infantil en lugar de un proveedor de cuidado infantil autorizado o registrado, dicho proveedor debe reunir ciertos requisitos de elegibilidad y estar inscrito por la Agencia de Inscripción del proveedor informal de cuidado infantil.
- Mi proveedor de cuidado infantil determinará su tarifa de cobro.
- Yo tendré que pagar una parte del pago del cuidado de mis niños. Esta cantidad será de \$15 semanales por cuidado de tiempo completo o \$12 semanales por cuidado de tiempo parcial. Si mi proveedor cobra por encima de la tarifa del mercado, entiendo que tendré que proveer toda cantidad que exceda a la tarifa del mercado además de mi cuota familiar. Si contrato a un proveedor de cuidado infantil en mi hogar, entiendo que como empleador de dicha persona, debo pagarle el sueldo mínimo y suministrar beneficios.
- Debo informar de inmediato a mi Trabajador sobre cualquier cambio que pueda afectar mi derecho al cuidado infantil. Esto incluye cualquier cambio en mi situación de vivienda, las personas que vivan conmigo, mi horario de trabajo, mi empleador, mi proveedor de cuidado infantil y cambios en mis ingresos y bienes.

- No recibiré Asistencia en Efectivo en este momento si retiro mi solicitud de dicha asistencia, o si solicito que se cierre mi caso. Sin embargo, si cambio de parecer, posteriormente tendré el derecho de solicitar Asistencia en Efectivo.
- El plazo de 60 meses de Asistencia en Efectivo no corresponde a esta garantía de cuidado infantil.
- Si mi ingreso o recursos exceden el límite establecido para la Asistencia en Efectivo, puede que tenga derecho a 12 meses de servicios de transición de cuidado infantil.
- En caso de cualquier pregunta sobre mi elegibilidad respecto a esta garantía de cuidado infantil, puedo llamar a:

Nombre del Trabajador

Número de Teléfono

Si se determina que tengo derecho a la garantía de cuidado infantil "en vez de Asistencia en Efectivo", solicito lo siguiente:

Solicitante

- Deseo solicitar sólo asistencia de cuidado infantil en lugar de solicitar Asistencia en Efectivo, conforme a la cual se puede pagar además la asistencia de cuidado infantil. Entiendo que si posteriormente cambio de parecer, aún podré solicitar Asistencia en Efectivo en ese momento. Si también solicito para Medicaid y cupones para alimentos, se llegará a una determinación por separado.

Participante

- Solicito que mi caso de Asistencia en Efectivo se cierre **ya que prefiero cuidado infantil en vez de Asistencia en Efectivo**. La decisión respecto al Medicaid se tomará independientemente de la decisión respecto a los Cupones para Alimentos.

Firma del Solicitante/Participante

Fecha

Retiro de garantía de asignación de cuidado infantil "en lugar de Asistencia en Efectivo"

- He cambiado de parecer, **no** deseo cuidado infantil en vez de Asistencia en Efectivo.

Firma del Solicitante/Participante

Fecha

Childcare in Lieu of Cash Assistance (CILOCA) Discussion Guide

The goal of CILOCA is to assist families in becoming financially independent. It is very important for the Worker to present the option of CILOCA completely and clearly, and to ask the appropriate questions in order to help each applicant/participant determine if CILOCA is the best option for their family at that time. The following is a discussion guide, not a script. Tailor each discussion to the individual's circumstances.

Once you have established that an applicant/participant is employed: "I see that you are employed, and that you have children in your household under the age of 13. Did you know that you may be eligible for childcare assistance instead of Cash Assistance (CA)? You may decide that instead of receiving CA, what you really need is help paying for childcare. If you meet the eligibility requirements of the CILOCA program (CILOCA is Childcare in Lieu of Cash Assistance), HRA must pay an eligible childcare provider for your childcare!"

"Of course, if you are working and need childcare while on CA, HRA will also pay for your childcare. However, while in receipt of CA, you are using up your 60-month lifetime limit of CA. What is great about CILOCA is that it **does not count** against your time limit. Therefore, you can save your months of eligibility for CA for a time when you are in greater need of financial help! If at any time while in receipt of CILOCA you decide that you need or want CA, you can always apply for it. Also, choosing CILOCA has no effect on your Food Stamp or Medicaid eligibility. If you ever become financially ineligible for CILOCA, you will be evaluated for an additional year of Transitional Childcare benefits."

"Another benefit of choosing CILOCA instead of CA is that you do not have to make up the difference between the hours you already work and the hours of work activity required to receive CA. For example, to qualify for CA, you must work and/or be engaged in a work activity for 35 hours per week. If you are working 30 hours per week, to qualify for CA, you would have to participate in a work-related activity for an additional five hours per week. But, if you choose CILOCA, you would not be required to be engaged those additional hours to qualify."

"Lastly, if you receive child support payments while in receipt of CA, HRA keeps most of your child support money as reimbursement for assistance paid to you. You will only receive up to \$100 per month or up to a maximum of \$200 of the support money paid to you if you have 2 or more children. With CILOCA, you will receive all of your child support money!"

"So, if all you really need is childcare assistance and you choose not to receive CA, let me know at any time!"

"Would you be interested in learning more about CILOCA and seeing if you qualify for it?"

If the applicant/participant answers, "Yes," then continue as follows. Otherwise, finish with client contact as appropriate.

“How many hours per week are you working?”

Only continue the discussion if the individual qualifies for CILOCA by working in a job that is exempt from minimum wage rules and that pays less than minimum wage, and he/she works a minimum of:

- 17.5 hours per week for single-parent households;
- 25 combined hours per week for two-parent households with both parents working; **OR**

if the individual has gross earnings of at least minimum wage or more, or is self-employed making at least:

- \$127 per week or \$550 per month for single-parent households; or
- \$181 per week or \$784 per month for two-parent households with both parents working; **OR**

if the individual is part of a two parent household where one parent earns at least minimum wage or is self-employed and the other parent is employed in a job exempt from minimum wage rules that pays less than minimum wage and:

- the parent earning at least minimum wage or who is self-employed earns at least \$127 per week or \$550 per month; and
- the parent earning less than minimum wage is working a minimum of 7.5 hours per week.

If the individual is already receiving CA (in the case of a participant), inform him/her that their CA case must be closed in order to receive CILOCA but their Food Stamp and Medicaid will not be affected.

*From here, continue with the rest of the eligibility verification, budgeting, and childcare processes as outlined in the CILOCA procedure (**PD-11-17-ELI**). Once eligibility has been verified, reinforce that he/she may change his/her mind and reapply for CA at any time. Refer to **PD-11-17-ELI** to answer any questions the individual may have.*

SAMPLE