



FAMILY INDEPENDENCE ADMINISTRATION
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POLICY DIRECTIVE #02-47-EMP

PROCESSING CHILD CARE PAYMENTS FOR CONFERENCE AND FAIR HEARING CASES

Date: November 22, 2002	Subtopic(s): Child Care
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AUDIENCE The instructions in this policy directive are for staff in Fair Hearing & Conference (FH&C), Mandatory Dispute Resolution (MDR), and Fair Hearing Compliance at the Job Centers; and informational for all others.

POLICY
 A parent/guardian who claims non-payment of child care services, on his/her own behalf or that of his/her child care provider, can request a conference, and/or fair hearing.

REQUIRED ACTION

Conference

Conference When a child care provider claims s/he has not received payment from HRA for his/her child care services, the parent/guardian of the child(ren) the provider is caring for can either call, or come into a Job Center, to request a conference with the FH&C unit to address the non-payment child care issue. The FH&C Supervisor I/Associate JOS I must evaluate the case to determine if child care funds should have been generated for the specific month(s) in question.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 212-331-4216 or
 send an e-mail to *FIA Call Center*

Distribution: X

Mandatory Dispute Resolution

MDR

Parents/guardians can bypass the conference process and file for a Fair Hearing. The New York State Office of Administrative Hearings, upon receipt of the Fair Hearing request, will schedule the Fair Hearing and notify the Human Resources Administration (HRA) of the request via a printout (**Office of Administrative Hearings [OAH]-1891**). HRA's Management Information System (MIS) will generate and mail to the parent/guardian the Notice of Mandatory Dispute Resolution (MDR) in Adequacy/Denial/Notice of Intent to Reduce Cases (**M-186hh**), instructing them to report to an MDR appointment. All MDR appointments are scheduled within seven (7) business days after the Agency receives the **OAH-1891**. The AJOS I in the Case Management Unit (CMU) will review and conduct the MDR to determine if child care funds should have been generated during the specific month(s) in question.

Prior to the MDR appointment, FH&C, and MDR staff must do the following:

- Research the non-payment issue to determine if child care payments should have been generated during the time period in question.
- Obtain any additional documentation at the appointment from the parent/guardian, indicating that s/he was either working or in a work related activity during the period in question.

No Payment Generated

Providers In the Automated Child Care Information System (ACCIS)

Provider in ACCIS

If the Child Care Provider is in ACCIS, the Supervisor I/AJOS I must do the following:

HRA1 submitted

- Check the "Automated Child Care Information System (ACCIS) Voucher Document Tracking Information" screen to inquire as to whether or not the Voucher Payment Unit (VPU) received the Child Attendance and Fee Record (**HRA 1**), when was it received or if the **HRA1** was returned to the provider.
- If the "View Document Tracking Information" screen indicates that an **HRA1** was received, highlight the specific date range, and press **More-F10** to view more detailed information on the **HRA 1** received by VPU.

- Go to the "View Check Info for Program/Provider" screen to see whether a check was issued, returned or put on hold because the child care provider did not submit requested documentation, or for another specified reason.
- Access the "View Payment for Program/Provider" screen, which will display if a check was issued for the period in question.
- Review the "View Approved Invoices" screen, which will indicate if a payment was made for a specific child(ren).

HRA1 not submitted

If ACCIS indicates that payment was not generated because the provider did not submit an **HRA-1**, the Supervisor I/AJOS I must do the following:

- Give the parent/guardian the **HRA-1** to give to the child care provider.
- Instruct the parent/guardian to have the provider sign and send the **HRA1** to VPU, located at 180 Water Street, 8th floor, New York NY 10038.

HRA1 submitted
payment on hold/no
payment generated

If the check is on hold, or there is no payment, the Supervisor I/AJOS I must do the following:

- Give the parent/guardian the TeamStaff forms (W-9, and Terms and Conditions letter) to give to the child care provider.
- Instruct the parent/guardian to inform the provider that s/he must complete, and sign the forms.
- Mail the completed forms to TeamStaff located at 245 Fifth Avenue, Suite 701, New York NY 10016.

Emphasize to the parent/guardian that s/he must inform the provider that, unless s/he completes the forms and mails them back to VPU and TeamStaff, child care payment will not be generated.

Return Appointment to
the Center

Return Appointment to the Center

The JOS/Worker can offer the parent/guardian the option of returning to the Center after the child care provider has completed and signed the necessary forms. When the parent/guardian returns to the Center the JOS/Worker must:

- collect all of the completed signed forms;
- ensure that all forms are completely and accurately filled out and signed;
- interoffice mail the **HRA-1** to VPU;
- mail the W-9 and Terms and Conditions letter to TeamStaff.

Provider Not in ACCIS

Providers Not In ACCIS

If the provider is not in ACCIS the Supervisor I/AJOS I must do the following:

- Give the parent/guardian the Child Care Provider Application and Voucher Form (**W-273B**), and the TeamStaff forms.
- Instruct the parent/guardian that s/he and the provider must complete the **W-273B**, in addition to having the provider complete the Team Staff forms. The parent/guardian must provide a copy of the license/registration (if regulated), and, if the provider is an informal child care provider, proof of identity and address (utility, tax, telephone bill cancel check showing current address of provider) is required.
- A copy of the license/registration must be faxed and mailed to the Supervisor of the Child Care Support Service Provider Unit (CCSSPU). The fax number for CCSSPU is (212) 835-8252 and the mailing address is 109 East 16th Street, 10th floor, New York NY 10003.
- Give the parent/guardian a return appointment to be seen by his/her JOS/Worker so the information from the **W-273B** can be entered into ACCIS.
- If there are problems entering information into ACCIS, the JOS/Worker should contact the ACCIS Help Desk at (718) 237-6333 for assistance.

Failure to report or return to the conference

Failure to Report of Return to Conference

If the parent/guardian fails to report or return to the FH&C unit to resolve the child care non-payment issue, no agency initiated adverse action against the parent/guardian will take place.

Failure to report or return to the MDR

Failure to report or return to the MDR

If the parent/guardian fails to report to the scheduled MDR appointment or return with the requested documentation the JOS/Worker will follow the instructions as explained in the Policy Directive #00-16R "Mandatory Dispute Resolution."

Complying with Fair Hearing Decision to Issue Child Care

Fair Hearing Compliance

When Fair Hearing requests result in an OAH decision that either the parent/guardian or child care provider is owed back-payment for child care, the Center must expedite the process to ensure payment is made within 30 days.

- The JOS/Worker must instruct the parent/guardian to have the child care provider complete:
 - the **W-273B** if the case is not in ACCIS;
 - the Fair Hearing Child Attendance and Fee Record Voucher Cases form (**W-273XX**) for each of the specified non-payment months and;
 - the TeamStaff forms.
- The parent/guardian should be given an appointment to return to the Center, so s/he can bring in all of the above-mentioned forms.

Emphasize to the parent/guardian that unless the forms are returned the back child care payment cannot be generated.

- At the return appointment, the JOS/Worker is responsible for collecting and sending the signed forms to the appropriate locations in order for payment to be generated. The JOS/Worker must ensure that the:
 - **W-273B** is entered into ACCIS in order for VPU to generate payment.
 - The **HRA1** and **W-273XX** must be faxed to the VPU at (212) 331-4295 to the attention of David Nyamsi.
 - The TeamStaff forms must be faxed and mailed to the Child Care Support Service Unit (CCSSU). The fax number for CCSSU is (212) 331-5480 and the mailing address is 109 East 16th Street, 10th floor, New York NY 10003.

The parent/guardian should be informed that once VPU receives the form, child care payment for the specified period will be authorized within five (5) business days.

Failure to report to the return appointment

Failure to report to the return appointment

If the parent/guardian fails to report to the return appointment to provide the necessary signed documents in order for the back child care payment to be generated the JOS/Worker must file an interim report into the Fair Hearing Information System (FHIS) on the next business day. The report must indicate the action the agency took to comply with the Fair Hearing decision and that the parent/guardian has failed to return with the requested documentation.

The JOS/Worker must then mail to the parent/guardian a letter indicating that unless the **W-273B**, **HRA1**, and **W-273XX** is returned the back child care payments cannot be generated.

PROGRAM IMPLICATIONS

Paperless Office System (POS) Implications
Food Stamp Implications

Scan all non-POS generated forms and notices that are signed by the applicant/ participant into the electronic case record.

When the actual child care expenses are more than the child care payment, the extra child care cost is counted as an out-of-pocket expense toward the food stamp budget. Parents who choose to forego the FIA payment by using an ineligible provider are entitled to a food stamp deduction for the child care expenses.

Medicaid Implications

There are no Medicaid implications.

REFERENCES

18 NYCRR 358-3.3

RELATED ITEMS

Automated Child Care Information System (ACCIS) Guide-Version 6 (Effective April 2002)
ACCIS Trouble Shooting Guide
PD #00-16R

ATTACHMENTS

☒ Forms can now be accessed through Print on Demand at all Job Centers.

W-273XX Fair Hearing Child Attendance and Fee Record Voucher Cases



**Fair Hearing Child Attendance and Fee Record
Voucher Cases**

Fair Hearing Number: _____

For Month: _____

ACCIS Provider ID: _____

Year: _____

Child's Name	Child Number	Start Date	End Date	I stopped taking care of this child on this date	Total days child attended for month	Full Time Days	Total weeks child attended for month	Weekly Parent Fee	Fees Collected

Provider's Name: _____
(Please print)

Provider's Signature: _____

Date: _____

For Office Use Only	
Payment Generated:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Date:	_____
Worker Name:	_____
Title:	_____
Signature:	_____

Asistencia de Niños y Registro de Cargos de Audiencias Imparciales Comprobantes de Casos

Número de Audiencia Imparcial: _____

Por el mes de: _____

Identificación del Proveedor de ACCIS: _____

Año: _____

Nombre del Niño(a)	Número del Niño(a)	Fecha de Comienzo	Fecha Final	En esta fecha yo dejé de cuidar al/a la niño(a)	Total de días que el/la niño(a) asistió durante el mes	Días a Tiempo Completo	Total de semanas que el/la niño(a) asistió durante el mes	Cargo Semanal del Padre/ Madre	Cargos Cobrados

Nombre del Proveedor: _____
(Nombre en letra impresa)

Firma del Proveedor: _____

Fecha: _____

Llame a ACCIS Hotline (línea directa) 212-835-7610

(see other side)