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400.1 GENERAL POLICY & REGULATION

The information in this chapter contains direction and procedure in determining eligibility for enrollment (enrollment rules) for the Subsidized Child Care Program as it relates to Temporary Assistance to Needy Families (TANF) child care.

As set forth in § 101.1(d) (relating to general provisions), "TANF has the following purposes:

(1) TANF is intended to provide money for dependent children who are in need because support from the usual source, parents, is not available. The money will be provided so that these children may live in family homes with their own parents, or with certain relatives who take the place of parents. Thus, it is the purpose of the TANF Program to prevent a child from being forced to be away from his own family for economic reasons alone. TANF recognizes the importance to a child of his own home and family relationships.

(2) TANF is a time-limited money payment to an adult on behalf of children because the program recognizes the child needs an adult to look after him. The parents are the persons who have the right and obligation to rear, care for, support and make major decisions for the child. Usually, it is a parent who applies for assistance. Whichever one applies, both share responsibility for the child, and the other parent should, if possible and advisable, have some part in the decision on going through with an application for assistance. For parents who are living together, this means a joint application. For other parents, this means clarifying the role of the absent parent in support and care of the child.

(3) If a relative other than a parent applies, the reasons for the shift in parental responsibility need to be explored. There must be clarity as to who will be responsible for the child in his every-day living, and who will take responsibility for deciding on his living arrangements. Unless a parent is dead, his whereabouts unknown, or other circumstances make it inadvisable, he should always have some part in an application for assistance."

The Department of Public Welfare (Department) provides help with child care costs to eligible families who need care in order to go to work, attend school and/or participate in employment and/or training programs.

The Child Care Information Services (CCIS) is responsible to provide services for all qualified families participating in the Subsidized Child Care program, regardless of the type of child care program.

Child care programs include:

1. Low-income (LI);
2. Former TANF (FT);
3. Head Start/Prekindergarten (HS/PK);
4. TANF;
5. General Assistance (GA); and
6. Food Stamp (FS).

As specified in § 168.1(a) (relating to policy on payment of child care), "To the extent funds are available, payment for child care will be made to enable the parent/caretaker (p/c) to participate in work-related activities. To qualify for a child care payment, the individual must be eligible to receive cash assistance."

Payment for child care is made to enable the p/c to participate in a County Assistance Office (CAO) approved work-related activity. To qualify for child care, the TANF budget group must be eligible for TANF, include an eligible parent who is participating in a CAO-approved work-related activity, include an eligible child and have a need for child care related to the p/c's work-related activity.

As specified in § 168.1(d), "The determination of eligibility and notification of approval or denial of child care payments will be done in accordance with § 165.43 (relating to special allowances for supportive services and time frames for authorization of special allowances for supportive services)."

As specified in § 165.43(a), "The CAO shall document an oral or written request for a special allowance for supportive services. A written decision approving or denying the request shall be issued by the CAO no later than 15 calendar days following the request."

Per policy, the CCIS is responsible for notifying the family of eligibility or ineligibility for subsidized child care enrollment no later than 15 calendar days following the request (i.e., the date the CIS case appeared in the CIS Inbox).

As specified in § 168.1(g), "The Department will provide help in finding and selecting a child care provider."

The Office of Child Development and Early Learning (OCDEL) is committed to promoting a quality child care environment for Pennsylvania's families. The CCIS agency is the center of child care information in the local community. In representing OCDEL, CCIS agencies must advocate this philosophy when connecting with families who seek information about child care.

The CCIS must offer Resource and Referral (R&R) services to all families, regardless of income, with focus on the needs of families receiving subsidy services. For additional information related to R&R, **see Manual Section "200 – R&R"**.

As specified in § 168.3 (relating to authority to administer subsidized child care), "The Department may delegate to another approved entity, such as the CCIS, the responsibilities in chapter 168 for the purpose of administering subsidized child care."

The CCIS is *not* the eligibility agent. Information transferred from the Client Information System (CIS) takes priority in any case within Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) in which enrollment rules are determined under the TANF child care program. The CCIS *may not* verify the accuracy of CIS information.

If a p/c insists that the information is CIS is incorrect and has not yet been updated (i.e., the parent ended employment but CIS and PELICAN CCW still reflect a paid activity and thus a co-payment (co-pay) when a co-pay should no longer be assessed) and the incorrect information is causing a hardship for the p/c, the CCIS may contact their CAO Liaison to discuss the situation, determine next steps and reach agreement regarding timeframes for resolution. If the situation can not be resolved, the CCIS must contact their Subsidy Coordinator to report the issue.

The CCIS *must* have an "Open Door" policy with regard to a p/c's report of a change. If a p/c reports a change that affects eligibility, the CCIS will do everything possible to assist the p/c in reporting this change to the CAO via making a phone available to call the **Statewide Customer Service Center (SWCSC)** or faxing the verification to the CAO.

The CAO uses CIS to determine eligibility for TANF, GA and FS benefits and the child care related to those benefits. The CAO uses CIS to do the following:

1. Determine initial and continuing eligibility for TANF, GA and/or FS and for child care related to these programs.
2. Determine household composition, employment and training participation, income and financial eligibility.
3. Process reported changes in household composition, employment and training, and income.
4. Refer a p/c to the CCIS to receive help with locating quality child care and assistance in paying child care costs.

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See Manual Section "400.27.3.1 – Questions – 400.1 – General Policy & Regulation"

400.1.1 Subsidy Benefits

As specified in § 168.18(a) (relating to need for child care), "Child care must be needed to enable a member of the budget group to participate in a work-related activity."

See Manual Section "400.5.2 – Employment and Training (E&T) Requirements" for information regarding what constitutes a work-related activity.

As specified in § 168.18(c), "Child care will be considered as needed for entry into or during breaks in approved work-related activities for up to 30 days."

Child care is permitted and payment for child care is made as follows:

1. During the hours the p/c is participating in a CAO-approved work-related activity as specified in **§§ 161.1(a)** (relating to policy on payment of child care) and **168.18(a)**.
2. As needed for travel time to and from the work-related activity and the child care provider.
3. For up to 10 consecutive days of absence due to illness or vacation as specified in **§§ 168.72(1)** and **168.72(2)** (relating to determining monthly child care costs).
4. For up to 30 days, as appropriate, during a break in the CAO-approved work-related activity as specified in **§ 168.18(c).**

EXAMPLES

1. On 5/10, an employed TANF p/c reports to the CAO that she quit her job with good cause, but has been offered another job that will begin on 5/25. The CAO worker will enter the employment information into CIS and the CCIS will receive an update from CIS indicating the p/c's current job has ended and new employment will begin. Child care payment will continue for the two-week break.

2. On 5/10, an employed TANF client reports to the CAO that she quit her job with good cause, but has already been offered another job for the same pay. The new job will begin on 6/9. The client provides verification from the employer to confirm the start date is within 30 days. Updates are received by PELICAN CCW indicating this change. Eligibility for enrollment will continue for 30 days and the CCIS will authorize continued child care payments for this period.

5. During sleep time.

6. During documented study time as approved by the CAO.

7. During the hours one p/c in two-p/c family is participating in a CAO-approved work-related activity when the other parent has a disability and is unable to provide care as documented by a physician or licensed psychologist.

EXAMPLE:

A TANF case is pushed on 7/5 from CIS to PELICAN CCW and appears the following day, 7/6, in the CIS Inbox. The case consists of a mother, father and 2 children under the age of 13. The case information indicates that the mother is participating in the CDC Program and the father has a temporary disability which makes him unable to work and unable to provide care to his children. The CCIS will authorize child care payment to enable the mother to continue to participate in her CAO-approved work-related activity. For a list of CAO-approved activities, please refer to the **CIS Inquiry Guide**.

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See Manual Section "400.27.3.2 – Questions – 400.1.1 – Subsidy Benefits"

400.1.2 Subsidy Limitations

As specified in § 168.18(b) (relating to need for child care), "Child care services will not be considered as needed when an unemployed p/c of the child is in the home, unless one of the following applies:

(1) The p/c is physically or mentally incapable of providing child care, as verified by a physician or licensed psychologist; or

(2) The p/c is involved in work-related activities or the custodial parent is participating in a Department of Education Pregnant and Parenting Youth Program; or

(3) The child is at risk because of suspected child abuse."

The CAO is responsible for verification of numbers (1) through (3) above. If the CAO pushes a TANF case that includes an unemployed p/c, the case has been initially determined eligible to receive subsidized child care.

As specified in § 168.18(d), "Child care will not be considered as needed when the biological or adoptive parent, specified relative or legal guardian of the child is the owner/operator of a child care business where care is available for the child."

The CCIS must ensure that care is not provided for a family in which the p/c is the owner/operator of a child care facility and space is available to enroll the child in the p/c's child care facility.

As specified in § 168.18(e), "Subsidized child care may not be used as a substitute for a publicly funded educational program, such as kindergarten or a specialized treatment program."

The CCIS may not pay for subsidized child care during a period of time in which an educational program or a specialized treatment program is available for the child.

EXAMPLES:

1. The CCIS receives a TANF case consisting of a mother and two children. One of the children is school age, 5, and should be attending kindergarten in the fall. The CCIS contacts the p/c to inquire if the child will be attending kindergarten. The p/c states she will not be sending her child to kindergarten because she feels he is not ready. The CCIS inquires if the p/c has documentation from a physician, psychiatrist or licensed psychologist stating the child is not ready to start kindergarten. The p/c states she does not, but she knows what is best for her child.

   DECISION:

   The child is not eligible for subsidized child care because there is a publicly funded educational program (i.e., kindergarten) available for the child and there is no documentation indicating the program is inappropriate for the child.

2. The CCIS has been providing care to two children in a TANF case; one has turned age 5. The CCIS contacts the p/c to inquire if the child will be attending kindergarten. The p/c states there is no space and her child would have to wait until next year and submits documentation from the school district.

   DECISION:

   Subsidized child care may continue for the child.

3. The CCIS receives a TANF case consisting of a mother and two school-age children, 7 and 10. The CCIS contacts the p/c to inquire when the children need care. The p/c participates in an approved work activity from **9 a.m. until 2 p.m.** every day, travels home to home-school her children and then participates in an approved training in the evenings from 7 p.m. until 9 p.m.

   DECISION:

   The children are only eligible for subsidized child care during the hours the p/c participates in training (7 p.m. – 9 p.m.), including travel time. She is not eligible for care during the work activity because there is a publicly funded educational program available for the children during the day (i.e., while she is participating in the work activity from **9 a.m. until 2 p.m.**).

As specified in § 168.19(2) (relating to child care arrangements), "The person or entity providing child care may not be one of the following: (i) The biological or adoptive parent or legal guardian of the child; (ii) A member of the TANF budget group; or (iii) The stepparent of the child living in the home."

Care is not permitted when:

1. The p/c or stepparent is:

   a. The provider caring for his/her own child(ren) or other children during the hours/days when care is requested for his/her own child(ren) as specified in **§§ 168.19(2)(i) and 168.19(2)(iii)**.

   b. An owner/operator of a child care facility as specified in **§ 168.18(d)**.

2. A publicly-funded educational program is available for the child as specified in **§ 168.18(e)**.

3. The person providing care is a member of the budget group or household as determined by CIS and as specified in **§ 168.19(2)(ii)**.

4. The p/c is available to care for his/her child(ren) during the times care is requested.

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See Manual Section "400.27.3.3 – Questions – 400.1.2 – Subsidy Limitations"

400.2 DEFINITIONS & ACRONYMS

See Manual "101 – Definitions and Acronyms" for a complete, alphabetical listing of definitions and an alphabetical table of acronyms.

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400.3 GOALS & OBJECTIVES

See Manual Section "400.27.1 – Goals" and **Manual Section "400.27.2 – Objectives"**

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400.4 INCLUSION RULES & FAMILY COMPOSITION

In general, a family applying for subsidized child care shall consist of the following individuals who reside in the same household: the child(ren) for whom subsidized child care is requested, the p/c of the child(ren) and any other child(ren) who are under the care and control of the p/c.

Family composition is mostly determined by the set-up of the budget groups in CIS; **however PELICAN CCW plays a role in determining whether individuals are included in a case when there are multiple budgets associated with the Co/Record Number.** The budget group consists of two important components, the category code and the grant group. The following table illustrates how budget groups are used in PELICAN CCW.

CIS Budget Group	CIS Category Code	CIS Grant Group
TANF	C = 1 Able-bodied parent with care and control over at least 1 child *	2-9, A-Z **
	U = 2 Able-bodied parents with care and control over at least 1 child *	2-9, A-Z **

** For C1 or U1 budget groups in CIS, PELICAN CCW does not display a grant group number. However, when additional grant groups exist and are pushed or pulled into PELICAN CCW, grant group numbers 2-9 are used. Additional grant groups beyond 10 are reflected using a grant group number of A-Z because CIS does not allow double digit grant group numbers.

NOTE: Category Code "J" indicates a p/c and/or a child receives SSI. **Please see Manual Section "400.5.5 – J Budgets"** for additional information**.** If there is a C or U budget, PELICAN CCW will automatically include a J child under C or U. The "J" budget is only visible on the CIS Case Summary page.

EXAMPLES:

1. CIS Case having 2 TANF Budget Groups

Individuals in the CIS Budget	CIS Category	CIS Grant Group
Single Mom + Daughter	C	
Mom's Niece (Mom's sibling is absent)	C	2

2. CIS Case having 3 TANF Budget Groups

Individuals in the CIS Budget	CIS Category	CIS Grant Group
Single Mom + Daughter	C	
Boyfriend + his Son	C	2
Foster Child(ren)	C	3

Children in CIS cases that have no p/c will be included under the TANF C budget in PELICAN CCW. In this example, PELICAN CCW determines that the Single Mom in C has care and control over the CIS case's C3 child(ren) (i.e., the foster child(ren). Therefore, those children appear in the C case in PELICAN.

3. CIS Case having C Budget and J Budget for a Child

Individuals in the CIS Budget	CIS Category	CIS Grant Group
Single Mom + Son	C	
Daughter Receiving SSI	J	

The J Category Code indicates that an individual in the CIS case is receiving SSI. The CCIS will never create a child care case for a J budget group only. Instead, children in the J budget receive care under a TANF (C or U) case. In this example, the daughter is receiving SSI in CIS. When pushed into PELICAN CCW, the J daughter is automatically included in the TANF C case with the Single mom and son. Note that the J child will not be listed in the family composition for the C or U budget on the CIS Case Summary and the CAO Program Eligibility pages but will appear on the Case Summary and Individual Information pages.

4. CIS Case having U Budget and J Budget for a Child

Individuals in the CIS Budget	CIS Category	CIS Grant Group
Mom, Dad + Son	U	
Daughter Receiving SSI	J	

The J Category Code indicates that an individual in the CIS case is receiving SSI. The CCIS will never create a child care case for a J budget group only. Instead, children in the J budget receive care under a TANF (C or U) case. In this example, the daughter is receiving SSI in CIS. When pushed into PELICAN CCW, the J daughter is automatically included in the TANF U case with the mom, dad and son. Note that the J child will not be listed in the family composition for the C or U budget on the CIS Case Summary and the CAO Program Eligibility pages but will appear on the Case Summary and Individual Information pages.

5. CIS Case having C or U Budget and J Budget for a p/c

Individuals in the CIS Budget	CIS Category	CIS Grant Group
Mom, Son + Daughter	C	
Father Receiving SSI	J	

In this example, the Dad is receiving SSI. The Dad will be listed within the family composition for the TANF budget on the CIS Case Summary and CAO Program Eligibility pages.

6. CIS Case with C or U Budget and J Budget for an adult

Individuals in the CIS Budget	**CIS Category**	**CIS Grant Group**
Mom, Son + Daughter	**C**	
Adult Son Receiving SSI	**J**	

In this example, the adult son of the mom is receiving SSI. The adult son will be not be included in the family composition or listed within the family composition for the TANF budget on the CIS Case Summary and CAO Program Eligibility pages.

Any adult in a J budget will be included in the PELICAN CCW TANF C or U case if the adult meets the following criteria:

1. Has parental (biological, step or adoptive) relationship to the child(ren) in the C, U or J budget; or

2. Is the legal guardian of the child(ren) in the C, U or J budget as indicated by the "Care and Control" indicator; or

3. Has a spousal relationship to a p/c in the C, U or J budget.

LMS

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See Manual Section "400.27.3.4 – Questions – 400.4 – Inclusion Rules & Family Composition"

400.4.1 Policy

The following pages in PELICAN CCW display the individuals who are included in the family composition of the case:

1. Case Summary
   - CAO District
   - Address and Contact Information
   - Case Information, such as the date and time the Application was received, family size, number of children needing care, adjusted annual income, weekly co-pay, redetermination date and whether the case is under appeal or AA.
   - Case Eligibility
   - Case Members

2. Individual Information
   - Demographic Information, such as name, sex, DOB, SSN, race, ethnicity, citizenship and marital status
   - Participation Date
   - Highest Level of Education Completed

3. Relationship

4. Individual Eligibility Results

5. CAO Program Eligibility
   - CIS Case Mapping
   - CIS Budget Eligibility
   - Individual Eligibility Information
   - Budget Grant Amount
   - Family Composition Activity

See the series of screen shots below.

1. Case Summary

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

Case Summary Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, ANGELICA S	

380: Data has changed. Please reassess and confirm eligibility

CAO District : Dauphin County Assistance Office [220]

Address and Contact Information

Address	STREET HARRISBURG, PA 17103-0000		
Home Phone Number		Best Time to Call	
Work Phone Number		Best Time to Call	
Mobile Phone Number		Best Time to Call	
Email Address			
Preferred Method of Contact	Mail		

UPDATE

Case Information

Date Application Received	09/30/2008 12:00:00 AM		
Family Size	4	Number of Children Needing Care	3
Adjusted Annual Income	$20,316.00	Weekly Co-pay	$20.00
Under Appeal	NO	Under Adverse Action	NO
Redetermination Date	01/20/2010		

LOCAL ID

Case Eligibility

CC Program	Eligibility Status	Effective Begin Date	Effective End Date
TANF	Eligible	05/07/2007	08/06/2007
Former TANF	Eligible	08/07/2007	08/21/2007
TANF	Eligible	08/22/2007	05/21/2008
Former TANF	Eligible	05/22/2008	05/23/2008
TANF	Eligible	05/24/2008	09/29/2008
TANF	Eligible	09/30/2008	01/07/2009
Former TANF	Eligible	01/08/2009	02/20/2009
TANF	Eligible	02/21/2009	

ASSESS ELIGIBILITY

Case Members

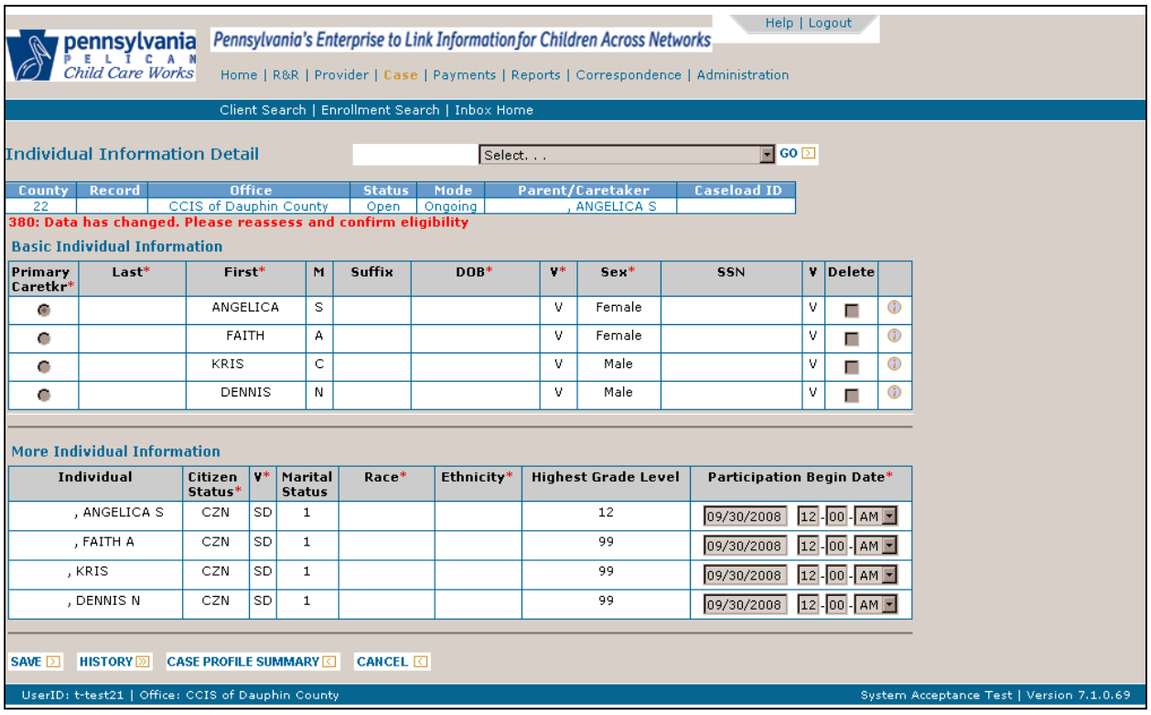
Individual Number	Individual Name	Relationship to Primary Caretaker	Participation Begin Date	Participation End Date	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, ANGELICA S	Self	09/30/2008 12:00:00 AM		Eligible Adult	09/30/2008	01/07/2009
					Eligible Adult	01/08/2009	02/20/2009
					Eligible Adult	02/21/2009	
	, DENNIS N	Son	09/30/2008 12:00:00 AM		Eligible Child	09/30/2008	01/07/2009
					Eligible Child	01/08/2009	02/20/2009
					Eligible Child	02/21/2009	
	, KRIS	Son	09/30/2008 12:00:00 AM		Eligible Child	09/30/2008	01/07/2009
					Eligible Child	01/08/2009	02/20/2009
					Eligible Child	02/21/2009	
	, FAITH A	Daughter	09/30/2008 12:00:00 AM		Eligible Child	09/30/2008	01/07/2009
					Eligible Child	01/08/2009	02/20/2009
					Eligible Child	02/21/2009	

INDIVIDUAL INFORMATION CORRESPONDENCE SEARCH

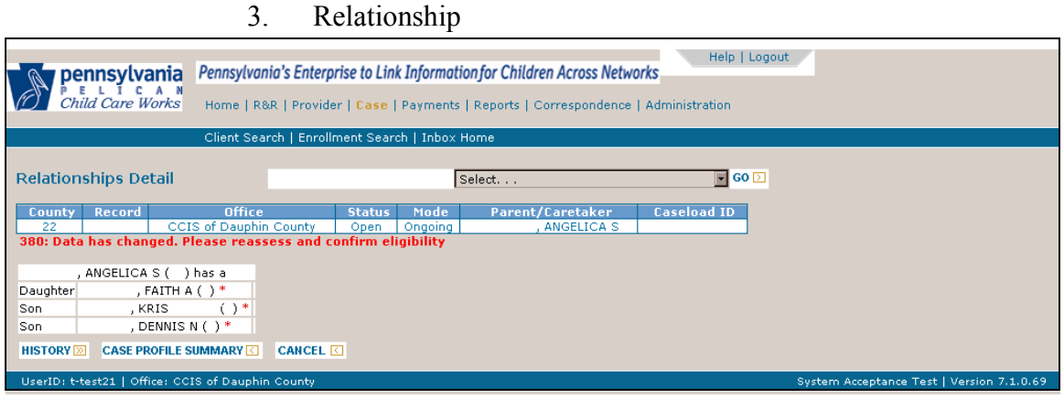
REDETERMINATION CASE PROFILE SUMMARY REFRESH

UserID: t-test21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.23

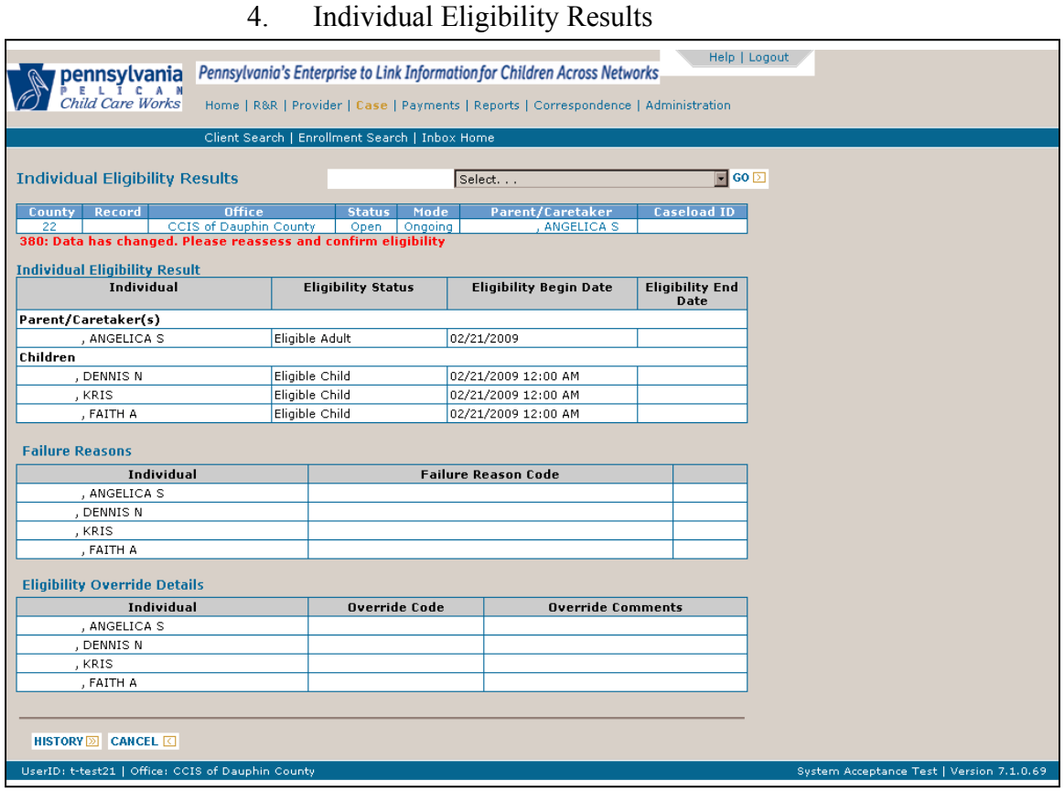
2. Individual Information



3. Relationship



4. Individual Eligibility Results



5. CAO Program Eligibility

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

CAO Program Eligibility

Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, ANGELICA S	

CIS Mapping Information

CCW CaseID	CIS CaseID	LINK TO CIS
		Yes

CIS Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Budget Status
C		00	TANF	5/7/2007	8/6/2007	Open
				8/10/2007	12/9/2007	
				12/10/2007	1/23/2008	
				1/24/2008	5/21/2008	
				5/22/2008	1/7/2009	
				1/20/2009		

Eligibility Information

Individual Number	Individual Name	Relationship	PSC	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, ANGELICA S	Parent/Caretaker	56	ES - Eligible Specified Relative	5/7/2007	6/6/2007
			00	ES - Eligible Specified Relative	6/7/2007	8/6/2007
			00	ES - Eligible Specified Relative	8/10/2007	12/9/2007
			00	ES - Eligible Specified Relative	12/10/2007	1/23/2008
			00	ES - Eligible Specified Relative	1/24/2008	5/6/2008
			00	ES - Eligible Specified Relative	5/7/2008	5/21/2008
			00	ES - Eligible Specified Relative	5/22/2008	12/7/2008
			00	ES - Eligible Specified Relative	12/8/2008	12/21/2008
			00	ES - Eligible Specified Relative	12/22/2008	1/7/2009
			00	ES - Eligible Specified Relative	1/20/2009	
	, DENNIS N	Son	56	EC - Eligible Child	5/7/2007	6/6/2007
			00	EC - Eligible Child	6/7/2007	8/6/2007
			00	EC - Eligible Child	8/10/2007	9/23/2007
			00	EC - Eligible Child	9/24/2007	12/9/2007
			00	EC - Eligible Child	12/10/2007	1/23/2008
			00	EC - Eligible Child	1/24/2008	5/6/2008
			00	EC - Eligible Child	5/7/2008	5/21/2008
			00	EC - Eligible Child	5/22/2008	12/7/2008
			00	EC - Eligible Child	12/8/2008	12/21/2008
			00	EC - Eligible Child	12/22/2008	1/7/2009
			00	EC - Eligible Child	1/20/2009	
	, KRIS	Son	56	EC - Eligible Child	5/7/2007	6/6/2007
			00	EC - Eligible Child	6/7/2007	8/6/2007
			00	EC - Eligible Child	8/10/2007	9/23/2007
			00	EC - Eligible Child	9/24/2007	11/6/2007
			00	EC - Eligible Child	11/1/2007	5/6/2008
			00	EC - Eligible Child	5/7/2008	
	, FAITH A	Daughter	56	EC - Eligible Child	5/7/2007	6/6/2007
			00	EC - Eligible Child	6/7/2007	8/6/2007
			00	EC - Eligible Child	8/10/2007	9/23/2007
			00	EC - Eligible Child	9/24/2007	12/9/2007
			00	EC - Eligible Child	12/10/2007	1/23/2008
			00	EC - Eligible Child	1/24/2008	5/6/2008
			00	EC - Eligible Child	5/7/2008	5/21/2008
			00	EC - Eligible Child	5/22/2008	12/7/2008
			00	EC - Eligible Child	12/8/2008	12/21/2008
			00	EC - Eligible Child	12/22/2008	1/7/2009
			00	EC - Eligible Child	1/20/2009	

Budget Grant Amount

Category	Grant Group	Grant Amount	Frequency	Effective Begin Date	Effective End Date
C		$403.00	Monthly	2/6/2009	

Family Composition Activity

Activity	Effective Begin Date	Effective End Date
Paid Activity	5/7/2007	8/7/2007
Paid Activity	8/22/2007	8/27/2007
Unpaid Activity	8/28/2007	12/6/2007
No Activity	12/7/2007	12/17/2007
Unpaid Activity	12/18/2007	12/27/2007
Paid Activity	12/28/2007	1/23/2008
Unpaid Activity	1/24/2008	5/4/2008
Paid Activity	5/5/2008	5/21/2008
Unpaid Activity	5/23/2008	9/30/2008
Unpaid Activity	5/23/2008	9/30/2008
Paid Activity	5/24/2008	5/26/2008
Unpaid Activity	5/27/2008	8/3/2008
No Activity	8/4/2008	8/18/2008
Unpaid Activity	8/19/2008	9/15/2008
No Activity	9/16/2008	9/30/2008
Unpaid Activity	10/17/2008	12/7/2008
Paid Activity	12/8/2008	1/7/2009
Paid Activity	2/21/2009	

CASE PROFILE SUMMARY CANCEL

UserID: t-test21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.69

A care and control indicator does not exist in PELICAN CCW. However, the CCIS may locate the information needed to determine whether an individual has care and control over a specific child on the Household Relationships (CQRELN) screen in the CIS.

Below is a screen shot and information regarding how to interpret the screen shot.

```
CQRELN          CIS HOUSEHOLD RELATIONSHIP INQUIRY          09/25/07 09:26:26
                Operator:            Worker:            Page: 3  of    6
Co Record  D  Status          Case Name                Csld       Beg: 09/17/07
51         F  OPEN      KANETA D                       0343       End: 00/00/00
                                                                   Chg: 09/11/07
Ref LN: 03  Last:                 First: JAMIL       M: K Age:     Gender: M

                                 Prmy Tax                                  Prmy Tax
                      Rel Caring Crtk Dep                      Rel Caring Crtk Dep
  Source              to  for    for  of      Source          to  for    for  of
LN Short Name   Gndr  Ref Ref    Ref  Ref LN Short Name   Gndr Ref Ref    Ref  Ref
01 CARL        29  M  F   Y      Y    N  02 KANET      29  F  M   Y      Y    N
04 JAMAL       11  M  B   N      N    N  05 FATEE       5  F  SR  N      N    N
06 SAMIR        2  M  B   N      N    N
```

LN 01, CARL, IS THE FATHER OF LN 03, JAMIL. CARL IS CARING FOR JAMIL AND IS A P/C FOR JAMIL.

Currently, PELICAN CCW does not determine family size correctly for TANF cases in certain situations and the CCIS must perform workarounds, when necessary. OCDEL has approved workarounds related to specific teen parent circumstances, which can be found in **Manual Section "400.26.1 – Teen Parent Workarounds."**

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See Manual Section "400.27.3.5 – Questions – 400.4.1 – Policy"

400.4.2 Examples

The examples discussed in this section are informational only and indicate how PELICAN CCW should determine family size for use in determining eligibility for enrollment and co-pay amount (if applicable) for the TANF child care program.

In each of the following examples, the mother is the applicant.

1. Mother and two children, C1 and C2, and her boyfriend who lives in the household with them. Boyfriend is not the spouse of mother and he is not the father of either child, nor does he have care and control over the children.

   NUMBER OF CASES IN PELICAN CCW = 1

   FAMILY SIZE = 3 (Mother, C1 and C2)

2. Mother and two children, C1 and C2, and her boyfriend who lives in the household with them. Boyfriend is the father of C2 (or has care and control but is not the father).

   NUMBER OF CASES IN PELICAN CCW = 1

   FAMILY SIZE = 4 (Mother, Boyfriend, C1 and C2)

3. Mother and her child, C1, live with her boyfriend and his child, C2. Neither the mother nor boyfriend has care and control over the other's child. The children are not shared between them. In this situation, two separate cases would be created in PELICAN since they would be two separate TANF budgets in CIS.

   NUMBER OF CASES IN PELICAN CCW = 2

   FAMILY SIZE FOR CASE 1 = 2 (Mother and C1)

   FAMILY SIZE FOR CASE 2 = 2 (Boyfriend and C2)

4. Mother and boyfriend live together. Mother has a child of her own, C1, Boyfriend has his own child, C2, and they have a child in common, C3. The common child, C3, is the link that pulls everyone into the same case, including each child of their own, C1 and C2.

   NUMBER OF CASES IN PELICAN CCW = 1

   FAMILY SIZE = 5 (Mother, Boyfriend, C1, C2, and C3)

5. Mother has two children of her own, C1 and C2, and they live with their Mother's Husband. The Husband is not the father of the children but is the spouse of the Mother, therefore he is pulled into the case.

   NUMBER OF CASES IN PELICAN CCW = 1

   FAMILY SIZE = 4 (Mother, Husband, C1 and C2)

6. Mother has her child and Husband has his child. All four live in the same household. Because Mother and Husband are married, everyone is included in one case together.

   NUMBER OF CASES IN PELICAN CCW = 1

   FAMILY SIZE = 4 (Mother, Husband, C1 and C2)

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400.5 ELIGIBILITY

Eligibility for TANF and the child care related to these benefits is determined by CIS based on information the CAO data-entered. When the CAO pushes or the CCIS pulls a TANF case, the data is exported from CIS and imported into PELICAN CCW.

PELICAN CCW collects and stores the information sent from CIS specific to eligibility for CIS benefits (i.e., TANF, FS, GA, etc.) for the budget group as a whole and each individual within the budget group. PELICAN CCW includes the information from CIS when enrollment rules are assessed and confirmed. **However, eligibility related to child care is determined only for the budget group as a whole rather than for each individual child; therefore there are occasions in which a child or children in the budget may appear to be eligible for child care when the child(ren) are not eligible for child care. As a result, there are times when the CCIS must override eligibility for a child or children from "Eligible Child" to "Ineligible Child". These situations are discussed in greater detail later in this manual section.**

The screen below indicates the CAO has manually pushed the case from CIS.

```
SQBUDG                  CIS BUDGET AUTHORIZATION INQUIRY        11/13/08 13:15:52
                        Operator:            Worker: 05207 Page:  3 of    4
 Co Record  Dist  Case Status      Case Name                Csld  Beg: 12/12/08
 22 7729820  0       OPEN        PELICAN TESTCASE           0123  End: 00/00/00
                                                                  Chg: 11/13/08
 Cat GG  Ctl Pgm  TT       Stat    Susp    Act Rea    Appl      Open     Close
 C        3  00       AF   OPEN  00/00/00  A  001  11/13/08  11/07/08  00/00/00

   Nonfinancial: PASS     Automated Notice ? N       Reapp     Reapp Due  SAR
   Resources:    PASS     Notice Opt Type          00/00/00    11/07/09    1
   Income:       PASS      001
                           SAR     SAR Due                          CC Elig R
   Mo Ben: $  316.00   00/00/00   05/2009

    Sel:                          Med Serv Provider: DR
```

Although the CAO pushes a case into PELICAN CCW only when the budget group meets the eligibility criteria in CIS, it is possible for the case to fail based on enrollment rules. If a TANF case fails in PELICAN CCW due to a CIS eligibility criterion, the CCIS will be unable to override the eligibility results and PELICAN CCW will not generate a notice because CIS generates the notice. However, if a TANF case fails in PELICAN CCW due to enrollment rules, the CCIS may override the eligibility results as appropriate. As noted earlier, there are also circumstances, which require the CCIS to override an individual child's eligibility result in PELICAN CCW to ineligible. The following sections discuss eligibility criteria and enrollment rules in greater detail.

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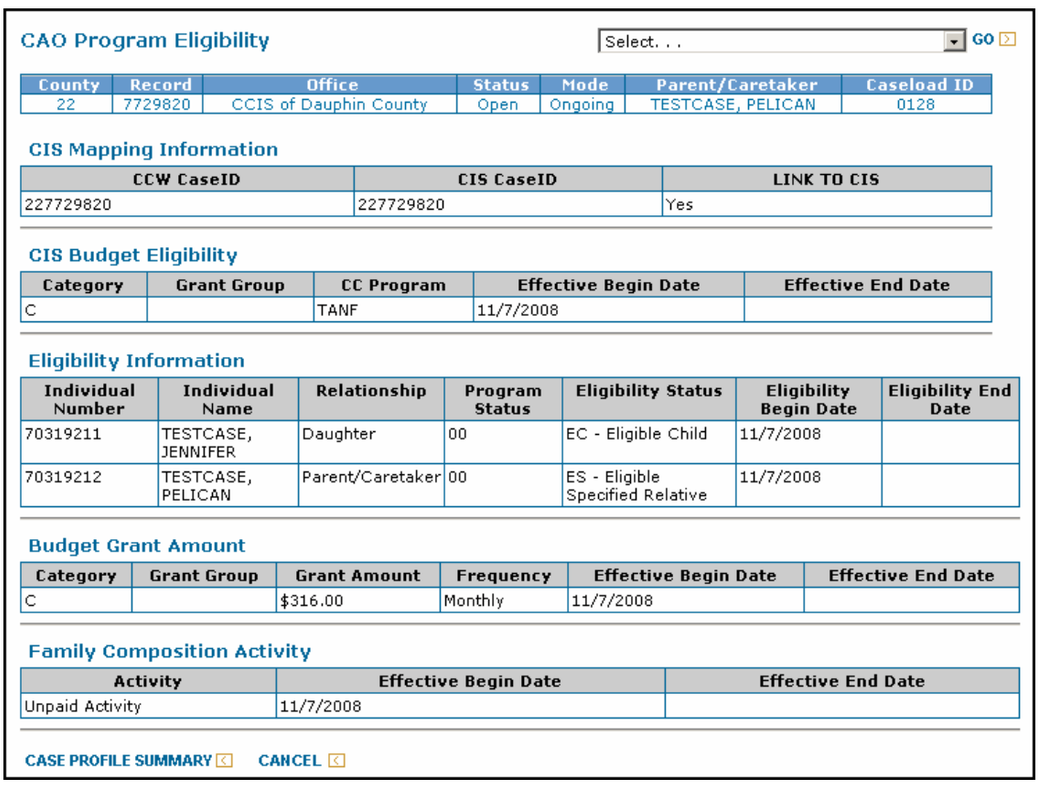
See Manual Section "400.27.3.6 – Questions – 400.5 – Eligibility"

400.5.1 Eligibility Statuses and Meanings

The following table is informational only and contains the most common eligibility statuses and a brief description of what each status means.

STATUS	MEANING
EA	Eligible Adult
EC	Eligible Child
EE	Eligible Essential person
EP	Eligible minor Parent
ES	Eligible Specified relative
DF	Disqualified for Fraud
DS	Disqualified for Sanction
NS	Non-eligible Specified relative
NX	Not Requesting Benefits

Eligibility status can be found on PELICAN CCW's CAO Program Eligibility page as shown below.



CAO Program Eligibility

Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22	7729820	CCIS of Dauphin County	Open	Ongoing	TESTCASE, PELICAN	0128

CIS Mapping Information

CCW CaseID	CIS CaseID	LINK TO CIS
227729820	227729820	Yes

CIS Budget Eligibility

Category	Grant Group	CC Program	Effective Begin Date	Effective End Date
C		TANF	11/7/2008	

Eligibility Information

Individual Number	Individual Name	Relationship	Program Status	Eligibility Status	Eligibility Begin Date	Eligibility End Date
70319211	TESTCASE, JENNIFER	Daughter	00	EC - Eligible Child	11/7/2008	
70319212	TESTCASE, PELICAN	Parent/Caretaker	00	ES - Eligible Specified Relative	11/7/2008	

Budget Grant Amount

Category	Grant Group	Grant Amount	Frequency	Effective Begin Date	Effective End Date
C		$316.00	Monthly	11/7/2008	

Family Composition Activity

Activity	Effective Begin Date	Effective End Date
Unpaid Activity	11/7/2008	

CASE PROFILE SUMMARY CANCEL

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Return to Manual Section "400.26.1 – Teen Parent Workarounds

400.5.2 Employment & Training (E&T) Requirements

As specified in § 168.1(a) (relating to policy on payment of child care), "To the extent funds are available, payment for child care will be made to enable the parent/caretaker (p/c) to participate in work-related activities. To qualify for a child care payment, the individual must be eligible to receive cash assistance."

As specified in § 168.18(a) (relating to need for care), "Child care must be needed to enable a member of the budget group to participate in a work-related activity."

TANF child care payments are made to enable a p/c to participate in a paid and/or unpaid work-related activity. Payments are issued for hours related to a p/c's participation in the work-related activity. There is no weekly hourly requirement. Eligibility for subsidized child care is contingent on participation in employment or other activities as approved by the Department unless the p/c is exempt or has good cause. A p/c with a "Mandatory" or "Exempt" E&T Status Code or who have been granted good cause must fulfill applicable participation requirements as specified on the **Agreement of Mutual Responsibility (AMR) (PA1661)**.

To qualify for TANF child care payments the budget group must:

1. Be eligible for TANF benefits; AND
2. Include a TANF eligible specified relative (i.e., "E" status p/c) who is participating in a CAO-approved work-related activity in a 1-p/c family OR
3. In a 2 p/c budget, include an "E" status p/c who is participating in a CAO-approved work-related activity and a p/c that is disabled or meeting the TANF work requirement.
4. Include an eligible child receiving TANF or SSI.

For unpaid activities, child care is available starting on the first date the p/c is required to report to the contractor or educational institution. For paid activities, child care is available starting the date employment begins, as long as all eligibility criteria are met. The CCIS may not issue a child care payment for any period of time prior to the confirmed begin date of the work-related activity.

When a p/c receiving TANF participates in the Work Support Component (WSC), the family receives additional supportive services to meet their immediate needs as long as the individual required to enroll attends and participates in the activities on his/her **Work Support Component (WSC) Agreement of Mutual Responsibility (AMR)**.

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Return to Manual Section "400.1.1 – Subsidy Benefits"

Return to Manual Section "400.10.3.1 – Child with No "E" Status Parent

See Manual Section "400.27.3.7 – Questions – 400.5.2 –Employment & Training (E&T) Requirements"

400.5.3 Good Cause

A p/c receiving TANF and required to participate in the E&T Program may be given good cause by the CAO. Good cause may completely excuse the p/c from participation in E&T for a period of time, or may allow the p/c to participate in E&T for fewer hours than normally required.

Reasons for good cause include, but are not limited to:

1. Domestic violence.
2. Disability, injury, impairment or illness of another family member that causes the p/c's inability to participate in a work-related activity due to the need to care for the family member.
3. Provision allowing one p/c in a 2- p/c family to care for the child(ren) while the other p/c is meeting the hourly participation requirement for the 2- p/c household.
4. Homelessness.
5. Lack of child care availability as verified by the CCIS using the **Verification of Child Care Availability (PA1697)** form.

The CCIS can view the good cause code on the ETP Project Enrollment screen (CQPREN) in CIS, in the "CompRv/Appeal/Good Cause Status" field. A date should also appear in the "Good Cause Review Date" field. The table below is informational only and lists the Good Cause Codes found on the CIS CQPREN screen.

Good Cause Codes (found on CQPREN)	
45	In compliance review process
46	Pending appeal hearing
51	National Study Participant
53	Pending medical verification (limit 30 days) to excuse/reduce participation
54	Caregiver Services
55	Misc short-term, not related to child care or DV or caregiver services
56	Child care arrangement pending – 30 day maximum
57	Child care unavailable (documented on the PA1697 by the CCIS)
58	Domestic Violence
73	Parent in 2-parent household caring for child < 12 months old
90	1 p/c in 2-p/c household, if 2nd p/c meeting total hourly work requirement

There may be instances in CIS and in PELICAN CCW where a p/c appears to be participating in a training activity when they are not.

See the screen shot of the CQPREN screen in CIS below.

```
SQPREN                CIS ETP PROJECT ENROLLMENT INQUIRY      11/17/06 15:09:07
                       Operator:            Worker: 09409  Page: 01
 Co Record  Cat GG Status Dist    Case Name                  Cslc Beg: 06/05/2006
 38 7700510 C      OPEN    0    PATTY POTHOLDER              0258 End: 00/00/0000
            FS                                                     Chg: 10/10/2006

  LN   Short Name   Educ  Emp Sta AIMS Sta ETP Code: CM  FS  Trans Code  Dr Lic
  01  PATTY POT 42   10     05        0              60  12       1        Y

  Project  Proj ID   LC   Referral  Reject   SSN#: 000-00-0000
    A                     06/05/2006          Oper:
                                              Addr:
  Project Begin    Project End    Term Code
   06/05/2006       00/00/0000                                        00000-0000

Sub-Proj    Begin        End     Outcome    Free Text:
            /  /        /  /                Initial Job Search Completed? Y
            /  /        /  /                CompRv/Appeal/Good Cause Status 90
            /  /        /  /                Good Cause Review Date  12/31/2006
            /  /        /  /                Appointment Date 00/00/0000
                                            Lang Pref 01
                                            Is Interpreter Needed? N
Next Trans:      Parameters:                                          Xmit:
```

For example, the p/c may appear to be participating in a CAO Directed activity with an active CSPREN screen in CIS (Please refer to the **CIS Inquiry Guide**); however, the p/c has good cause and is not currently participating in the activity. The PELICAN CCW case will continue to pass eligibility because an active training record exists for the p/c on the Parent/Caretaker Training pages.

As set forth in §§168.1(a) and 168.18 (relating to policy on payment of child care and need for child care), "Child care must be needed to enable a member of the budget group to participate in a work-related activity."

The CCIS may authorize child care for a TANF case in which good cause is granted only when the p/c continues to participate in E&T. The number of hours the p/c participates is irrelevant.

When the CCIS learns of the existence of a good cause reason code, the CCIS must contact the CAO to verify whether the p/c continues to participate in a work-related activity.

If the CAO informs the CCIS that the p/c is excused from participation for a period of time, the CCIS must obtain the expected date of return to the work-related activity.

If the p/c is expected to return within 30 days from the date participation in E&T ended, the case continues to be eligible for child care and the enrollment(s) continue uninterrupted.

If the p/c is not expected to return within 30 days from the date participation in E&T ended or if the p/c is not expected to return at all, the case is ineligible for child care and must be closed. The p/c may request child care again, through the CAO or CCIS, upon resuming participation in an approved work-related activity.

NOTE: OCDEL does not expect the CCIS to search for a good cause code in CIS for every TANF case. OCDEL expects the CCIS to take appropriate action upon learning that good cause has been granted only.

If the CCIS learns that good cause has been granted for a p/c by the CAO, the CCIS must:

1. Make collateral contact with the CAO and verify the p/c's current E&T participation status by obtaining the following:
    A. The date participation in E&T ended.
    B. Expected date of return to a work-related activity if the p/c is not participating.
    C. Eligibility for continued child care.
2. Close the case if the CAO verifies the p/c is not currently participating in an activity, is not expected to return to an activity within 30 days, and/or is not eligible for continued child care. In order to close the case, the CCIS must:
    A. Uncheck cc request on the Child Care Request page using "Parent Available for Care".
    B. Send the Notice of Adverse Action (AA) to the p/c.
    C. Document in PELICAN CCW case comments the actions taken and reason the actions were taken.
3. Continue care if the CAO verifies that good cause was granted and the p/c will resume participation in a work-related activity within 30 days from the date participation ended. When continuing care, the CCIS must:
    A. Set a manual tracking date alert for 30 days from the date the p/c's participation in the most recent activity ended.
    B. Check the "CompRv/Appeal/Good Cause Status" field on the CIS CQPREN screen on Day 31 to determine whether good cause still exists (Please refer to Appendix J: CIS Inquiry Guide). If good cause still exists, the CCIS must:
        i. Uncheck cc request on the Child Care Request page using "Parent Available for Care".
        ii Send the AA to the p/c.
        iii Document in PELICAN CCW case comments the actions taken and the reason the actions were taken.
4. Follow current enrollment stabilization rules if the CAO verifies reduced hours of participation.

EXAMPLES:

1. **Using the screen shot above, the good cause code is "90" which means that one p/c may not be participating in a work-related activity and may be available to care for the child(ren) while the other p/c is meeting the total work hour requirement. If a p/c is available to care for the child(ren), the CCIS must close the case as described in Step #2 above.**

2. Ms. Bristo is receiving TANF child care while participating in the EARN program. The Project Begin date is 5/12. On 6/20, the EARN contractor ends her project because she has not reported to her activity all week. The CCIS receives an update indicating the end date of the training activity and PELICAN CCW continues eligibility for 30 days following the break in activity.

   On 6/23, the CAO worker creates a new CQPREN screen, Project A (CAO Directed), and places good cause code 45 in the "CompRv/Appeal/Good Cause Status" field, which means the CAO is working with the client during the sanction process.

   The CCIS receives another update indicating Ms. Bristo is again participating in an E&T training activity. PELICAN CCW will now maintain the family's eligibility indefinitely as long as an active training record exists in CIS.

   On 6/30, the CAO determines Ms. Bristo had good cause for not meeting the participation requirements and requests documentation from a physician verifying a temporary disability and inability to participate in E&T. The CQPREN screen remains active with the CAO Directed project and the good cause code is now changed to 53 (pending verification – medical reason).

   On 7/02, the provider contacts the CCIS to report sporadic attendance of the children over the past two weeks. The CCIS checks CIS, notices the good cause code on the CQPREN screen and makes collateral contact with the CAO. The CAO verifies the last day of the E&T activity was 6/20 and that good cause was granted excusing the p/c from E&T participation pending medical documentation. Returning to an activity is dependent upon the verification.

   In response to this information, the CCIS sets a manual tracking date for 7/21 to verify whether good cause still exists. If good cause was removed and the case continues to be eligible, care will continue. If good cause still exists, the CCIS must close the case as described in Step #2 above.

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See Manual Section "400.27.3.8 – Questions – 400.5.3 – Good Cause"

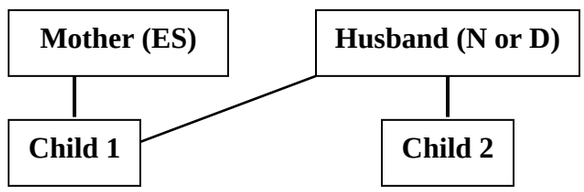
400.5.4 "N" & "D" Members

In cases where both of the p/cs have an "N" or "D" status, the case is ineligible for subsidized child care. In cases where there is one eligible "E" status p/c and one p/c with an "N" or "D" status, the case may be eligible if the following criteria are met:

1. Both p/cs are in an approved work-related activity; OR
2. The "E" status p/c is in an approved work-related activity and the p/c with the "N" or "D" status is disabled and the CAO has verification that the disability causes the p/c to be unable to care for the child.

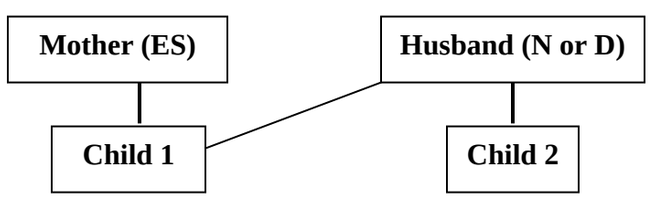
EXAMPLES:

1. The mother is NOT in an approved activity. The husband is disabled.



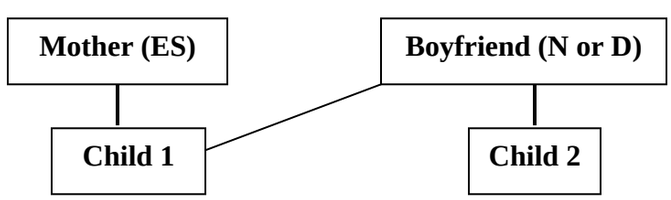
Considering the description and illustrations above, the case is INELIGIBLE because the "E" status mother is NOT in an approved activity.

2. The Mother has a newborn and is WAIVED from the employment and training requirements. Her husband is working.



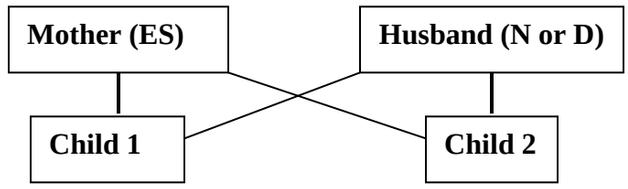
Considering the description and illustrations above, the case is INELIGIBLE because the "E" status mother is NOT in an approved activity.

3. The mother is in a CAO-approved work-related activity. Her boyfriend is disabled.



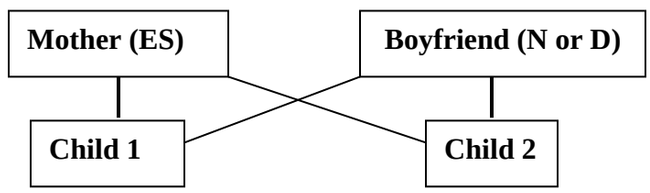
Considering the description and illustrations above, the case is ELIGIBLE, but Child 1 is the only eligible child. Child 2 is NOT eligible because there is no "E" status p/c.

4. The mother is in a CAO-approved work-related activity. The husband is disabled.



Considering the description and illustrations above, the case is ELIGIBLE and both of the children are eligible because there is an "E" status p/c.

5. The mother is in a CAO-approved work-related activity. The boyfriend is disabled.



Considering the description and illustrations above, the case is ELIGIBLE and both of the children are eligible because there is an "E" status p/c.

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Return to Manual Section "400.8.5.2 – CIS Case Summary page"

Return to Manual Section "400.8.5.13 – CAO Sanction/Disqualification Information Detail page"

See Manual Section "400.27.3.9 – Questions – 400.5.4 – "N" or "D" Members"

400.5.5 J Budgets

A J Budget contains an individual receiving Supplemental Security Income (SSI). SSI provides cash and Medicaid benefits to an individual who meets the requirements of age, blindness, or disability.

The following screen shot is an example of a CIS case that contains both a C and J budget.

```
SQCASE                    CIS CASE INQUIRY                    11/13/08  13:41:25
                        Operator:            Worker:       Page  1
 Co Record   Dist Status  Csld   MEDA  Transition Date            Beg: 08/01/08
 22           0   OPEN            Y       08/07/08                End: 00/00/00
                                                                   Chg: 08/07/08
                                          V  Ln    SSN     Lang    Indiv #  V
 Pymt Name: JAMES                         W  01             01              6
                                              Cde:
      Addr:                               W   Housing Assistance?3

      City: HARRISBURG        St: PA    ZIP: 17109-0000   Purge Prevent Code:

 Sch Dist: 22275 Civil Sub: 030 Res Co: 22 Res D: 0 Phone: 000-000-0000 DV Ind:
 ............................ Associated Budgets ..............................
 Sel Cat GG Pgm Ctl Status  MR         Pymt Name       Alt Adr  Open     Close
  _  J      44   3  OPEN      JAMES                        N   08/07/08
  _  C      00   8  OPEN    1 JAMES                        N   08/01/08
```

In order for a case consisting of a J Budget to be eligible for subsidized child care the case must consist of:

1. A TANF C or U budget; AND
2. One TANF eligible "E" status p/c who is participating in an approved work-related activity in a 1-p/c family OR is disabled in a 2-p/c family in which the other p/c is an eligible "E" status p/c who is participating in an approved work-related activity; AND
3. One eligible child who is under the age of 13 or over the age of 13 but under 19 with a disability, injury or impairment.

In cases where both of the p/cs are eligible in a J Budget only, the case is ineligible for subsidized child care. In cases where there is one "E" status p/c receiving TANF and one p/c in a J Budget, the case may be eligible if:

1. Both p/cs are in an approved work-related activity (i.e., employment, training or a combination of employment and training); OR
2. The J Budget p/c is disabled and the CAO has verification that the disability causes the p/c to be unable to care for the child and the TANF "E" status p/c is in an approved work-related activity.

The following screen shot is an example of a CIS case that contains both a TANF and J budget. The TANF budget consists of one "E" status p/c and one eligible child. The J parent will be included in the child care case.

```
SQCOMP                  CIS BUDGET COMPOSITION INQUIRY         11/13/08 13:54:40
                       Operator:           Worker: 05207    Page  1
 Co Record     D    Status                 Case Name          Csld    Beg: 08/01/08
 22 7728847    0    OPEN          LARRY LARRY                 0123    End: 00/00/00
                                                                       Chg: 08/07/08
    CM FS                      Cash/Medical          Food Stamps    Parent Spouse
 LN A  A Short Name     Cat GG Pg El Rel D/Q V TE  El Rel Qua V    LN LN LN BDR
 01      LARRY LAR 38   J      44 ES X                                     02
 02      HARRI LAR 38   C      00 ES W                                     01
 03      LAWRE LAR  8   C      00 EC S   16  W                     02 01
```

OCDEL has approved workarounds related to specific J budget circumstances, which can be found in **Manual Section "400.26.2 – J Budget Workarounds."**

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Return to Manual Section "400.4 – Inclusion Rules & Family Composition"

Return to Manual Section "400.26.1 – Teen Parent Workarounds

See Manual Section "400.27.3.10 – Questions – 400.5.5 – J Budgets"

400.5.6 Child Eligibility

In order to be determined eligible a child must:

1. Be eligible for TANF or Supplemental Security Income (SSI) benefits; AND

2. Have at least one "E" status p/c in a TANF budget who is has a parental (biological, step or adoptive) relationship, is the legal guardian, or is another individual who has care and control of the child and who is participating in a CAO-approved work-related activity; AND

3. Be under 13 years of age; or 13 years or older; and meet one of the following conditions:

    a. Under 19 years of age and not physically capable of caring for himself as verified by a physician; OR

    b. Under 19 years of age with a developmental age of less than 13 years as verified by a physician or licensed psychologist; AND

4. Be age-appropriately immunized unless one of the following applies:

    a. The p/c objects to immunizations based on religious grounds; OR

    b. The child's medical condition contraindicates immunizations as verified by a physician.

The CCIS is responsible to ensure that only those children who are eligible within the budget group receive subsidized child care.

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See Manual Section "400.27.3.11 – Questions – 400.5.6 – Child Eligibility"

400.5.7 Teen Parent Requirements

Teen parent eligibility requirements are very different from the LI and FT requirements under Chapter 3041. Teen parents *MAY NOT* be eligible for care under the TANF child care program although circumstances mirror those of teen parents who would be eligible under Chapter 3041.

PELICAN CCW is designed to reflect eligibility as obtained from CIS. There are many intricacies associated with the eligibility determination for teen parents receiving TANF.

A teen parent may be referred to the CCIS for subsidized child care through the CAO as a recipient of TANF. A teen parent is an individual under 18 years of age who has never been married and is the natural parent of a dependent child living with the teen parent.

TANF child care can be paid, if needed, to enable **a teen parent to participate in the Road to Economic Self-sufficiency through Employment and Training (RESET) program while a member of the budget group participates** in a work-related activity as specified in §168.18(a) (relating to need for child care).

A teen parent receiving TANF is not required to participate in an activity, but can volunteer to participate in the RESET program. High school attendance or an approved General Education Development (GED) program may also be considered as a work-related activity since completing high school will improve the teen parent's prospects for employment.

To qualify for child care, the individual must have an approved AMR. The teen parent attending high school can volunteer for RESET and have his or her own AMR completed and signed by the adult who is the TANF payment name or primary p/c.

The AMR must state that the teen parent will continue to attend and complete high school or a GED program. The AMR must also address the need for child care for the teen parent's child during school attendance.

As specified in § 168.18(b) (relating to need for child care), "Child care services will not be considered as needed when an unemployed p/c is in the home, unless one of the following applies:

1. **The p/c is physically or mentally incapable of providing child care, as verified by a physician or licensed psychologist.**
2. **The p/c is involved in work-related activities or the custodial parent is participating in a Department of Education Pregnant and Parenting Youth Program.**
3. **The child is at risk because of suspected child abuse."**

EXAMPLES:

1. Ms. Green receives TANF for herself, her 16-year old daughter, Asia, and Asia's child, Jason. Ms. Green is enrolled in an approved ETP work-related activity while Asia attends high school full time. The family is eligible for child care and a need exists. A referral is made to the CCIS.

   √ All household members receive TANF
   √ Ms. Green (primary p/c) is in a work related activity
   √ Asia is attending high school

2. Mrs. Roberts is employed full time and receives TANF for her 17-year old niece, Phoebe, and Phoebe's daughter, Clara. Phoebe attends high school full time. The family is eligible for care for Clara only. A referral is made to the CCIS.

   √ The teen parent and her child are receiving TANF
   √ Mrs. Roberts is employed and unable to care for the child
   √ Phoebe is attending school

   Note: If care were needed for Phoebe due to a developmental disability, Phoebe would not be eligible to receive TANF child care. She does not have an eligible p/c receiving TANF benefits.

3. Mrs. Duncan, an unemployed grandmother, applies for TANF on behalf of her granddaughter (teen parent) and great-granddaughter (teen's child). Her granddaughter attends high school full time. This household is ineligible for child care because the unemployed grandmother is available to provide child care. If the grandmother provides verification from a physician or licensed psychologist indicating she is physically or mentally incapable of providing child care, the family would then be eligible for child care.

4. Ms. Wilks (payment name) receives TANF for her 16-year old daughter, Ginger, and Ginger's son, Christopher, but she is under sanction for failure to comply with RESET. Ginger attends high school, but because her mother is in the home and not participating in an approved work-related activity, there is no need for child care. However, when Ms. Wilks' sanction ends the family would be found eligible for TANF child care if she agrees to comply with RESET requirements and attend an approved work-related activity.

5. Mrs. Brown is disabled and receiving SSI (J budget in CIS). Mrs. Brown's 16-year old daughter, Brean, and Brean's son, Jay'von, are receiving TANF. The CAO has documented in the CIS case narrative that Mrs. Brown is not able to provide care for her grandson due to a permanent disability. Brean is attending high school. Care is needed for Jay'von. The family is eligible for TANF child care. Note: Only Jay'von is eligible for TANF child care. If care were requested for Brean, she would not be eligible. Brean does not have an eligible p/c receiving TANF.

OCDEL has approved workarounds related to specific teen parent circumstances, which can be found in **Manual Section "400.26.1 – Teen Parent Workarounds."**

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Return to Manual Section "400.8.5.14 – Teen Parent Education Information Detail page

See Manual Section "400.27.3.12 – Questions – 400.5.7 – Teen Parent Requirements"

400.5.8 Program Status Codes

The following table lists the Program Status Codes that will be displayed in PELICAN CCW. Program Status Codes are critical in determining the appropriate enrollment funding program to select when establishing an enrollment. See Manual Section **"400.11.22 – Selecting a Funding Program"**, for additional information.

Program Status Codes (applicable to CCIS – found on CQCASE, CQCOMP, CQINDL, CQBUDG)	
00	TANF (C/U) - Regular
01	TANF (C/U) – Refugee Resettlement Program (RRP)
04	TANF (C/U) - Alien
06	TANF (C/U) - Timeout
07	Extended TANF (C/U) - Contingency
08	Extended TANF (C/U)
09	Extended TANF (C/U) – Domestic Violence
47	TANF Diversion – 1 month Family Size Allowance payment
48	TANF Diversion – 2 month Family Size Allowance payment
49	TANF Diversion – 3 month Family Size Allowance payment
53	TANF Work Support (WS) Phase II
56	TANF WS Component
57	TANF WS Phase II – Extended - Continued
58	TANF WS Phase II – Extended
59	TANF WS Phase II – Domestic Violence
71	TANF TCA (C/U) – TANF budget closure (meeting EMC requirements)
72	TANF TCA (C/U) – TANF budget closure (not meeting EMC requirements)

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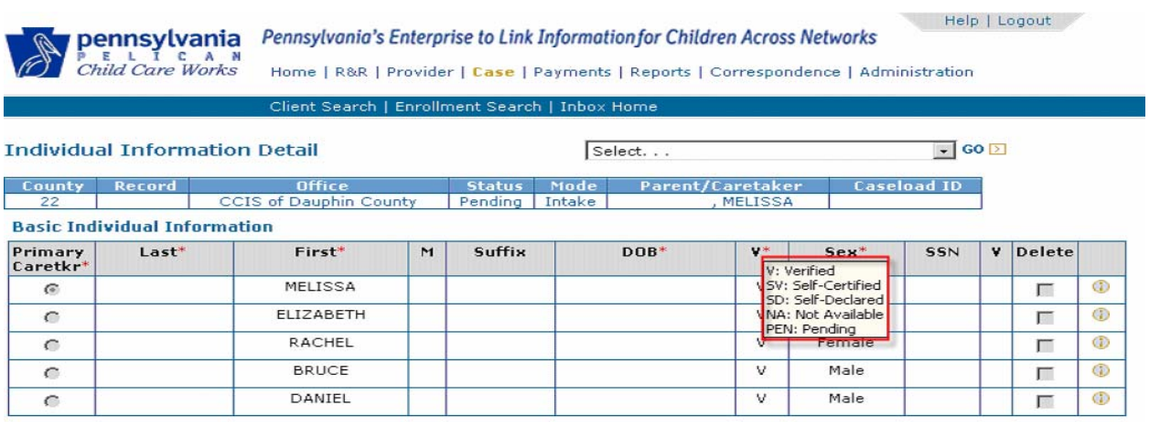
400.6 VERIFICATION & REPORTING REQUIREMENTS

As specified in § 168.41 (relating to verification requirements), "The applicant or recipient is required, as a condition of eligibility, to cooperate in providing necessary information and verification to establish eligibility."

The CAO will acquire all verifications relating to eligibility while the CCIS will acquire the verifications pertaining to enrollment rules. The following verification codes may be found in PELICAN CCW:

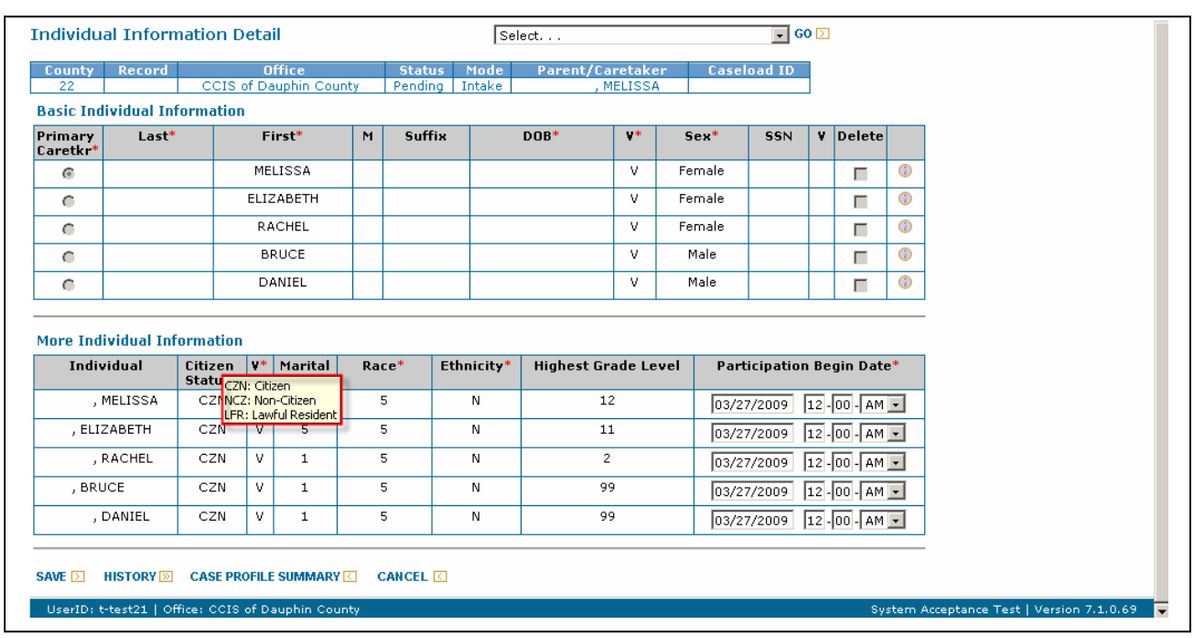
1. Verified
2. Self-certified
3. Self-declared
4. Not Available
5. Pending

PELICAN CCW displays acronyms due to the space limitation in the verification fields on the Individual Information Detail page in PELICAN CCW. The CCIS may see the full name of the verification status if the mouse is held over the "V" in the header column. See the screen shot below.

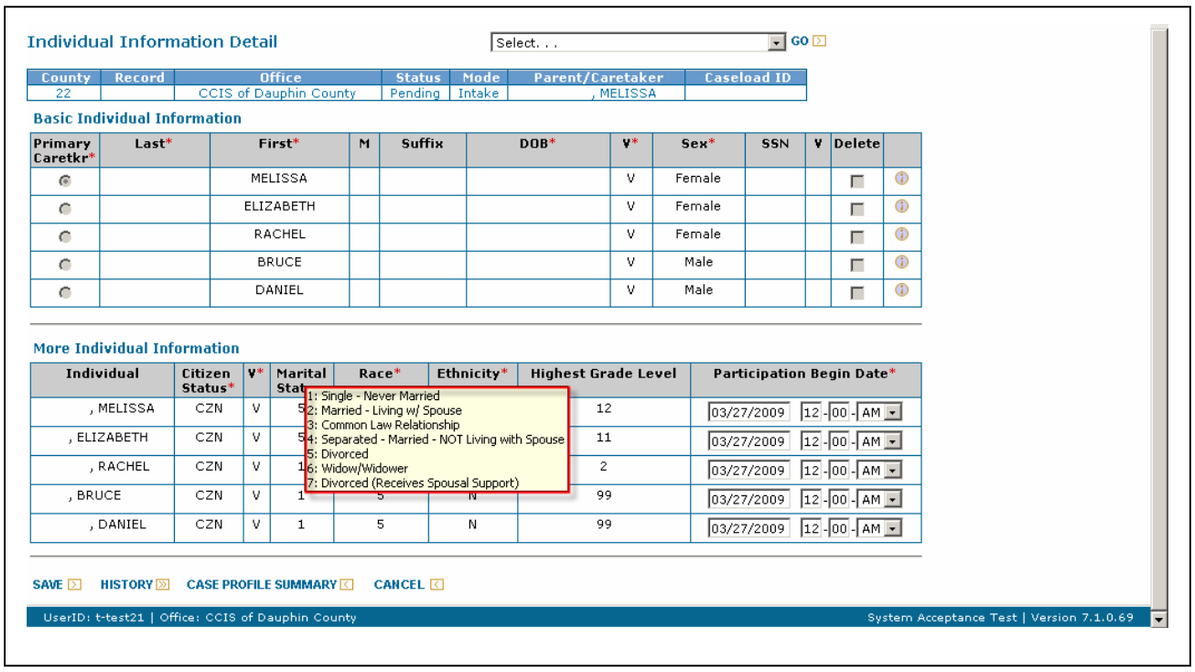


The same is true for the citizenship status, marital status, race and ethnicity columns. See the series of screen shots below.

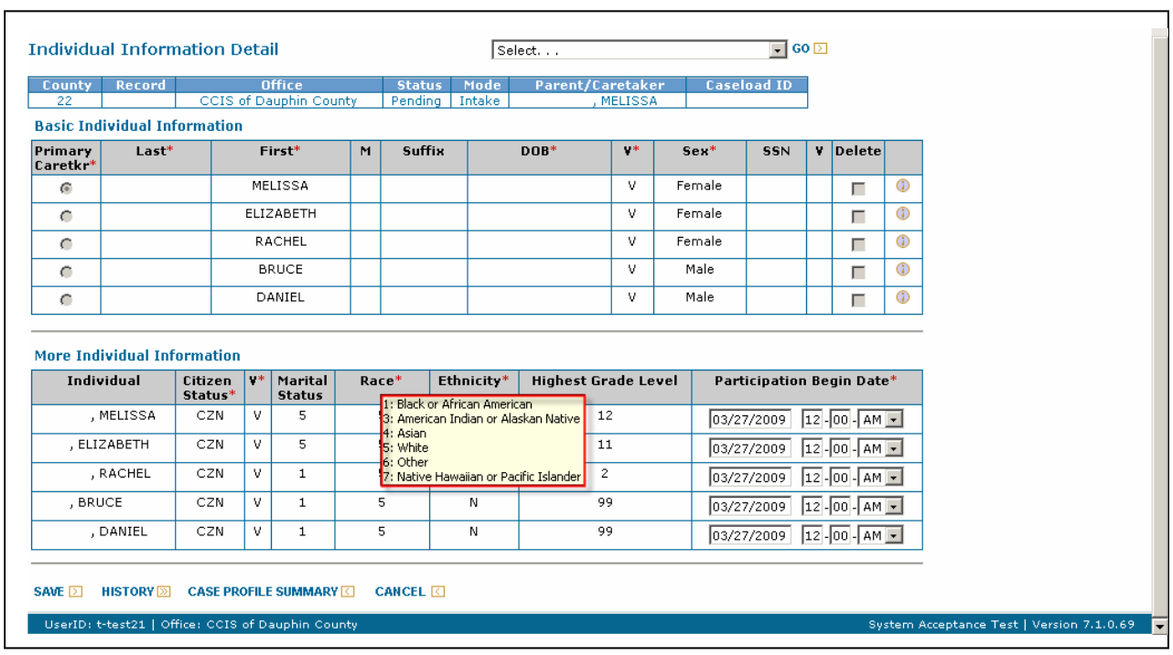
CITIZENSHIP STATUS:



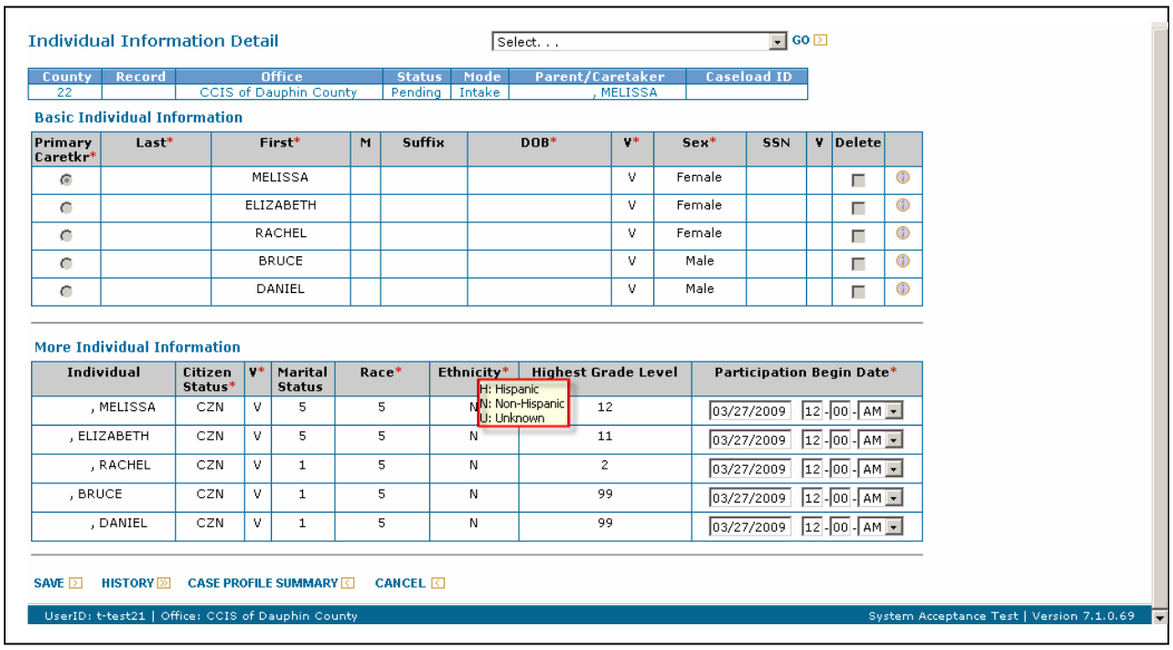
MARITAL STATUS:



RACE:



ETHNICITY:



The following chart illustrates the verification status acronyms displayed in PELICAN CCW, the verification statuses and meanings.

Status	Acronym	Meaning/Implication
Verified	V	Indicates that either you have seen the requisite documentation and that it satisfies verification requirements; or, in cases of joint custody, that even though you may not have seen the documentation, the documents are verified in the other case.
Self-certified	SV/SC	A client's written self-certification is considered valid for the following information: child immunizations, date of birth, citizenship and marital status. PELICAN CCW considers self-certification to be verified information.
Self-declared	SD	The client's written self-declaration is considered temporarily sufficient, but it must be supplemented after 30 days with documents showing proof.
Not Available	NA	Indicates that a client is unable to provide the documentation for verification. This verification causes the case to fail eligibility.
Pending	PEN	Indicates that you are waiting for the client to provide the documentation for verification. PELICAN CCW will not allow you to confirm eligibility while any verification is in Pending status.

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See Manual Section "400.27.3.13 – Questions – 400.6 – Verification & Reporting Requirements"

400.6.1 Verification

A parent/caretaker is required to verify the following for the CCIS:

1. Age-appropriate immunizations are verified through self-certification.

   As specified in § 168.51 (relating to verification of age-appropriate immunizations), "The parent/caretaker shall provide a signed, written statement on a form specified by the Department to verify that the child has received age-appropriate immunizations, or that the parent/caretaker objects to immunizations on the basis of religious grounds, or documentation from a physician to verify that the child's medical condition contraindicates immunizations."

2. A child's developmental delay is verified through written documentation from a physician or licensed psychologist.

   As specified in § 168.43 (relating to the verification of the disability of a child), "A written statement from a physician or licensed psychologist which confirms that the child has a physical or mental handicap which prevents the child from caring for himself is required."

3. The need for child care is verified through self-certification.

   A parent/caretaker will provide a written statement verifying child care is needed to enable a member of the budget group to participate in a work-related activity.

4. The need for an extension of the face-to-face interview is verified through self-certification.

   As specified in § 168.18(f) (relating to need for child care), "A parent/caretaker is ineligible for subsidized child care if he does not attend a face-to-face interview no later than 30 calendar days following the request for care. The Department may extend the 30-day time frame for the face-to-face interview if, on or before the 30th calendar day, the parent/caretaker claims hardship due to conflicts with the parent's/caretaker's working hours, transportation problems or illness of the parent/caretaker or another family member." At the time the parent/caretaker claims hardship, the Department may grant an additional 30 days from the date the hardship is claimed for the interview. The Department may substitute a telephone contact for a face-to-face interview if a face-to-face interview cannot be scheduled without the parent/caretaker having to take time off from work."

Self-certification is once and done permanent verification. When a p/c self-certifies one of the conditions permitted above, the p/c is not required to submit additional or follow-up verification. When the CCIS accepts self-certification as verification, the CCIS must:

1. Complete and sign the **Self-Certification form**.

2. Note the date and time of the call and what condition the p/c is verifying via self-certification.

3. Read the perjury/fraud statement on the form to the p/c and ask if the p/c understands the statement.

4. Mail a copy of the form to the p/c (for the p/c's record, not for signature and return to the CCIS).

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See Manual Section "400.27.3.14 – Questions – 400.6.1 – Verification"

400.6.2 Reporting

As specified in § 168.61 (reporting requirements), "The budget group shall report changes in child care arrangements to the Department or its designated agent within 10 calendar days from the date the change occurred."

A parent/caretaker is required to report the following to the CCIS:

1. Immunization status if pending 90 days – verified through self-certification.

2. Changes in the child's developmental delay – verified through written documentation from a physician or licensed psychologist.

3. Changes in child care need – verified through self-certification.

   NOTES:

   - A decrease in the need for care may be self-certified.

   - An increase in the need for care, beyond the enrollment stabilization rules and not related to travel, must be substantiated by the CAO via an update from CIS, a revised AMR or collateral contact with the CAO.

4. Provider and schedule changes – verified through self-certification.

The CCIS must enter reported changes regarding child care into PELICAN CCW and must process any changes going forward only unless the change involves a provider overpayment.

The parent/caretaker must report the following to the CAO:

1. A change in demographic information (i.e., name, marital status)
2. Change in household composition (i.e., individuals moving in and/or out of household, newborns, deaths, incarcerations, etc.)
3. Change in address
4. Change in employment (i.e., starting, ending, hours or wages)
5. Change in income (i.e., starting, ending, amount)
6. Change in training activities (i.e., starting, stopping, attendance)
7. Need for an increase in days/hours of care

A change can be reported directly to the CAO, through the **Statewide Customer Service Center (SWCSC)** or through a **"My Compass"** account. The CAO will enter any needed changes into CIS. Cases with changes from CIS will appear in the Update Inbox.

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See Manual Section "400.27.3.15 – Questions – 400.6.2 – Reporting"

400.7 ELIGIBILITY FOR ENROLLMENT

Child care is permitted and payment for child care is made as follows:

1. During the hours the p/c is participating in a CAO-approved work-related activity as specified in **§§ 161.1(a)** and **168.18(a)** (relating to policy on payment of child care and need for child care).
2. As needed for travel time to and from the work-related activity and the child care provider.
3. For up to 10 consecutive days of absence due to illness or vacation as specified in **§§ 168.72(1)** and **168.72(2)** (relating to determining monthly child care costs).
4. For up to 30 days, as appropriate, during a break in the CAO-approved work-related activity as specified in **§ 168.18(c)**.
5. During sleep time.
6. During documented study time as approved by the CAO.
7. During the hours one p/c in two-p/c family is participating in a CAO-approved work-related activity when the other parent has a disability.

Child care is not permitted when:

1. The p/c or stepparent is:

    a. The provider caring for his/her own child(ren) or other children during the hours/days when care is requested for his/her own child(ren) as specified in **§§ 168.19(2)(i) and 168.19(2)(iii)** (relating to child care arrangements).

    b. An owner/operator of a child care facility as specified in **§ 168.18(d)**.

2. A publicly-funded educational program is available for the child as specified in **§ 168.18(e)**.

3. The person providing care is a member of the budget group or household as determined by CIS and as specified in **§ 168.19(2)(ii)**.

4. The p/c is available to care for his/her child(ren) during the times care is requested.

A family becomes ineligible for care when:

1. The child is not enrolled with an eligible provider within 30 days following the request for care as specified in **§ 168.18(g).**

2. The child is absent for 10 consecutive service days.

3. The co-pays for one month exceed the cost of care for that month.

4. The p/c does not pay the co-pay timely as specified in **§ 168.21**(relating to ineligibility for failure to pay co-pay.

5. The p/c does not return to the work activity following a break.

6. The p/c fails to meet the face-to-face requirements as specified in **§ 168.18(f)**.

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See Manual Section "400.27.3.16 – Questions – 400.7 – Eligibility for Enrollment"

400.7.1 Child Care Need & Response to the Welcome Letter

Requests for child care may occur in any one of the following ways:

1. The CAO pushes a case from CIS to PELICAN CCW.
2. The p/c phones or appears in the CCIS office in need of immediate care and the CCIS must pull the case.
3. **The CCIS pulls a case from CIS to PELICAN CCW because the family is eligible for multiple budgets (i.e., TANF and FS) and a child or children are ineligible following the initial determination of eligibility for enrollment under the TANF budget.**

Requests for child care must be acted on within 5 calendar days of the date the case appears in the CIS Inbox in PELICAN CCW. No later than Day 5 following the date the case appears in the CIS Inbox (i.e., pushed or pulled), the CCIS must call the p/c to:

1. Obtain provider information.
2. Collect the child care schedule, immunization information and developmental age (if appropriate).
3. Schedule a face-to-face interview with the p/c (within 30 days of appearing in the CIS Inbox via the push or pull process).

Within 15 calendar days of the date the case appears in the CIS Inbox (i.e., pushed or pulled), the CCIS must assess eligibility for enrollment in PELICAN CCW and send a written notice to client informing them of approval or denial of child care request.

At the time the case appears in the CIS Inbox, PELICAN CCW automatically generates a Welcome Letter to be sent to the p/c if the case is not yet known to PELICAN CCW. The Welcome Letter informs the p/c of the requirement to contact the CCIS to discuss child care arrangements and complete a face-to-face interview. The p/c is required to respond to the Welcome Letter no later than Day 15 following the date the case appears in the CIS Inbox.

If the p/c fails to respond to the Welcome Letter by Day 15, the CCIS must generate an Enrollment Ineligible Notice by completing the following steps in PELICAN CCW:

1. Ensure cc request is <u>not</u> selected on the Child Care Request page.
2. Assess eligibility for enrollment.
3. PELICAN CCW will fail the case using reason “036 – No Need for Care/Response to Welcome Letter – Ineligible – CIS.”
4. Confirm eligibility for enrollment.

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See Manual Section “400.27.3.17 – Questions – 400.7.1 – Child Care Need & Response to the Welcome Letter”

400.7.2 Immunization

As specified in § 168.17(3) (relating to eligible children), "To be eligible for a child care payment, the budget group shall include a child who meets the following criteria. The child is age appropriately immunized. If the child does not have age-appropriate immunizations, the p/c has 90 days to obtain and document immunizations for the child unless one of the following applies:

(ii) The p/c objects to immunizations on religious grounds; or

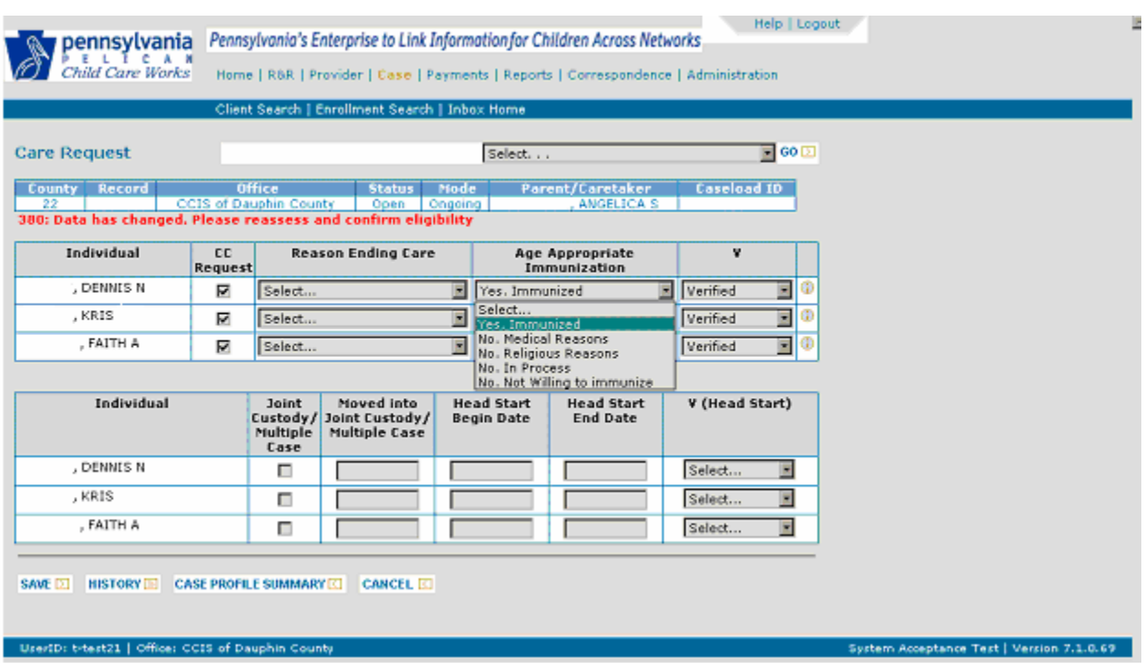
(ii) The child's medical condition contraindicates immunizations as verified by a physician."

Per policy, the p/c may self-certify the child's immunization status, including exemption from immunization. The CCIS must indicate the immunization status for each child on the Child Care Request page. One of the following options must be selected based upon the circumstances:

1. Yes. Immunized.
2. No. Medical Reasons.
3. No. Religious Reasons.
4. No. Pending.
5. No. Not Willing to immunize.

The options are straightforward. Option (1) above is the most commonly used option. Options (2) or (3) above must be selected when a p/c requests exemption from immunization, as appropriate. Option (4) above must be selected when a p/c requests additional time to obtain age-appropriate immunizations for a child. Option (5) above should only be selected if a p/c is adamant about not immunizing a child and refuses to declare an allowable exemption (i.e., medical or religious reasons). Option (5) should rarely occur.

See the screen shot below indicating the options.



When the CCIS selects Option (4), PELICAN CCW will start a 90-day clock for eligibility. When eligibility for enrollment is assessed and confirmed following Day 90, PELICAN CCW will automatically fail the child unless the CCIS selects Options (1), (2) or (3) above.

Once the 90-day clock has been triggered in PELICAN CCW through the selection of Option (4) above, the clock will be maintained until the count reaches Day 90.

If a child has received subsidized child care in the past while immunizations were pending, care was discontinued for the child and care is later requested again for the child, PELICAN CCW will maintain the 90-day clock for eligibility based on the immunization requirement. If 90 days has past at the time care is requested again for the child, PELICAN CCW will automatically fail the child unless Options (1), (2) or (3) above are selected. In this case, the p/c may not request an additional 90 days to obtain immunizations for the child. Immunizations must be obtained before the Notice of Adverse Action expires in order for the child to begin receiving subsidized child care.

EXAMPLES:

1. The CCIS receives a TANF case in the CIS Inbox, contacts the p/c two days later and, based on the conversation with the p/c, the CCIS selects "No. In Process" as the child's immunization status. The CCIS then assesses and confirms eligibility for enrollment on 2/2 and the case is determined eligible. PELICAN CCW starts the 90-day clock on 2/2. The case closes on 3/18. On 5/13 (after the 90-day period has expired), the p/c requests care again for the child and the p/c indicates the child is not age-appropriately immunized. The immunization status remains "No. In process." On 5/25, the CCIS assess and confirms eligibility for enrollment. PELICAN CCW will fail the child for lack of immunizations.

2. The CCIS receives a TANF case in the CIS Inbox, contacts the p/c two days later and, based on the conversation with the p/c, the CCIS selects "No. In Process" as the child's immunization status. The CCIS then assesses and confirms eligibility for enrollment on 2/2 and the case is determined eligible. PELICAN CCW starts the 90-day clock on 2/2. The case closes on 3/18. On 4/13 (the 90-day period has not expired), the p/c requests care again for the child and the p/c indicates the child is not age-appropriately immunized. The immunization status remains "No. In process." On 4/22, the CCIS assess and confirms eligibility for enrollment. PELICAN CCW will pass the child, but maintain the clock (i.e., the clock will not begin again on 4/22 at Day 1). When eligibility for enrollment is assessed and confirmed following 5/4 (the 90-day period expired), PELICAN CCW will fail the child for lack of immunizations.

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See Manual Section "400.27.3.18 – Questions – 400.7.2 – Immunization"

400.7.3 Child Disability, Injury or Impairment

As specified in § 168.17(2) (relating to eligible children), "To be eligible for a child care payment, the budget group shall include a child who meets the following criteria:

(i) Is under 13 years of age.

(ii) Is 13 years of age or older but under 19 years of age and is physically or mentally incapable of caring for himself as verified by a physician or licensed psychologist."

The CCIS may access child disability information by navigating to the Child Disability Summary page in PELICAN CCW using one of the following methods:

1. Click Case on the Main Navigation bar, enter the Case ID in the Child Disability field and click Go; or
2. From within a case, click the Select drop-down box, select Child Disability from the list and click Go; or
3. On the Case Profile Summary page, click the Child Disability hyperlink.

Any information pertaining to a child disability that is received from CIS via an update will be recorded as a physical disability. CIS does not capture developmental age and therefore is unable to send a developmental age via an update.

The CCIS must discuss whether a child is diagnosed with a developmental age with the p/c, when child care is requested for a child with a physical disability record from CIS.

OCDEL has approved workarounds related to child disability information, which can be found in **Manual Section "400.26.3 – Child Disability Workaround."**

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Return to Manual Section "400.8.1.1 – Procedures"

See Manual Section "400.27.3.19 – Questions – 400.7.3 – Child Disability, Injury or Impairment"

400.7.3.1 Entering a Child Disability

The CCIS may enter a disability for a child in PELICAN CCW, as appropriate, by completing the following steps:

1. Click New on the Child Disability Summary page.
2. Click the Individual drop-down box and select a child from the list.
3. Enter a Disability Onset Date.
4. Click the Disability Type drop-down box, and select an option from the list. If developmental disability was selected, please make sure to enter child's developmental age in months.
5. Click the V drop-down box and select an option from the list.
6. Click Save.

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400.7.3.2 Updating a Child Disability

The CCIS may update a child's developmental age in PELICAN CCW by completing the following steps:

1. Click the checkbox for the record to be updated.
2. Click Update.
   a. To update existing child disability information:
      i. Update the information as necessary.
      ii. Click Save.
   b. To end existing child disability information:
      i. Enter a Disability End Date.
      ii. Click Save.
   c. To delete existing child disability information:
      i. Click Delete.
      ii. Click Delete again to confirm the action.

NOTE: Use the delete functionality only if disability information was entered in error. If a disability is simply ending, follow the steps in **Manual Section 400.26.3 – Child Disability Workaround**.

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400.7.3.3 Viewing History

The CCIS may view historical child disability information as follows:

1. Click the History Icon (I) next to the disability record to view a history of edits to that disability record; OR
2. Select the checkbox next to the one or more disability records for which you wish to view a history and click History; OR

   NOTE: By default, the topmost disability record is listed first. Click the hyperlinks to view the histories of other disability records.

3. Click History to view all disability records.

   NOTE: By default, the topmost disability record is listed first. Click the hyperlinks to view the histories of other disability records.

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400.7.4 Face-to-Face Interview

As specified in § 168.18(f) (relating to need for child care), "A p/c is ineligible for subsidized child care if he does not attend a face-to-face interview no later than 30 calendar days following the request for care. The Department may extend the 30-day time frame for the face-to-face interview if, on or before the 30th calendar day, the parent claims hardship due to conflicts with the parent's working hours, transportation problems or illness of the parent or another family member. At the time the parent claims hardship, the Department may grant an additional 30 days from the date the hardship is claimed for the interview. The Department may substitute a telephone contact for a face-to-face interview if a face-to-face interview cannot be scheduled without the parent having to take time off from work."

The p/c must complete a face-to-face interview with the CCIS within 30 days from the date the p/c requested care (i.e., the date the case appeared in the CIS Inbox). The p/c can request a 30-day extension based on hardship or a telephone contact may be used if the p/c cannot schedule a face-to-face without taking time off from work. The CCIS must grant an additional 30 days for the face-to-face if on or before the 30th days the p/c claims hardship. The 1-year waiver applies to TANF cases as well.

EXAMPLE:

A TANF case comes into the CIS Inbox on 3/5. The p/c contacts the CCIS on 3/8 and schedules a face-to-face on 3/20 (Day 15). The p/c does not show for the appointment and no extension is granted. The CCIS must attempt to call the p/c to explain the requirement and attempt to reschedule the face-to-face to occur no later than 4/4. If the CCIS is unable to reach the p/c, if the p/c does not request an extension or meet the face-to-face requirement, the CCIS must remove the child care request using the reason "Face-to-face requirements," click save, assess and confirm enrollment rules. PELICAN CCW will generate an AA.

At the face-to-face meeting, the CCIS must:

1. Obtain photo identification of the p/c attending the face-to-face.

2. Review the **Rights & Responsibilities form** with the p/c and provide the p/c with a copy.

3. Offer Resource & Referral Services and discuss quality child care options.

The CCIS must enter the face-to-face date in PELICAN CCW on the Household Information page in the "Face-to-Face Date" field when the p/c completes the face-to-face meeting. If the p/c is granted a waiver from the face-to-face requirement and completes the face-to-face by telephone, the CCIS must enter a face-to-face date and select the appropriate waiver reason from the drop-down list in PELICAN CCW on the Household Information page.

If the p/c does not meet the face-to-face requirement in person or by telephone as specified in **§ 168.18(f)**, the CCIS must deselect the "CC Request" checkbox on the Child Care Request page, select "Face-to-Face Requirement" from the "Reason Ending Care" drop-down box and click "Save". PELICAN CCW will fail the case and generate the appropriate correspondence (i.e., the Enrollment Ineligible or AA Notice based upon the Case Status and Mode).

See screen shot below.

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See Manual Section "400.27.3.20 – Questions – 400.7.4 – Face-to-Face Interview"

400.7.5 Enrollment Timeframes

As specified in § 168.18(g) (relating to need for child care), "A parent is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the Department notifies the parent that the child may be enrolled or that the family's current child care provider is ineligible to participate in the subsidized child care program."

If the p/c does not select an eligible provider and enroll the child(ren) within 30 calendar days as specified above, the CCIS must deselect the "CC Request" checkbox on the Child Care Request page, select "Child Not Enrolled" from the "Reason Ending Care" drop-down box and click "Save". PELICAN CCW will fail the case and generate the appropriate correspondence (i.e., the Enrollment Ineligible or AA Notice based upon the Case Status and Mode).

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See Manual Section "400.27.3.21 – Questions – 400.7.5 – Enrollment Timeframes"

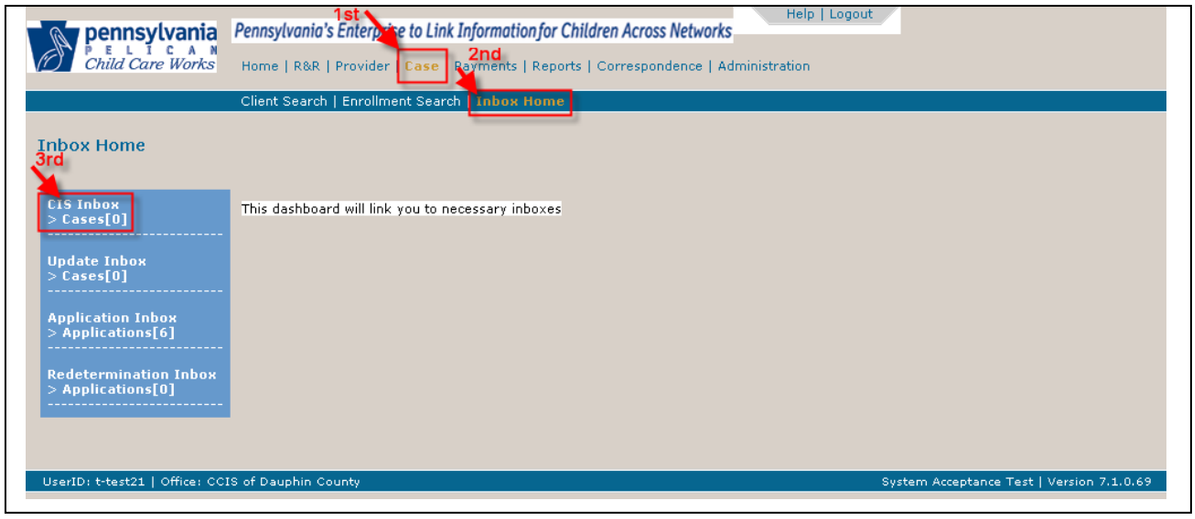
400.8 MANAGING THE CIS INBOX

The CCIS must review the CIS Inbox in PELICAN CCW daily. When a new TANF case lands in the PELICAN CCW CIS Inbox, whether pushed from CIS or pulled by the CCIS, this signifies a request for child care that the CCIS must process.

The CCIS must search the CIS Inbox to validate that a p/c's case was pushed or to locate the transfer information for a recently pulled case. This process assumes the following:

1. The p/c arrives at the CCIS and the CCIS has searched for the client using the Case Client Search and has found no existing case in PELICAN CCW (whether Open or Closed Ongoing or Pending Intake).
2. The CCIS worker reviews the CIS Inbox on a daily basis using the default search criteria to identify all cases.

The CCIS may access the CIS Inbox page by clicking "Case" on the Main Navigation bar and then clicking "CIS Inbox" on the Sub Navigation bar. The CIS Inbox is available to all workers in the CCIS office and multiple users can search the CIS Inbox at the same time.



The CIS Inbox consists of TANF, FS and GA/WS2 cases that are:

1. New to PELICAN CCW
2. Changing from FT, LI or HS/PK to TANF, FS or GA for the first time
3. Closed in PELICAN CCW and need to be reopened

In the CIS Inbox, a CCIS worker can:

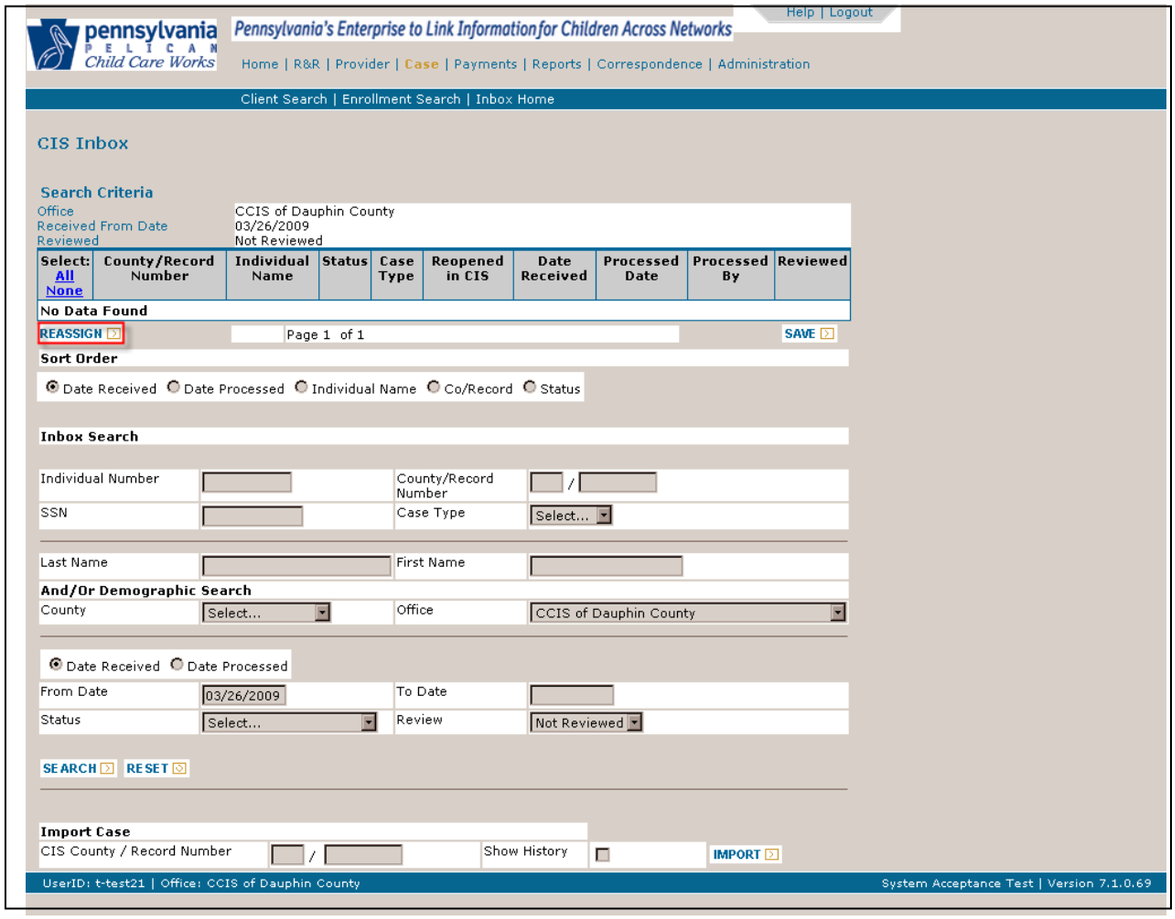
1. Identify cases referred by the CAO that were created via the CIS nightly batch process and require CCIS follow-up (i.e., a "pushed" case).
2. Import a CIS case (i.e., "pull" a case into PELICAN CCW) to:
   a. Create a second PELICAN CCW case.
   b. Establish retroactive enrollment(s) for a case.
3. Search for pushed and pulled cases and review the case statuses.
4. Transfer cases from the default caseload to another caseload.

The CIS Inbox enables a CCIS worker, who is entered as a "Supervisor" or "Director" to the 0005 caseload to reassign cases residing in the 0005 caseload to other workers. To reassign a case, the CCIS "Supervisor" or "Director" must select the checkbox(es) associated with a case and click "Reassign."

<u>NOTE:</u> The "All" hyperlink in the "Select" column enables selection of all of the visible cases. The "None" hyperlink clears the selections, unless the case was previously reassigned. If the case was previously reassigned, the "None" hyperlink will not clear the checkboxes.

Clicking "Reassign" reloads the CIS Inbox page and displays fields to enter the Supervisory Unit and Caseload. The CCIS "Supervisor" or "Director" must enter the Supervisory Unit and Caseload accordingly and click "Save." Once reassigned, the checkbox(es) for the cases will appear gray indicating the case cannot be reassigned.

The following screen shot indicates the location of the "Reassign" button on the CIS Inbox page.



<u>NOTE:</u> PELICAN CCW allows selection using the checkboxes only if:

1. The logged-in worker belongs to the current office.
2. The case transfer is not in "Failed" or "Unprocessed" status.
3. The case is assigned to the default 0005 caseload (Cases with a "Yes" indicator in the "Reopened in CIS" column are most likely not in the default caseload and therefore the checkbox is grayed out and disabled).

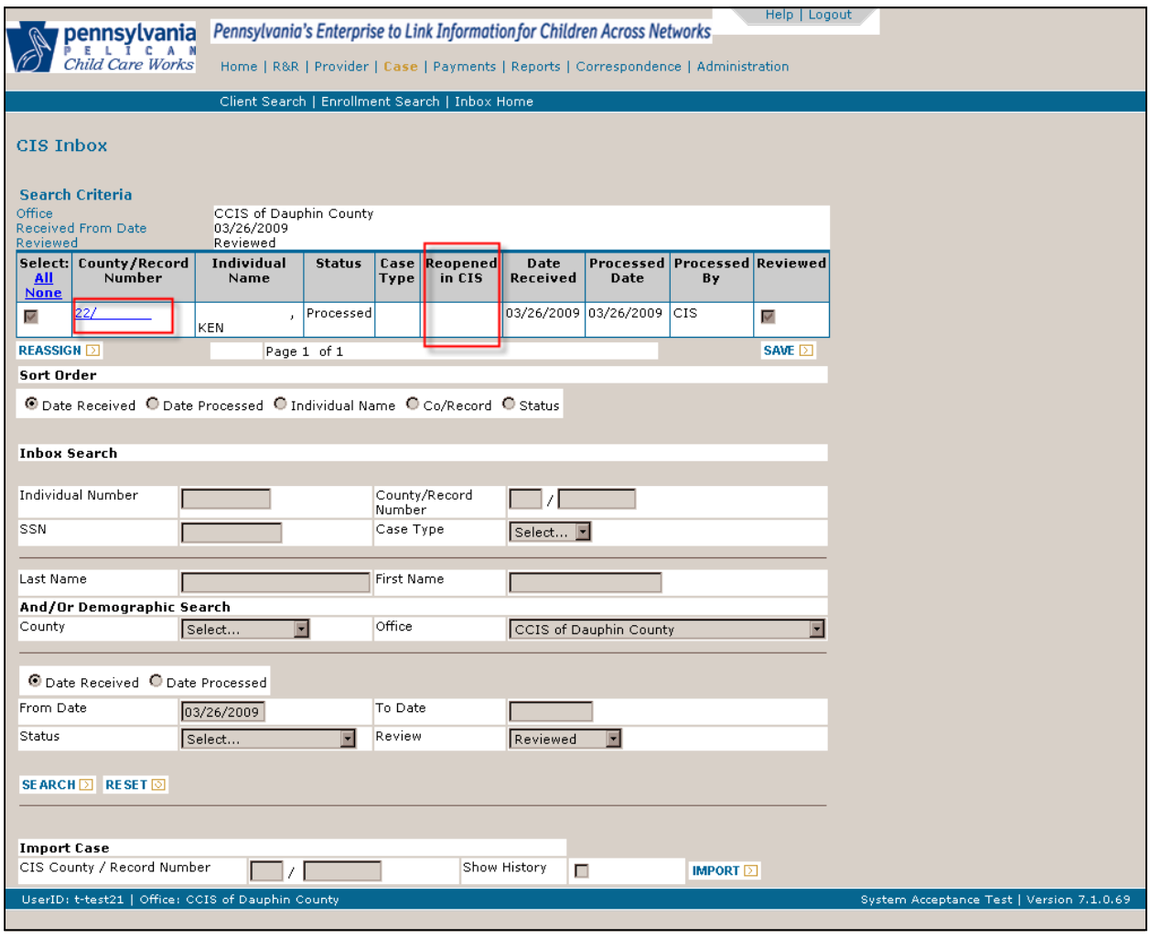
If reassignment needs to occur after the case is transferred from the default 0005 caseload, the workload functionality must be used.

If one CIS case is connected to multiple PELICAN CCW cases, upon checking the case in the CIS Inbox and clicking "Reassign," all PELICAN CCW cases with a default caseload belonging to that particular CIS case will change to the new Supervisory Unit or Caseload.

The results of the nightly batches are displayed in the CIS Inbox in PELICAN CCW. The CIS Inbox provides a Co/Record Number hyperlink from which the CCIS worker may access the case transfer information. If the case transfer information reflects the reopening of a budget in CIS, PELICAN CCW displays "Yes" in the "Reopened in CIS" column.

The PELICAN CCW Co/Record Number matches the CIS Case ID only when one budget group is associated with the CIS Case ID. If more than one budget is associated with the CIS Case ID, PELICAN CCW creates a new PELICAN CCW Co/Record Number for each additional budget.

See the screen shot below.



NOTE: The Co/Record Number displayed in the CIS Inbox always represents the CIS Co/Record Number.

PELICAN CCW enables the CCIS to search the CIS Inbox for both pushed and pulled cases using the following criteria:

1. A unique identifier such as Individual Number, SSN or Co/Record Number.
2. P/C Name
3. Demographics (for offices with multiple counties or offices)
4. "Received" and "Processed" Date ranges.
5. "Transfer" and "Review" Statuses.

Primarily, the CCIS will search the CIS Inbox using one of the following search criteria:

1. Name
2. Social Security Number (SSN)
3. Co/Record Number

The CCIS must use the "Name" search to validate that a p/c's case was Pushed or to locate the transfer information for a recently Pulled case when the County/Record Number and SSN are unknown. The CCIS may search based on name as follows:

1. Select Case on the Main Navigation bar and select Inbox Home on the Sub Navigation bar.
2. Click the Cases hyperlink under the CIS Inbox section.
3. Enter the Last Name and First Name.

   NOTE: For this search, Office is included in the results that are returned. If the p/c is unsure what county or office provided service, choose "Select..." from the drop-down box.

4. Complete other parameters as necessary.
5. Click Search.

The CCIS must use the "SSN" search to validate that a p/c's case was Pushed or to locate the transfer information for a recently Pulled case when the County/Record Number is unknown. The CCIS may search based on name as follows:

1. Select Case on the Main Navigation bar and select Inbox Home on the Sub Navigation bar.
2. Click the Cases link under the CIS Inbox section.
3. Enter the SSN.

   NOTE: For this search, Office is excluded in the results that are returned.

4. Complete other parameters as necessary.
5. Click Search.

The CCIS must use the "Co/Record Number" search to validate that a p/c's case was Pushed or to locate the transfer information for a recently Pulled case. The CCIS may search based on name as follows:

1. Select Case on the Main Navigation bar and select Inbox Home on the Sub Navigation bar.
2. Click the Cases link under the CIS Inbox section.
3. Enter the County/Record Number in the search parameters section of the page.

   NOTE: For this search, PELICAN CCW excludes all other parameters in the Inbox Search and Demographic Search sections.

4. Complete other parameters as necessary.

   NOTES:

   - If searching on a Monday, Case subsystem automatically includes the previous weekend in the default search date range.
   - If verifying that a new client (unknown to the CCIS) has been Pushed, back-date the From Date up to 60 days or perform a client search

5. Click Search.

Not all parameters are applied in a CIS Inbox search at the same time. See the table below for additional information.

X = PELICAN CCW uses the search criteria item

----- = PELICAN CCW ignores the search criteria item

Search Criteria Item	Individual Number Search	County Record Search	SSN Search	Name Search
Individual Number	X			
Co/Record Number	-----	X		
SSN	-----	-----	X	
Last Name	-----	-----	-----	X
First Name	-----	-----	-----	X
County	-----	-----	-----	X
Office	-----	-----	-----	X
From Date ("Received" or "Processed")	X	X	X	X
To Date ("Received" or "Processed")	X	X	X	X
Status	X	X	X	X
"Review" indicator	X	X	X	X

Statuses signal the CCIS worker to take appropriate actions on cases in the CIS Inbox. Not all statuses require action. Common statuses include:

1. Failed
2. Processed with Failures
3. Processed
4. Unprocessed

All cases in "Failed," "Processed with Failures" and "Processed" statuses remain listed in the CIS Inbox for 60 days.

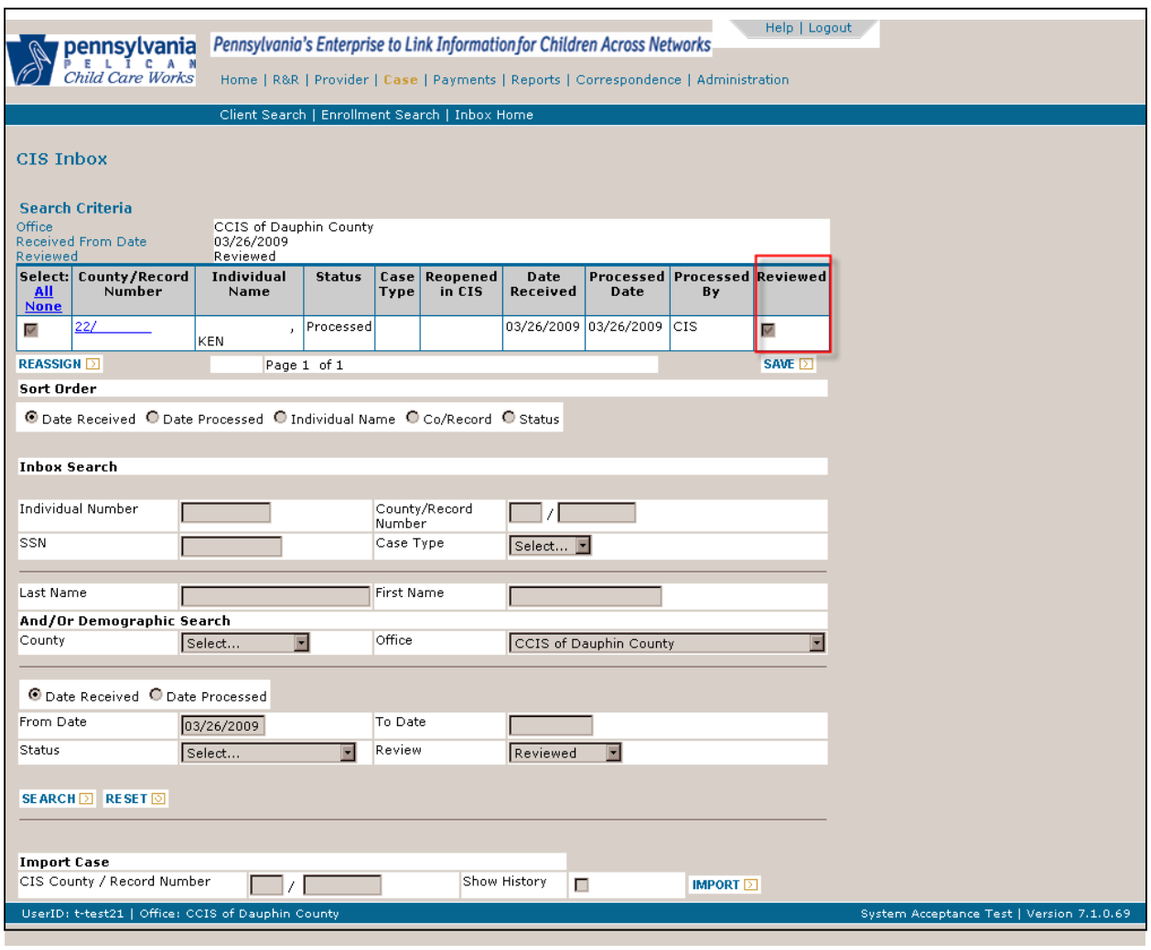
NOTE: If the CCIS worker knows the transfer occurred within the past 60 days and cannot locate the case, the CCIS worker must choose "Select…" from the "Review" drop-down box and search again.

Once eligibility for enrollment is confirmed for a case, PELICAN CCW automatically marks the cases as "Reviewed" to hide the information from default view in the CIS Inbox.

PELICAN CCW also uses the "Reviewed" Indicator to remove previously "Failed" data transfers from the CIS Inbox once a successful transfer for the same case is received (i.e., a transfer in "Processed" status).

The CCIS may also indicate that a case has been reviewed by checking the "Reviewed" Indicator and clicking "Save." Each CCIS may use its discretion as to how it will use the "Reviewed" Indicator.

See the screen shot below for the location of the "Reviewed" Indicator.



The following table describes the system or user action that the CCIS must take for each of the CIS Inbox status types.

System/User Action	Processed	Processed w/ Failures	Failed	Unprocessed
Case created successfully	Yes	Yes	No	No
The Welcome Letter is in "Released" status and is scheduled for the night's central printing	Yes	Yes	No	No
The Primary CIS Inbox worker reassigns a case to a new caseload as applicable	Yes	Yes	No	No
The CCIS worker follows up	No	Yes*	Contact the CAO and provide the failure reason codes. If the CAO has not resolved the issue and the p/c requests care, contact the designated Help Desk Representative to enter a PCR.	For pushed cases, contact the designated Help Desk Representative. For pulled cases, complete the pull process or ignore the status to delete the transfer record.

* Case was created but worker should not assess eligibility for enrollment until Failure Reason(s) are corrected

The CCIS can use the CIS Inbox as a case management tool to ensure that:

1. The CCIS follows-up on all "Processed" or "Processed with Failures" cases through case reassignment and creation of tracking date alerts.
2. The appropriate notification occurs for all "Failed" or "Unprocessed" cases.

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See Manual Section "400.27.3.22 – Questions – 400.8 – Managing the CIS Inbox"

400.8.1 Pushed Cases

The general process for a pushed case is as follows:

1. Case data is entered into CIS by a CAO Worker.
2. Cases requiring CC are flagged "R" by a CAO Worker.
3. Data for "R" flagged CIS cases is pushed and case is created in PELICAN CCW via the nightly batch process.
4. The CCIS Worker receives the case in the CIS Inbox and begins processing the case.

The CCIS must review pushed cases in the CIS Inbox and complete processing of a TANF case. This process assumes the following:

1. There are no active TANF cases for the p/c in PELICAN CCW.
2. The CCIS must review the CIS Inbox daily.
3. The CCIS must contact the p/c no later than Day 5 following the date the case appeared in the CIS Inbox.
4. The CCIS must assess and confirm eligibility for enrollment rules no later than Day 15 following the date the case appeared in the CIS Inbox.
5. The process for reviewing pushed cases will vary according to the CCIS office. This process uses a CCIS practice where each Eligibility Specialist monitors his or her own cases alphabetically.
6. Multi-county offices may need to use the County parameter as part of the CIS Inbox search.

Within 5 calendar days following the date the case appears in the CIS Inbox, the CCIS must:

1. Call the p/c to:
    a. Obtain provider information.
        i. If the p/c does not have an eligible provider, inform the p/c that he has 30 days (from the date the case appeared in the CIS Inbox or the date the p/c is notified his/her provider is ineligible) to select a provider and report this to the CCIS office.
        ii. If the p/c does not select a provider within 30 days, the case is ineligible for child care. The CCIS must remove the request for care using "Child not Enrolled," click save, assess and confirm enrollment rules.
    b. Collect the child care schedule, immunization information and developmental age (if appropriate).

c. Schedule the face-to-face (within 30 days of appearing in the CIS Inbox). If the p/c does not attend the face-to-face or contact the CCIS to reschedule or claim hardship, the CCIS must generate an AA as follows:

i. Remove the child care request using "Face-to-Face Requirements."

ii. Click "Save."

iii. Assess and confirm enrollment rules. (An AA will be generated.)

2. Document unsuccessful attempts to contact the p/c in the case comments in PELICAN CCW.

Within 15 calendar days of the date the case appears in the CIS Inbox (pushed) or the date the CCIS pulled the case into the CIS Inbox, the CCIS must assess eligibility for enrollment and send a written notice to the p/c informing them of eligibility or ineligibility for child care enrollment.

The CCIS can find pushed cases in the offices default "0005 Transferred CIS Cases Caseload" using the Caseload Search page. To locate the new case, the CCIS worker may search using "Pending" case status. If desired, cases can then be transferred to the appropriate caseload.

Confidential cases in CIS are not indicated during the transfer to PELICAN CCW; therefore, the case listing appears in the CIS Inbox for everyone in the CCIS office. However, the corresponding case is restricted to the CCIS worker assigned to the default caseload. For additional information regarding confidential cases, see **Manual Section "400.19 – Confidentiality"**.

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See Manual Section "400.27.3.23 – Questions – 400.8.1 – Pushed Cases"

400.8.1.1 Procedures

The pushed case review process in PELICAN CCW is as follows:

1. Select Case on the Main Navigation bar and select Inbox Home on the Sub Navigation bar.
2. Select the Cases link under the CIS Inbox section.

   NOTE: The default search returns Not Reviewed CIS transfers in all statuses as of the previous calendar day.

3. Enter the appropriate From Date. If searching on a Monday, PELICAN CCW will automatically include the weekend in the default search date range.

   NOTE: Remember if a holiday falls on a business day, enter a From Date for the business day prior to the holiday.

4. Click Search.
5. View the Status of the results.
6. (Optional) Supervisors may use the CIS Inbox or Workload Search page to reassign Processed and Processed with Failures cases as appropriate.
7. Follow the procedures that correspond to each status:

   - The Failed Status Procedure at **Manual Section "400.8.3.1 – Failed Status Procedure."**
   - The Processed with Failures Status Procedure at **Manual Section "400.8.3.2 – Processed with Failures Status Procedure."**
   - The Processed Status Procedure at **Manual Section "400.8.3.3 – Processed Status Procedure."**

8. Access the Case Profile Summary page of the case using one of the following methods (i.e., Case Completion and Assessment Process):

   - If you have already been assigned the case, use the Workload Search page to access it and then navigate appropriately.

   - Perform a Case Client Search and navigate appropriately.

   - Perform a CIS Inbox Search to locate the transfer. Use the Processed Date and Select drop-down menu for Reviewed. Click the Co/Record hyperlink to navigate to the CIS Case Summary page. Click the Co/Record number hyperlink on the CIS Case Summary page.

9. Update case information if provided by the p/c as follows:

   a. Missing information as specified in **Manual Section "400.8.5.1 – Information Ownership"**.

   b. Training Information as specified in **Manual Section "400.8.4.6 – Training Specific"** and **Manual Section "400.13.5.6 – Training Specific"**.

   c. Child care need as specified in **Manual Section "400.11.2 – Determining the Schedule"**.

   d. Child disability or developmental age Information as specified in **Manual Section "400.7.3 – Child Disability, Injury or Impairment"**.

10. Navigate to the Child Care Request page.

11. Complete the Care Request page appropriately and click Save.

12. Determine whether information was received within 15 days.

    a. If yes, complete the following steps:

        i. On the Child Care Request page, select the CC Request for each child needing care, and enter immunization status and verification, and save the record.

        ii. On the Case Summary page, select Determine Eligibility or from the Select drop-down menu, click Assess Eligibility.

        iii. Select the appropriate child care program and click Assess Eligibility.

        iv. Click Individual Results to determine if a second case must be created.

        v. Confirm the Family Composition and Individual Eligibility Statuses are correct.

        vi. Click Confirm.

        vii. Create the enrollment(s).

    b. If no, complete the following steps:

        i. Ensure the cc request is not selected on the Child Care Request page.

        ii. Assess eligibility for enrollment. PELICAN CCW will fail the case using reason "036 – No Need for Care/Response to Welcome Letter – Inelig – CIS."

        iii. Click confirm.

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400.8.1.2 Examples

This section includes examples indicating the timeframes associated with processing a pushed case in PELICAN CCW.

Action Required	CIS Inbox Date	Max# Calendar Days to Complete	Max Date Action Required
Contact p/c	8/31	5 (from CIS Inbox Date)	9/4
Assess/Confirm elig. for enrollment		15 (from CIS Inbox Date)	9/15
Face-to-Face Scheduled		30 (from CIS Inbox Date)	9/30
Enrollment with Eligible Provider		30 (from CIS Inbox Date)	9/30
Face-to-Face Extension, if applicable		30 (from Date hardship claimed)	10/30

1. **Using the timeframe table above, a TANF case appears in the CIS Inbox on 8/31. The CCIS contacts the p/c on 9/2 and obtains immunization, provider and schedule information. The face-to-face is scheduled on 9/16. The p/c wishes to use her neighbor as a child care provider. The R/N is unknown to PELICAN CCW. The CCIS informs the p/c of the provider requirements and explains the child(ren) must be enrolled with an eligible provider no later than 9/30. The CCIS begins processing the information to establish an R/N Agreement.**

2. **Using the timeframe table above, a TANF case appears in the CIS Inbox on 8/31. The CCIS attempts to contact the p/c on 9/4, but is unsuccessful. The CCIS documents the unsuccessful attempt in case comments. The p/c contacts the CCIS on 9/14 and provides immunization, provider and schedule information. The face-to-face is scheduled on 9/28. The p/c selects a regulated provider and children are enrolled on 9/21. On 9/23, the p/c contacts the CCIS to reschedule the face-to-face as she must work overtime. The CCIS grants an extension and reschedules the face-to-face on 10/5.**

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400.8.2 Pulling Cases

The CCIS may pull cases directly from CIS into PELICAN CCW in real-time. The CCIS must pull/import a case as follows:

1. When a p/c comes into the CCIS office with an AMR and requests child care, but the case has not yet been pushed.

2. When the p/c does not inform the CAO of the need for child care prior to arriving at the CCIS office, the case has not been pushed and the p/c expresses an immediate need for care.

3. When the p/c informed the CAO of the need for child care but the nightly batch process did not run prior to the p/c arriving at the CCIS office and the p/c is expressing an immediate need for care.

   NOTE: For Numbers (2) and (3) above, the CCIS must check the child care eligibility in CIS to ensure eligibility prior to pulling the case. If the TANF budget is eligible for child care, a "Y" or "P" will appear on the corresponding CQBUDG screen in CIS in the "CCIS Transfer" field.

4. When one CIS child care program closes and another opens (i.e., FS ends and TANF opens; a TANF-U budget closes and TANF-C opens; or a TANF C budget closes and TANF –U opens).

5. When a pushed case consists of two budget groups and some of the children included in the budget are ineligible after the initial assessment of enrollment rules.

Policy regarding processing a pulled case in the CIS Inbox is the same as processing a pushed case in the CIS Inbox. The only difference is how the case was transferred and what initiated the transfer from CIS to PELICAN CCW (i.e., the nightly batch push process or the online pull process).

Within 5 calendar days following the date the case appears in the CIS Inbox, the CCIS must:

1. Call the p/c to:

   a. Obtain provider information.

      i. If the p/c does not have an eligible provider, inform the p/c that he has 30 days (from the date the case appears in the CIS Inbox or the date the p/c is notified his/her provider is ineligible) to select a provider and report this to the CCIS office.

      ii. If the p/c does not select a provider within 30 days, the case is ineligible for child care. The CCIS must remove the request for care using "Child not Enrolled," click save, assess and confirm enrollment rules.

   b. Collect the child care schedule, immunization information and developmental age (if appropriate).

c. Schedule the face-to-face (within 30 days of appearing in the CIS Inbox). If the p/c does not attend the face-to-face or contact the CCIS to reschedule or claim hardship, the CCIS must generate an AA as follows:

i. Remove the child care request using "Face-to-Face Requirements."

ii. Click "Save."

iii. Assess and confirm enrollment rules. (An AA will be generated.)

2. Document unsuccessful attempts to contact the p/c in the case comments in PELICAN CCW.

Within 15 calendar days of the date the case appears in the CIS Inbox (pushed) or the date the CCIS pulled the case into the CIS Inbox, the CCIS must assess eligibility for enrollment and send a written notice to the p/c informing them of eligibility or ineligibility for child care enrollment.

Prior to pulling a new case, the CCIS must search PELICAN CCW for an active case. This will help prevent duplicate cases being created in PELICAN CCW.

If the CCIS and the p/c do not know the Co/Record Number for the case, the CCIS may search CIS by p/c name, date of birth (DOB) or SSN to obtain the Co/Record Number. The CIS Co/Record Number is required to complete the pull process. When pulling a case, the CCIS must ensure the case:

1. Exists in CIS.
2. Is eligible for child care.
3. Consists of an "E" status parent who is participating in a CAO-approved work activity.

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See Manual Section "400.27.3.24 – Questions – 400.8.2 – Pulling Cases"

400.8.2.1 Procedures

The CCIS must complete the following steps in order to pull a case from CIS into PELICAN CCW:

1. Select Case on the Main Navigation bar and select Inbox Home on the Sub Navigation bar.

2. Click the Cases link under the CIS Inbox section.

   NOTE: The default search returns for the CCIS office is "Not Reviewed." CIS transfers in all statuses as of the previous calendar day.

3. Enter the CIS Co/Record Number into the Import Case field located at the bottom of the CIS Inbox.

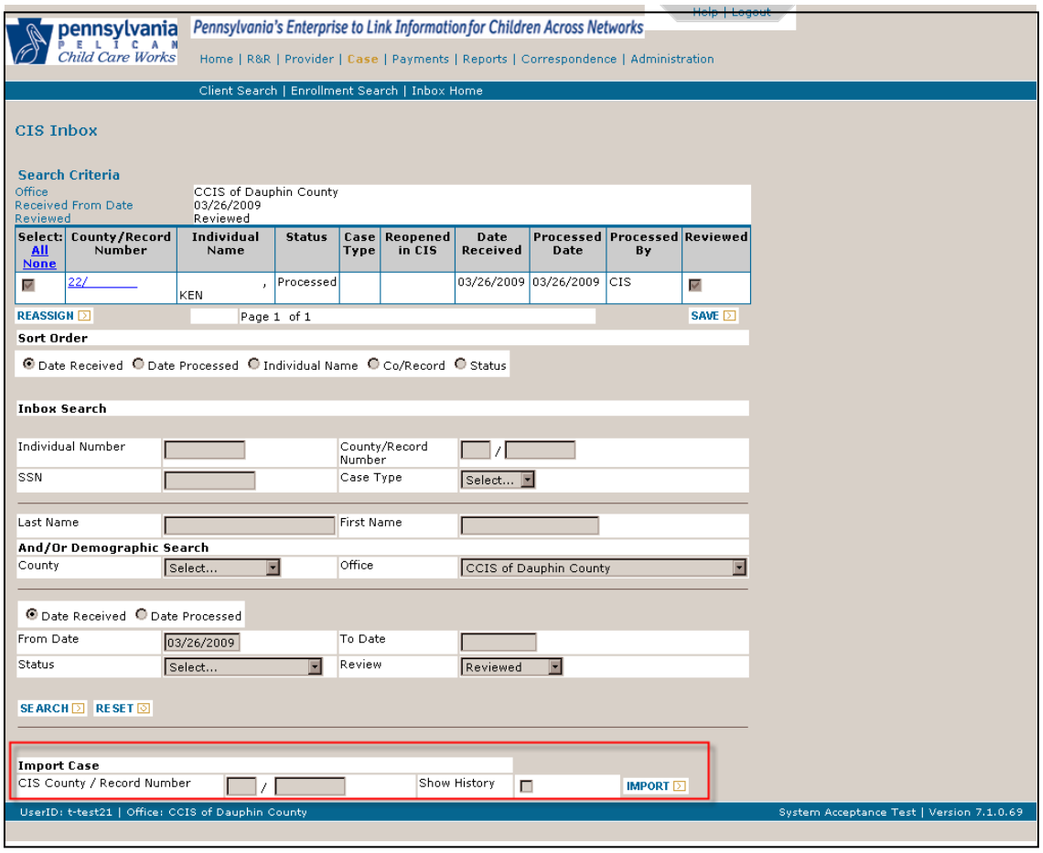
4. Determine if retroactive child care was requested and if so, there may be a break in CIS eligibility in the past 60 days:

   - Yes care is requested and there is a break – Select the Show History checkbox. Continue to the next step; or

   - Yes care is requested and there is NO break – Continue to the next step

   - No – Continue to the next step

5. Click Import.



6. Review the information on the CIS Case Summary page. Click Continue at the bottom of the page (this moves you to the Workload and Budget Selection page). See the screen shot below. At this point the CCIS worker may complete processing the case or may "Cancel" the pull.

   NOTE: If the CCIS cancels the pull, the case will appear in the CIS Inbox with an "Unprocessed" status, where it will reside for one day.

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Client Search | Enrollment Search | Inbox Home

CIS Case Summary

County/Record Number : 22/

CAO District : Dauphin County Assistance Office [220]
New CCIS Office :

Address and Contact Information

Address
HBG, PA 17104
Phone Number

Case Members

Individual Number	Individual Name	SSN	DOB	Citizen Status	Gender	Race	Ethnicity
	, SONIA M	***-**-310		Citizen	F		
	, RYLAND	***-**-744		Citizen	M		
	, ARIES M	***-**-669		Citizen	F		
	, LYNN	***-**-710		Citizen	F		
	, MIKAH A	***-**-627		Citizen	M		

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
C		00	TANF	03/16/2009			Open

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Specified Relative	03/16/2009	
	, ARIES M	Eligible Child	03/16/2009	
	, LYNN M	Eligible Child	03/16/2009	
	, MIKAH A	Eligible Child	03/16/2009	

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
J		00	TANF	07/01/2005			Open

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Not Requesting	07/01/2006	04/13/2009
	, RYLAND A	Eligible Child	04/14/2009	
	, RYLAND A	Eligible Child	10/16/2007	04/13/2009
	, ARIES M	Not Requesting	10/16/2007	04/13/2009
	, LYNN M	Not Requesting	10/16/2007	04/13/2009
	, MIKAH A	Not Requesting	10/16/2007	04/13/2009

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
FS		00	Food Stamps	06/01/2007			Open

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Able Bodied Waived Adult-FS	04/01/2009	
	, SONIA M	Eligible Able Bodied Waived Adult-FS	03/01/2009	03/31/2009
	, SONIA M	Eligible Able Bodied Adult-FS	12/01/2008	02/28/2009
	, SONIA M	Eligible Able Bodied Adult-FS	06/01/2008	11/30/2008
	, SONIA M	Eligible Able Bodied Adult-FS	02/01/2008	05/31/2008
	, RYLAND A	Eligible Member-FS	04/01/2009	
	, RYLAND A	Eligible Member-FS	12/01/2008	03/31/2009
	, RYLAND A	Eligible Member-FS	02/01/2008	11/30/2008
	, ARIES M	Eligible Member-FS	04/01/2009	
	, ARIES M	Eligible Member-FS	12/01/2008	03/31/2009
	, ARIES M	Eligible Member-FS	02/01/2008	11/30/2008
	, LYNN	Eligible Member-FS	04/01/2009	
	, LYNN	Eligible Member-FS	12/01/2008	03/31/2009
	, LYNN	Eligible Member-FS	02/01/2008	11/30/2008
	, MIKAH A	Eligible Member-FS	04/01/2009	
	, MIKAH A	Eligible Member-FS	12/01/2008	03/31/2009
	, MIKAH A	Eligible Member-FS	02/01/2008	11/30/2008

Disability Information

Individual Number	Individual Name	Disability Type	Disability Begin Date	Disability End Date
	, RYLAND A	Cash : Permanent FS : Permanent	01/05/2007	

Employment Information

Individual Number	Individual Name	Business Name	Begin Date	End Date
	, SONIA M	YWCA	12/05/2005	03/15/2009

Unearned Income Information

Individual Number	Individual Name	Income Source	Income Frequency	Income Month
	, MIKAH A	Child Support	Every Two Weeks	MAR 2009
	, RYLAND A	Child Support	Every Two Weeks	MAR 2009
	, RYLAND A	Supplemental Security Income	Monthly	MAY 2009

Training Information

Individual Number	Individual Name	Project Code	Hours	Begin Date	End Date
	, SONIA M	A		10/29/2007	

Education Information

Individual Number	Individual Name	Name of School	School Type	Attendance Type	Graduation Date
	, RYLAND A	MIDDLE SCHOOL	J	F	
	, ARIES M	ELEM SCHOOL	E	F	
	, LYNN M	ELEM SCHOOL	E	F	
	, MIKAH A	ELEM SCHOOL	E	F	

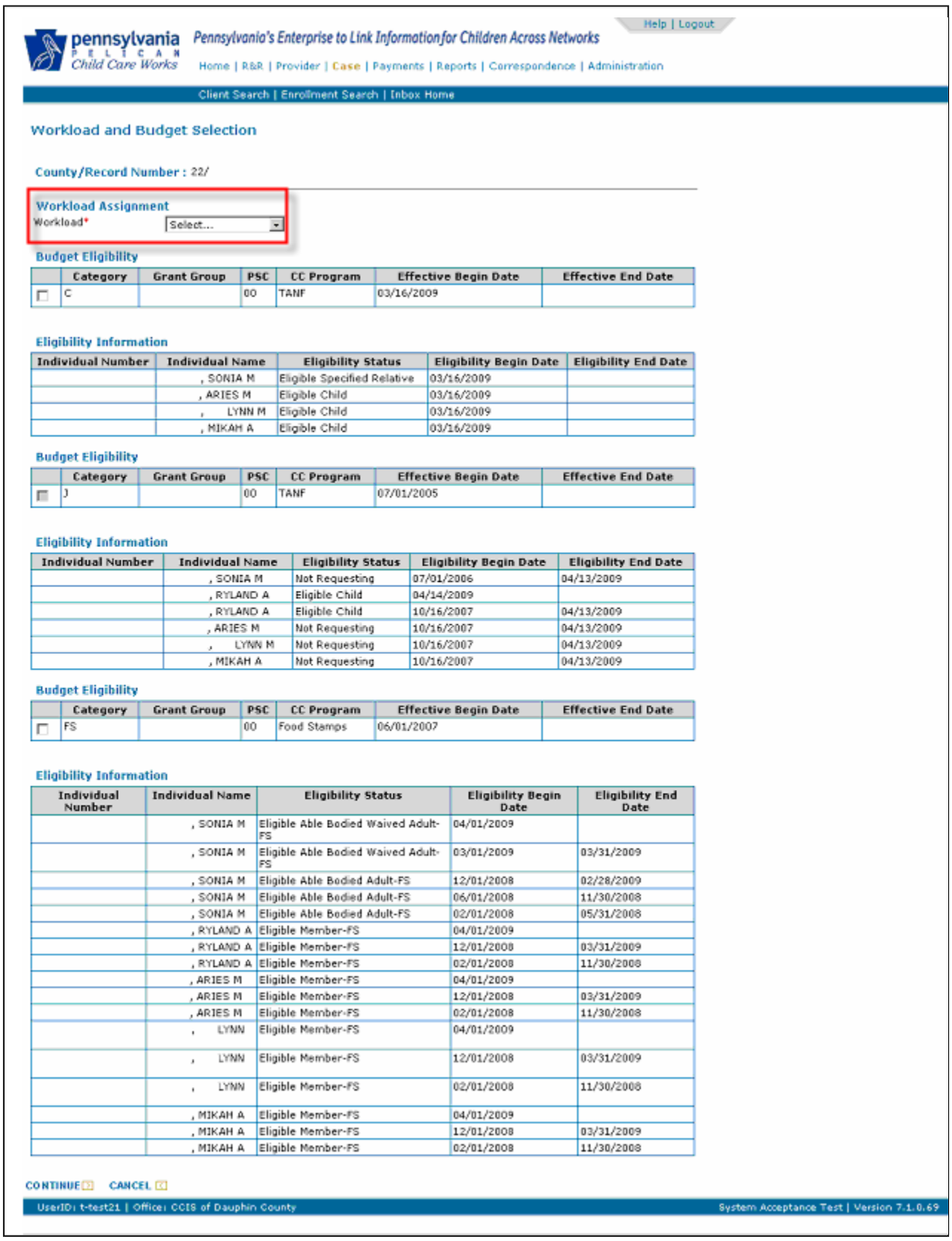
Sanction/Disqualification Information

Individual Number	Individual Name	Sanction Type	Sanction Details	Sanction Begin Date	Sanction End Date
No Data Found					

CONTINUE CANCEL

UserID: t-bell21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.69

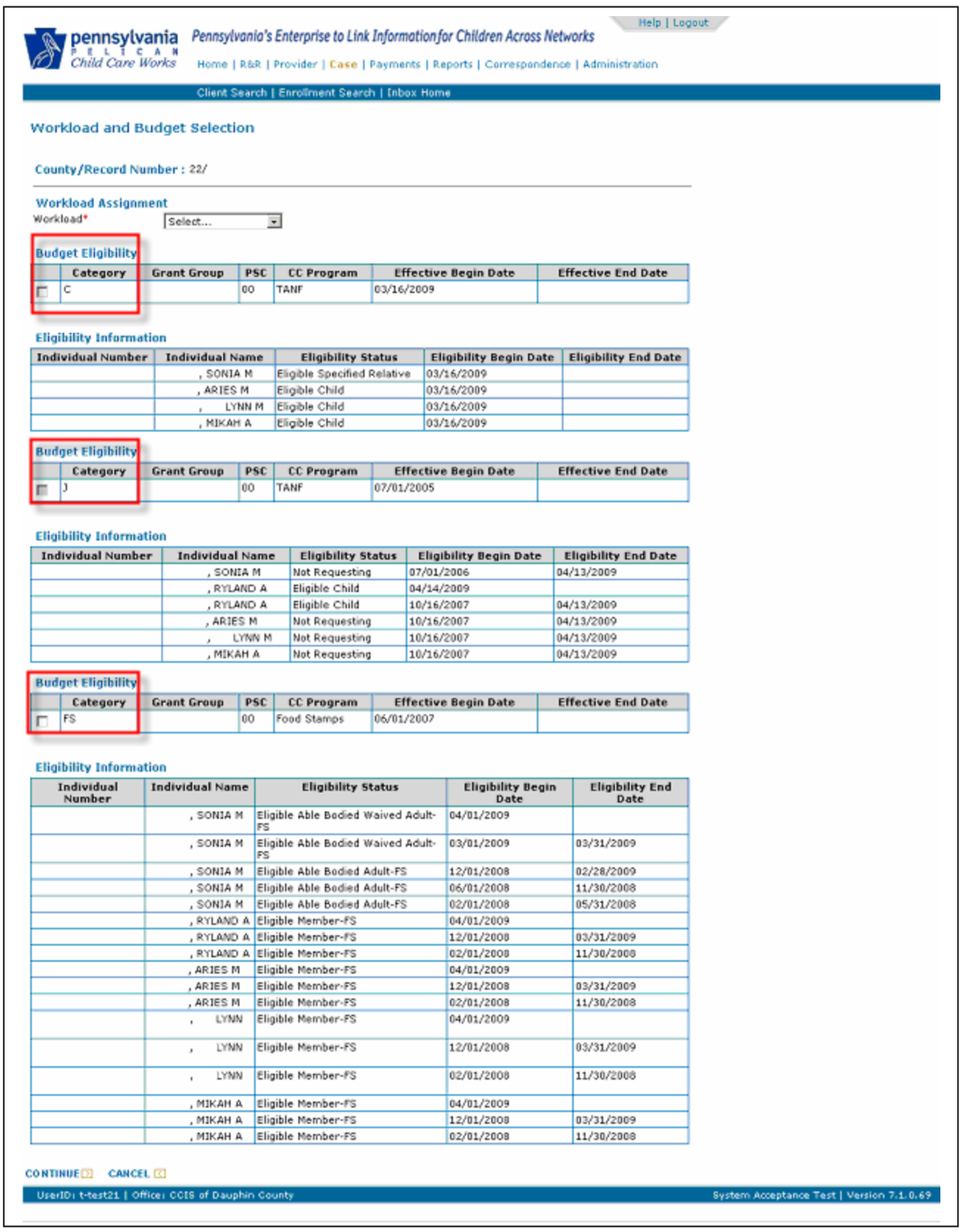
7. Select the primary worker of the case from the "Workload" drop-down menu.



8. In the Budget Eligibility section of the page, select the checkbox next to the appropriate budget group to be created in PELICAN CCW.

NOTES:

- If a single budget group exists for the case in CIS, PELICAN CCW displays a single budget group.
- If more than one budget group is available, PELICAN CCW displays all budget groups and the CCIS must select the appropriate budget group based on the case creation hierarchy as specified in **Manual Section "400.8.5.16 – Case Creation Hierarchy."**



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Workload and Budget Selection

County/Record Number : 22/

Workload Assignment

Workload* Select...

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	C		00	TANF	03/16/2009	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Specified Relative	03/16/2009	
	, ARIES M	Eligible Child	03/16/2009	
	, LYNN M	Eligible Child	03/16/2009	
	, MIKAH A	Eligible Child	03/16/2009	

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	J		00	TANF	07/01/2005	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Not Requesting	07/01/2006	04/13/2009
	, RYLAND A	Eligible Child	04/14/2009	
	, RYLAND A	Eligible Child	10/16/2007	04/13/2009
	, ARIES M	Not Requesting	10/16/2007	04/13/2009
	, LYNN M	Not Requesting	10/16/2007	04/13/2009
	, MIKAH A	Not Requesting	10/16/2007	04/13/2009

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	FS		00	Food Stamps	06/01/2007	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Able Bodied Waived Adult-FS	04/01/2009	
	, SONIA M	Eligible Able Bodied Waived Adult-FS	03/01/2009	03/31/2009
	, SONIA M	Eligible Able Bodied Adult-FS	12/01/2008	02/28/2009
	, SONIA M	Eligible Able Bodied Adult-FS	06/01/2008	11/30/2008
	, SONIA M	Eligible Able Bodied Adult-FS	02/01/2008	05/31/2008
	, RYLAND A	Eligible Member-FS	04/01/2009	
	, RYLAND A	Eligible Member-FS	12/01/2008	03/31/2009
	, RYLAND A	Eligible Member-FS	02/01/2008	11/30/2008
	, ARIES M	Eligible Member-FS	04/01/2009	
	, ARIES M	Eligible Member-FS	12/01/2008	03/31/2009
	, ARIES M	Eligible Member-FS	02/01/2008	11/30/2008
	, LYNN	Eligible Member-FS	04/01/2009	
	, LYNN	Eligible Member-FS	12/01/2008	03/31/2009
	, LYNN	Eligible Member-FS	02/01/2008	11/30/2008
	, MIKAH A	Eligible Member-FS	04/01/2009	
	, MIKAH A	Eligible Member-FS	12/01/2008	03/31/2009
	, MIKAH A	Eligible Member-FS	02/01/2008	11/30/2008

CONTINUE CANCEL

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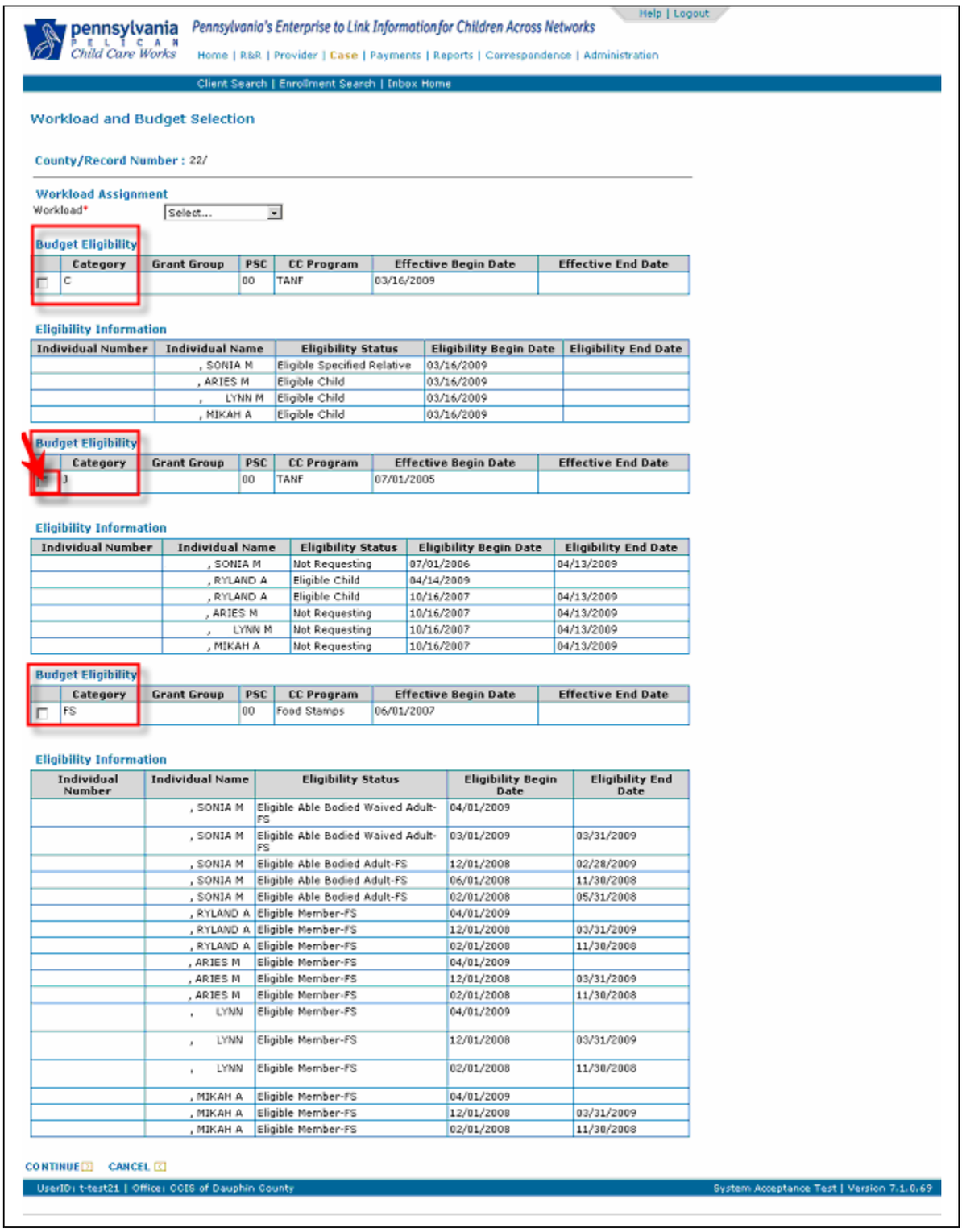
- If more than one budget group is available and PELICAN CCW previously created a case for the budget group, the checkbox next to the previously created budget is disabled to prevent duplicate case creation.
- The checkbox for any J budget displayed on this page appears disabled to indicate the CCIS must select another budget.



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Workload and Budget Selection

County/Record Number : 22/

Workload Assignment

Workload* Select...

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	C		00	TANF	03/16/2009	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Specified Relative	03/16/2009	
	, ARIES M	Eligible Child	03/16/2009	
	, LYNN M	Eligible Child	03/16/2009	
	, MIKAH A	Eligible Child	03/16/2009	

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	J		00	TANF	07/01/2005	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Not Requesting	07/01/2006	04/13/2009
	, RYLAND A	Eligible Child	04/14/2009	
	, RYLAND A	Eligible Child	10/16/2007	04/13/2009
	, ARIES M	Not Requesting	10/16/2007	04/13/2009
	, LYNN M	Not Requesting	10/16/2007	04/13/2009
	, MIKAH A	Not Requesting	10/16/2007	04/13/2009

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	FS		00	Food Stamps	06/01/2007	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Able Bodied Waived Adult-FS	04/01/2009	
	, SONIA M	Eligible Able Bodied Waived Adult-FS	03/01/2009	03/31/2009
	, SONIA M	Eligible Able Bodied Adult-FS	12/01/2008	02/28/2009
	, SONIA M	Eligible Able Bodied Adult-FS	06/01/2008	11/30/2008
	, SONIA M	Eligible Able Bodied Adult-FS	02/01/2008	05/31/2008
	, RYLAND A	Eligible Member-FS	04/01/2009	
	, RYLAND A	Eligible Member-FS	12/01/2008	03/31/2009
	, RYLAND A	Eligible Member-FS	02/01/2008	11/30/2008
	, ARIES M	Eligible Member-FS	04/01/2009	
	, ARIES M	Eligible Member-FS	12/01/2008	03/31/2009
	, ARIES M	Eligible Member-FS	02/01/2008	11/30/2008
	, LYNN	Eligible Member-FS	04/01/2009	
	, LYNN	Eligible Member-FS	12/01/2008	03/31/2009
	, LYNN	Eligible Member-FS	02/01/2008	11/30/2008
	, MIKAH A	Eligible Member-FS	04/01/2009	
	, MIKAH A	Eligible Member-FS	12/01/2008	03/31/2009
	, MIKAH A	Eligible Member-FS	02/01/2008	11/30/2008

CONTINUE CANCEL

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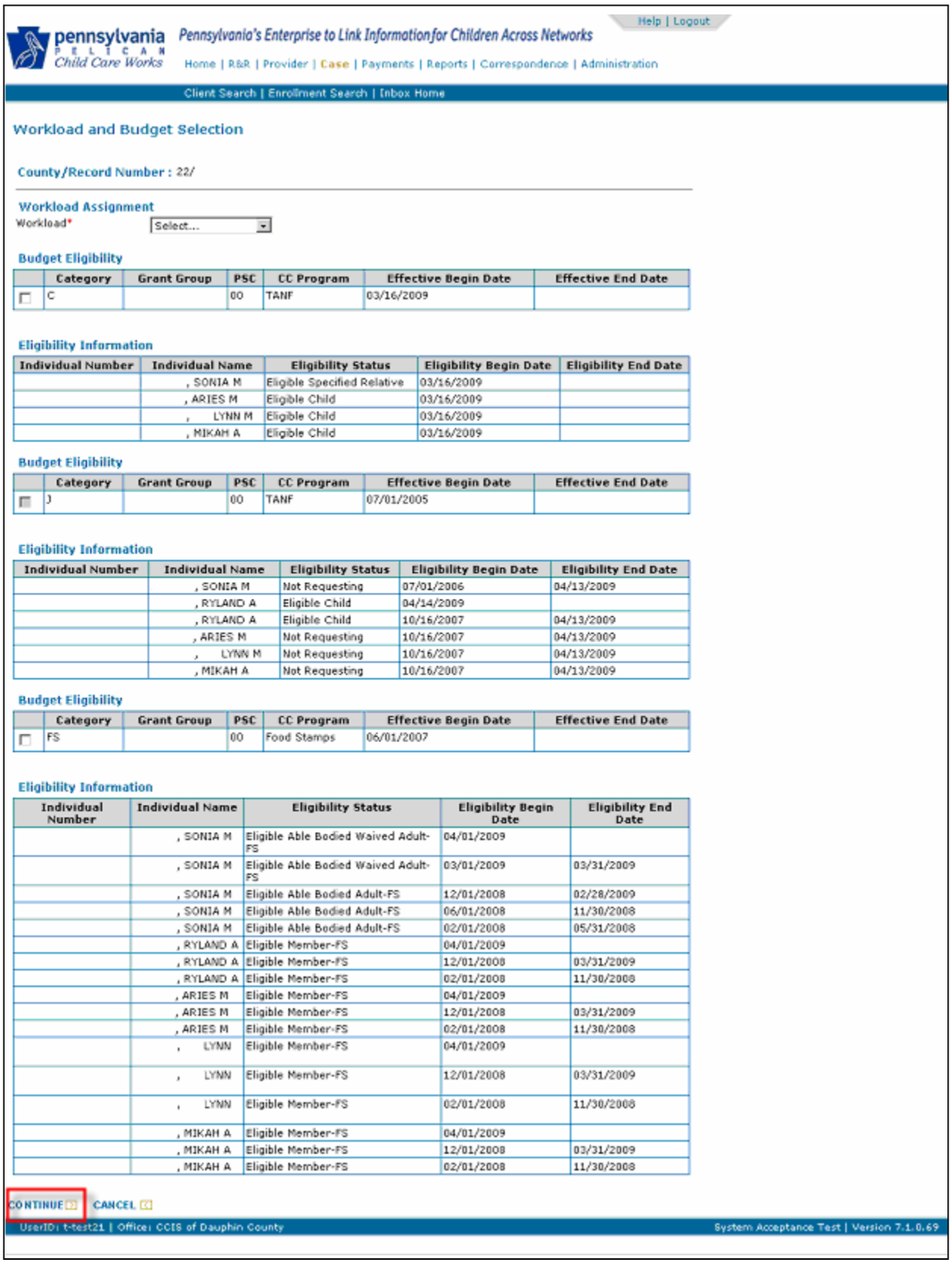
9. Click Continue (this creates the case and you will be taken to the CIS Case Summary page).



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Workload and Budget Selection

County/Record Number : 22/

Workload Assignment

Workload* Select...

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	C		00	TANF	03/16/2009	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Specified Relative	03/16/2009	
	, ARIES M	Eligible Child	03/16/2009	
	, LYNN M	Eligible Child	03/16/2009	
	, MIKAH A	Eligible Child	03/16/2009	

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	J		00	TANF	07/01/2005	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Not Requesting	07/01/2006	04/13/2009
	, RYLAND A	Eligible Child	04/14/2009	
	, RYLAND A	Eligible Child	10/16/2007	04/13/2009
	, ARIES M	Not Requesting	10/16/2007	04/13/2009
	, LYNN M	Not Requesting	10/16/2007	04/13/2009
	, MIKAH A	Not Requesting	10/16/2007	04/13/2009

Budget Eligibility

	Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date
☐	FS		00	Food Stamps	06/01/2007	

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, SONIA M	Eligible Able Bodied Waived Adult-FS	04/01/2009	
	, SONIA M	Eligible Able Bodied Waived Adult-FS	03/01/2009	03/31/2009
	, SONIA M	Eligible Able Bodied Adult-FS	12/01/2008	02/28/2009
	, SONIA M	Eligible Able Bodied Adult-FS	06/01/2008	11/30/2008
	, SONIA M	Eligible Able Bodied Adult-FS	02/01/2008	05/31/2008
	, RYLAND A	Eligible Member-FS	04/01/2009	
	, RYLAND A	Eligible Member-FS	12/01/2008	03/31/2009
	, RYLAND A	Eligible Member-FS	02/01/2008	11/30/2008
	, ARIES M	Eligible Member-FS	04/01/2009	
	, ARIES M	Eligible Member-FS	12/01/2008	03/31/2009
	, ARIES M	Eligible Member-FS	02/01/2008	11/30/2008
	, LYNN	Eligible Member-FS	04/01/2009	
	, LYNN	Eligible Member-FS	12/01/2008	03/31/2009
	, LYNN	Eligible Member-FS	02/01/2008	11/30/2008
	, MIKAH A	Eligible Member-FS	04/01/2009	
	, MIKAH A	Eligible Member-FS	12/01/2008	03/31/2009
	, MIKAH A	Eligible Member-FS	02/01/2008	11/30/2008

CONTINUE CANCEL

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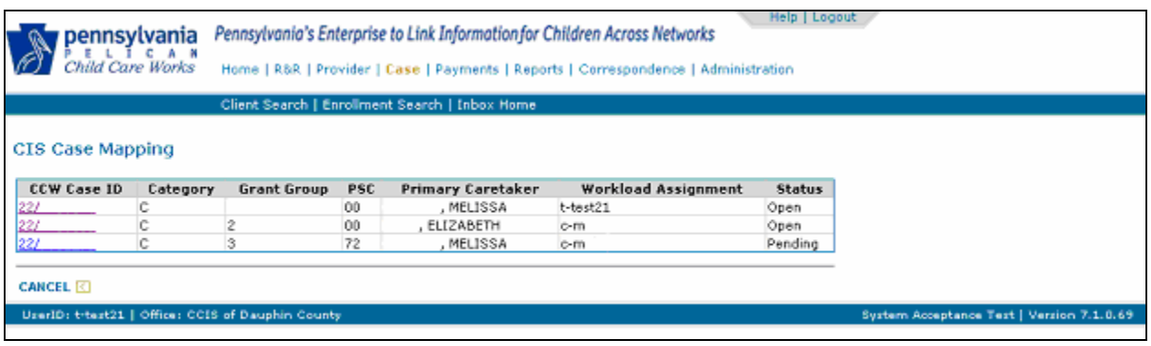
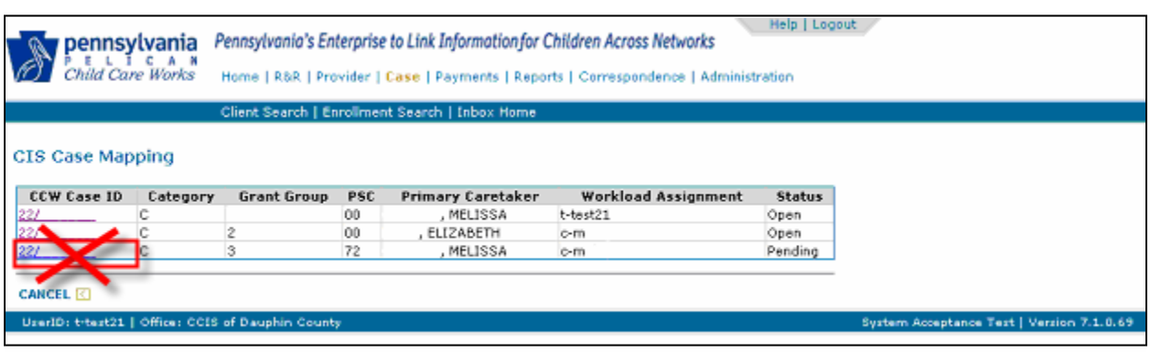
NOTES:

- If there is an existing case in PELICAN CCW that is known to CIS, the CIS Case Mapping page will open. Do not click the Co/Record number hyperlink, instead click Cancel and return to the CIS Inbox to locate the case.
- If the case fails creation, a table of Failure Reasons displays at the top of the page and the CCIS must follow the procedures explained in **Manual Section "400.8.4 – Processing Failure Reasons."**

10. Write down both the "Open" and "Pending" case ID numbers before exiting the CIS Case Mapping Page.



11. Access the case in PELICAN CCW via the CIS Inbox, **NOT** the CIS Case Mapping page to determine if the pulled case (case in "Pending" status) has a status of "Processed" or "Processed with Failures." From the CIS Inbox, search for the original case number used to create the "Open" case. Although the pulled (i.e., new) case was created in PELICAN CCW, the CIS Inbox does not recognize the new PELICAN CCW case number.



NOTE:

A PELICAN CCW Co/Record Number hyperlink appears for each case on the CIS Case Mapping page. Clicking the hyperlink opens the Case Profile Summary page for that case. Although this hyperlink is provided, the CCIS worker must first validate successful processing by clicking "Cancel" or "CIS Inbox" to view the transfer status. If there is an absence of training and/or employment data occurred due to a transfer error, the CCIS will be able to identify the "Processed with Failures" status, follow the procedures to correct the Failure Reasons as described in **Manual Section "400.8.3.2. – Processed with Failures Status Procedure"** and ensure that eligibility for enrollment is correctly assessed.

12. If "Processed" proceed to Step (13) below; if "Processed with Failures" follow the steps outlined in **Manual Section "400.8.3.2 – Processed with Failures Status Procedure"**.
13. Open the new case (i.e., the case in "Pending" status) via the client search in PELICAN CCW or from the Case Home page using the new case number.
14. Once PELICAN CCW creates a case, the CCIS worker must assess eligibility for enrollment and create the enrollment(s).

If the CCIS worker pulls a case prior to the CAO pushing the case, the pulled case information will be used to create the case. If the pushed budget is the same as the one that was pulled, the pushed case will be treated as an update to the "Processed" case and appears in the Update Inbox. If the pushed budget is different and ranks higher in the case hierarchy than the pulled case in PELICAN CCW, the pushed case appears in the CIS Inbox.

When a family composition qualifies for more than one TANF, FS or GA budget and its corresponding child care program, the case creation hierarchy is used to create the case based on the budget group's eligibility. PELICAN CCW automatically applies this hierarchy when a case is pushed from CIS to PELICAN CCW. However, when a case is pulled by a CCIS worker that worker must make the proper selection. PELICAN CCW sends an alert to the supervisor if the CCIS worker does not follow the case creation hierarchy. For additional information regarding the hierarchy, see **Manual Section "400.8.5.16 – Case Creation Hierarchy."**

The CCIS worker may pull a C2 (or C3 through CZ) budget if the eligibility information indicates that a p/c or an eligible specified relative (i.e., "ES" eligibility status) is a member of that budget. If the C2 (or C3 through CZ) budget only includes a child, PELICAN CCW automatically includes the child in the C budget.

If the CCIS worker attempts to pull a case where only a child is included, PELICAN CCW will fail the transfer due to non-inclusion of a p/c (i.e., the Failure Reason is "P/C could not be derived").

If a case in "Unprocessed" status is pulled by the CCIS worker a second time, later in the day, the second pull for the case will delete and replace the first pull for the case in the CIS Inbox. For an ordinary pull, PELICAN CCW includes any individual in the case if eligibility for that individual exists in CIS as of the day of the pull. All historical eligibility information for an individual is pulled for up to 365 days or until the CCIS Go-Live date, whichever is later. To allow creation of an eligible segment for individuals who were not eligible on the day of the pull, the CCIS can use the "Show History" functionality.

Creating a second case using the pull process is necessary when the following are true:

1. An individual within a budget group is ineligible or not participating in the current CIS budget, while being eligible for enrollment under a second CIS budget; and
2. The remaining family members are eligible under the current CIS budget.

EXAMPLES:

1. A TANF budget consists of a mother and her daughter. A FS budget also exists, which consists of the mother, her daughter and her niece. The niece is not eligible for TANF child care, but is eligible for FS child care during the unpaid activity hours. A FS case must be pulled in order to provide child care for the niece.
2. A p/c moves from a C to a U budget or vice versa.

When determining the new CIS budget for a second, pulled, case, the CCIS must carefully review the CIS Case Summary page in PELICAN CCW. The "Budget Eligibility" section of the page displays the open CIS budgets along with the eligibility status, eligibility begin and eligibility end dates for each individual in the budget. This information is critical in helping the CCIS worker determine which CIS budget may be selected for the ineligible child.

The CCIS worker must remember to follow the case creation hierarchy as specified in **Manual Section "400.8.5.16 – Case Creation Hierarchy"** when determining which budget to select when a case is pulled into PELICAN CCW.

The newly created second case will have a new Co/Record Number. When pulling a second case, the CCIS must use the "Joint Custody/Multiple Case" indicator on the Child Care Request page and enter a corresponding date to prevent the case from failing eligibility for enrollment.

If either case, the pushed case or second pulled case, fail eligibility for enrollment due to another Failure Reason, the CCIS must confirm the results and ensure a **Child Care Enrollment Ineligible Notice** is sent to the p/c. The Child Care Enrollment Ineligible Notice will list all ineligible individuals.

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400.8.2.2 Examples

This section includes examples indicating the timeframes associated with processing a pushed case in PELICAN CCW.

Action Required	CIS Inbox Date	Max# Calendar Days to Complete	Max Date Action Required
Contact p/c	8/31	5 (from CIS Inbox Date)	9/4
Assess/Confirm elig. for enrollment		15 (from CIS Inbox Date)	9/15
Face-to-Face Scheduled		30 (from CIS Inbox Date)	9/30
Enrollment with Eligible Provider		30 (from CIS Inbox Date)	9/30
Face-to-Face Extension, if applicable		30 (from Date hardship claimed)	10/30

1. **Using the timeframe table above, a TANF case is pulled into the CIS Inbox on 8/31. The CCIS contacts the p/c on 9/2 and obtains immunization, provider and schedule information. The face-to-face is scheduled on 9/16. The p/c wishes to use her neighbor as a child care provider. The R/N is unknown to PELICAN CCW. The CCIS informs the p/c of the provider requirements and explains the child(ren) must be enrolled with an eligible provider no later than 9/30. The CCIS begins processing the information to establish an R/N Agreement.**

2. **Using the timeframe table above, a TANF case is pulled into the CIS Inbox on 8/31. The CCIS attempts to contact the p/c on 9/4, but is unsuccessful. The CCIS documents the unsuccessful attempt in case comments. The p/c contacts the CCIS on 9/14 and provides immunization, provider and schedule information. The face-to-face is scheduled on 9/28. The p/c selects a regulated provider and children are enrolled on 9/21. On 9/23, the p/c contacts the CCIS to reschedule the face-to-face as she must work overtime. The CCIS grants an extension and reschedules the face-to-face on 10/5.**

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400.8.2.3 Show History Functionality

The "Show History" functionality may be used in the following circumstances:

1. The CCIS must create an enrollment prior to a push because there was a delay in the p/c reporting the need for care to the CAO or CCIS; or
2. The CCIS must create a retroactive enrollment due to an appeal (up to 60 days in the past).

PELICAN CCW applies the following three conditional rules for the "Show History/Refresh" Pull:

1. If as of day 90, a portion or whole eligible segment exists, PELICAN CCW will pull history up to 365 days (or Go-Live).

   EXAMPLE:

   9/01/2008 – Todays' Date

   9/01/2007 – Day 365

   6/10/2008 – 9/01/2008 – 90 days of history

   Retrieved Segment: 5/19/2008 – 7/04/2008

   Retrieved Segment: 2/10/2008 – 3/28/2008

2. If there is no eligibility segment within the past 90 days, PELICAN CCW will NOT pull historical eligible segments.

   EXAMPLE:

   9/01/2008 – Todays' Date

   9/01/2007 – Day 365

   6/10/2008 – 9/01/2008 – 90 days of history

   IGNORED Segment: 4/08/2008 – 6/09/2008

3. If as of day 365 (or Go-Live), an eligibility segment exists, PELICAN CCW will pull up to the effective date of that segment.

   EXAMPLE:

   9/01/2008 – Todays' Date

   9/01/2007 – Day 365

   6/10/2008 – 9/01/2008 – 90 days of history

   Retrieved Segment: 5/19/2008 – 7/04/2008

   Retrieved Segment: 8/15/2007 – 9/30/2007

PELICAN CCW applies the following two conditional rules for an ordinary Pull:

1. If there is an eligible segment, as of today, PELICAN CCW will pull all history to day 365 (or Go-Live).

   EXAMPLE:

   9/01/2008 – Todays' Date

   9/01/2007 – Day 365

   Retrieved Segment: 7/20/2008 – 9/01/2008

2. If as of day 365 (or Go-Live), an eligible segment exists, PELICAN CCW will pull up to the effective date of that segment.

   EXAMPLE:

   9/01/2008 – Todays' Date

   9/01/2007 – Day 365

   Retrieved Segment: 7/20/2008 – 9/01/2008

   Retrieved Segment: 8/15/2007 – 9/30/2007

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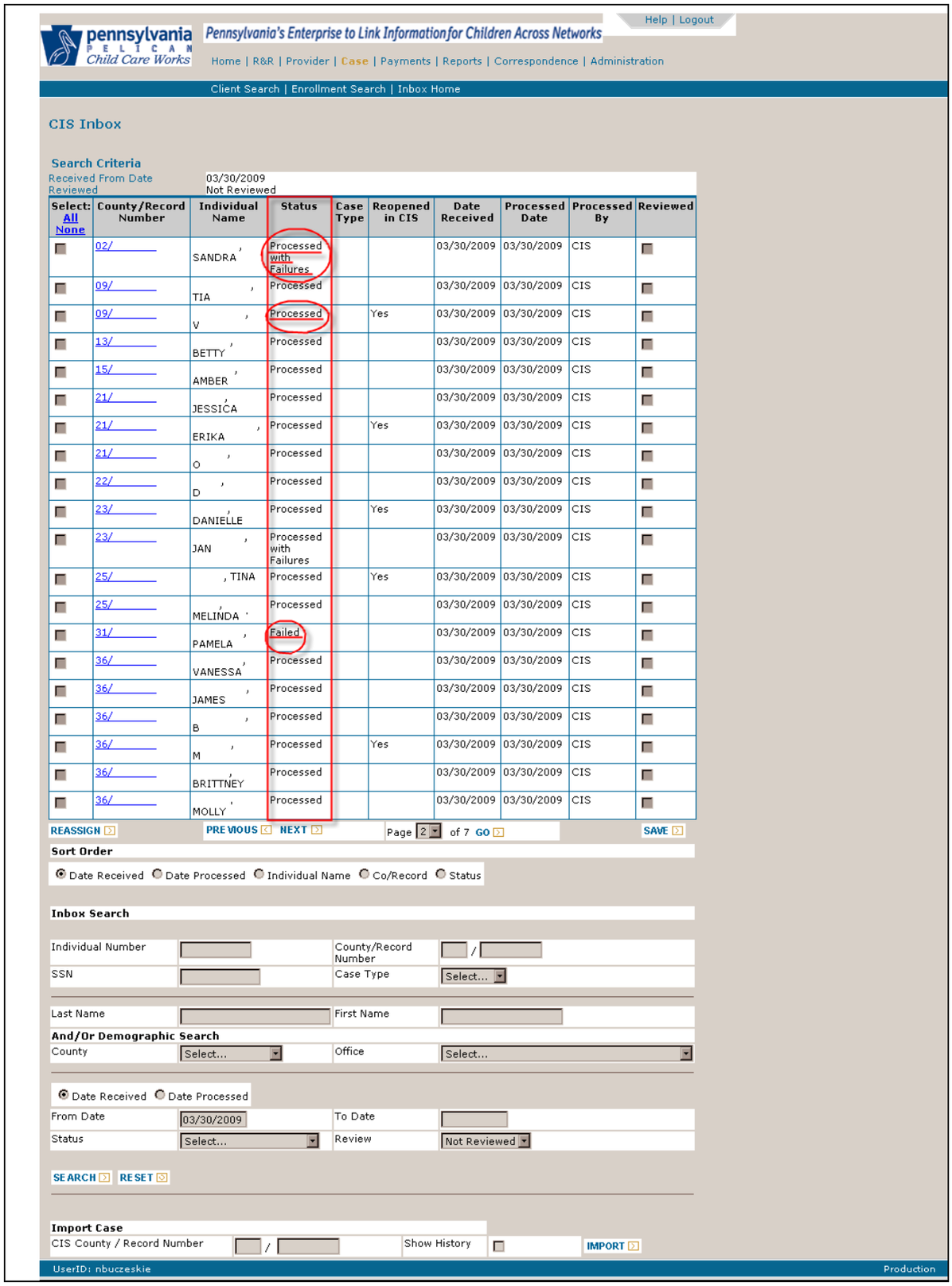
400.8.3 MANAGING FAILED AND PROCESSED WITH FAILURES CASES

The following subsections provide the procedures the CCIS must use to work through cases with a "Failed," "Processed with Failures" or "Processed" transfer status. PELICAN CCW displays the "Processed Statuses" on the CIS Inbox page. See screen shot below.



400.8.3.1 Failed Status Procedure

"Failed" status means that a case was not created in PELICAN CCW because of incomplete or incorrect case data and a **Welcome Letter** was not sent. The "Failed" Status Procedure must be completed by the CIS Inbox Supervisor as follows:

1. Click the Co/Record Number hyperlink for the "Failed" transfer, note the Failure Reasons and click "Cancel" to return to the CIS Inbox. The CCIS may want to print a copy of the screen to provide to the Help Desk Representative.

2. Repeat Steps (1) and (2) above for each "Failed" transfer.

3. Contact the CAO and provide the Failure Reason Code. If the CAO has not resolved the issue and the p/c personally requests care, call the Help Desk Representative to enter a PCR. For each reported "Failed" transfer, use the Reviewed checkbox and click "Save" to indicate that contact was initiated. (Optional)

   NOTE:

   When a case received in the CIS Inbox has a "Failed" transfer status, the case will remain in the CIS Inbox as "Not Reviewed" until:

   - The user manually marks the case as "Reviewed;" or
   - A "Processed" case is received from CIS. This will automatically mark all prior "Failed" cases as "Reviewed."

   EXAMPLES:

   1. Case 49/XXXXXXX is pushed to the CIS Inbox as Failed on 1/1. The case is not marked as Reviewed. On 1/3 the case is pushed to the CIS Inbox as Processed. PELICAN CCW will automatically mark the "Failed" case from 1/1 as Reviewed.

   2. Case 49/XXXXXXX is pushed to the CIS Inbox as Failed on 1/1. The case is not marked as Reviewed. On 1/3 the case is pushed to the CIS Inbox as Processed with Failures. PELICAN CCW will NOT automatically mark the "Failed" case from 1/1 as Reviewed.

4. Follow the procedures for the remaining statuses in the CIS Inbox.

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Return to Manual Section "400.8.1.1 – Procedures."

400.8.3.2 Processed with Failures Status Procedure

"Processed with Failures" indicates a case was created in PELICAN CCW and a Welcome Letter was sent, but some necessary information is missing (i.e., place of employment, income, disability, unearned income, education or training). This status requires the same procedures as the "Processed" status, but the CCIS must also work closely with the CAO and the p/c to obtain the missing or incomplete information.

The "Processed with Failures" Status Procedure must be completed by the CIS Inbox Supervisor as follows:

1. Click the Co/Record Number hyperlink for the "Processed with Failures" transfer.
2. Determine if the Failure Reasons involve the CAO (i.e., invalid or missing data), according to policy. Complete the following steps depending upon whether the Failure Reasons involve the CAO:
    a. When the reason involves the CAO, contact the CAO according to policy guidelines to coordinate an update if necessary, then move to Step (3) below.
    b. When the reason does not involve the CAO, move to Step (3) below.
3. Click the Co/Record Number hyperlink to move to the Case Profile Summary page.
4. Use the case "Select" drop-down menu to access and set the following tracking dates according to policy:
    a. 5 days to contact the p/c
    b. 31 days for the face-to-face interview
5. Initiate contact with the p/c and gather child care information required by policy.

6. Navigate to the CIS Inbox, click the "Reviewed" checkbox and click "Save."

   NOTE:

   If the "Processed with Failures" Reason does not restrict the CCIS user from assessing eligibility for enrollment, PELICAN CCW will automatically mark the case as "Reviewed" in the CIS Inbox when the CCIS user confirms eligibility for enrollment.

7. Follow the procedures discussed in **Manual Section "400.8.5 – Case Creation."**

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Return to Manual Section "400.8.1.1 – Procedures."

Return to Manual Section "400.8.2.1 – Procedures."

400.8.3.3 Processed Status Procedure

"Processed" status means a case was created in PELICAN CCW and a Welcome Letter was sent. This status also prompts the CCIS to assign the case to an appropriate worker. If the p/c does not respond to the Welcome Letter as required by Day 16, the worker will receive an alert to assess eligibility for enrollment to close the case.

The "Processed" Status Procedure must be completed by the CIS Inbox Supervisor as follows:

1. Click the Co/Record Number hyperlink for the "Processed" case.
2. Click the Co/Record Number hyperlink.
3. Use the case "Select" drop-down menu to access and set the following tracking dates:
   a. 5 days to contact the p/c
   b. 31 days for the face-to-face interview
4. Initiate contact with the p/c and gather child care information required by policy.

5. Navigate to the CIS Inbox, click the "Reviewed" checkbox and click "Save."

   NOTE: PELICAN CCW will automatically mark the case as "Reviewed" in the CIS Inbox when the CCIS user confirms eligibility for enrollment.

6. Follow the procedures discussed in **Manual Section "400.8.5 – Case Creation."**

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Return to Manual Section "400.8.1.1 – Procedures."

400.8.3.4 Unprocessed Status

"Unprocessed" status indicates the night batch process did not complete or the CIS Pull Process was canceled by the CCIS before completion. This status should rarely be seen for pushed cases.

Worker-canceled pulled cases in "Unprocessed" status are deleted in the CIS Inbox at the end of the day the case was canceled. To prevent deletion of a case in "Unprocessed" status, the CCIS must complete the Workload and Budget Selection page.

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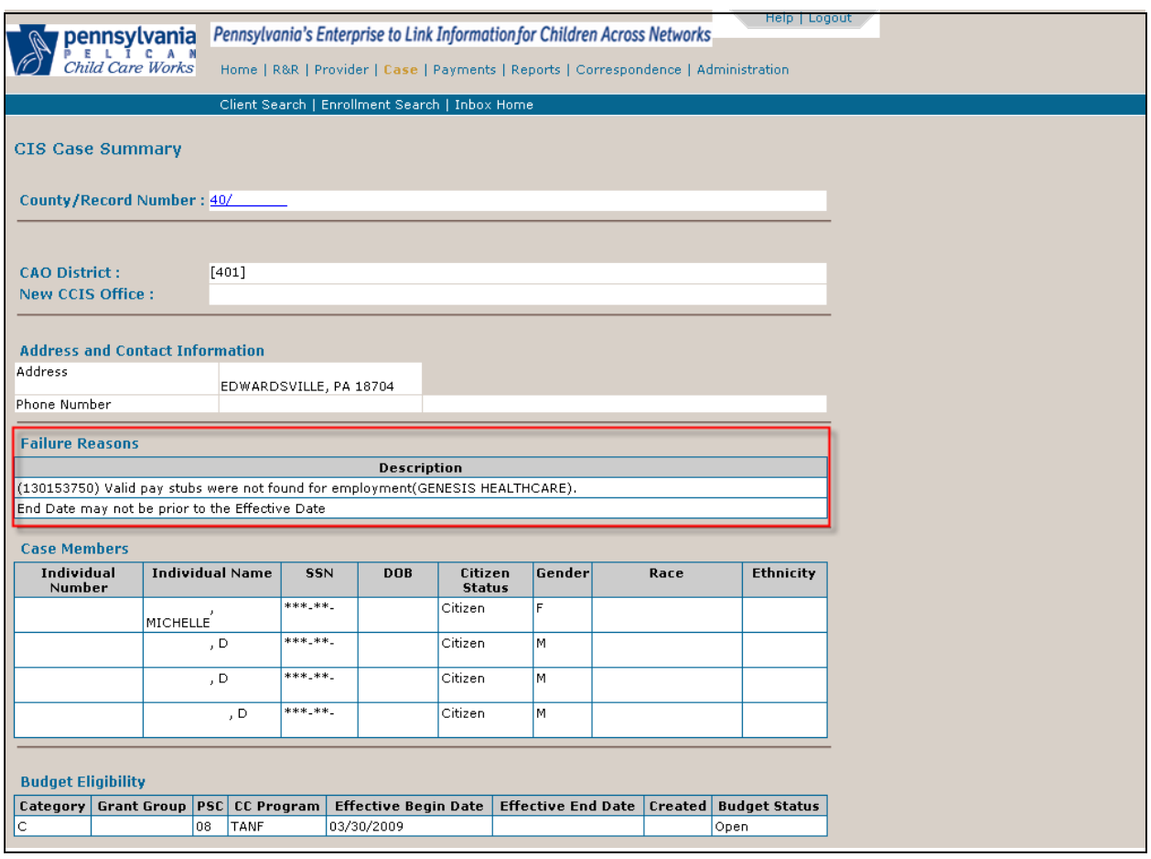
400.8.4 PROCESSING FAILURE REASONS

When more than one failure reason exists, follow the actions according to the priority listed below:

1. Conflicting or Overlapping Data.
2. Invalid Data.
3. A Budget could not be Identified for Case Creation.
4. Budget C (or U) does not Exist.
5. P/C could not be Derived.
6. Missing Data.
7. Training Specific.

Use one set of actions to correct ALL of the failures. Failure Reasons are displayed in PELCAN CCW on the CIS Case Summary page.



If a failure reason is preventing the CCIS from assessing eligibility for enrollment and creating enrollments, the CCIS should complete the actions as soon as possible to correct the failure and process the case.

If a failure reason does not prevent the CCIS from assessing eligibility for enrollment, the CCIS must complete the actions to process the case and correct the failure so that the information is correct on an on-going basis.

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Return to Manual Section "400.8.2 – Pulling Cases."

Return to Manual Section "400.8.5.2 – CIS Case Summary page."

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400.8.4.1 Conflicting or Overlapping Data

This Failure Reason results when an individual eligibility begin date from CIS is in conflict with the CIS individual eligibility dates in PELICAN CCW. The CCIS must complete the following steps to resolve this Failure Reason:

1. Recognize that the Failure Reason occurred for a pushed "Reopen" case.
2. Before doing the refresh, compare the eligibility begin dates for the individuals' segments on the CIS Case Summary page (the page shows the updates not applied), the CAO Program Eligibility page (the page shows the updates applied) and the CIS screens (the screens show the actual CIS data).
3. Verify that all of the individual's eligibility segments displayed in CIS that are not negated appear on the CIS Case Summary page. (Segments that are not negated do not have an end date that is one day prior to its begin date. Negated segments are not sent to PELICAN CCW currently).
    a. If all non-negated segments appear, refresh the case.
    b. If one or more non-negated segments do not appear, do not refresh the case. Stop and contact the Help Desk Representative to have the representative create a PCR.
4. Once the refresh is successful, assess eligibility for enrollment, confirm results and process appropriately.

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400.8.4.2 Invalid Data

This failure reason results when the following occur:

1. Cash Disability Type if not valid for disability.
2. Valid pay stubs were not found for Unearned Income.
3. School Type is not valid for Education.
4. Hours is not valid for Education.
5. Employment is not valid.
6. State is not valid for employment.
7. Grant Amount begin date should be greater than XX/XX/XXXX.
8. Effective Begin Date may not be more than 30 days in the future.
9. Pay Date may not be in the future.
10. Pay Date may not be less than Income Begin Date.
11. Pay Date may not be less than Employment Begin Date.
12. Cannot replace actual income with estimated income.
13. Primary Caretaker participation cannot be ended for the individual.

The CCIS must complete the following steps to resolve this Failure Reason:

1. Contact the CAO and verify whether:
    a. The p/c is eligible for subsidized child care.
        i. If "No," assess eligibility for enrollment and send an Enrollment Ineligible Notice to the p/c.
        ii. If "Yes," move to Step (2) below.

b. The p/c has requested care.

i. If "No,":

A. Deselect "CC Request" on the Child Care Request page for each child in the case.

B. Select "Voluntary Withdrawal" from the "Reason Ending Care" drop-down box.

C. Click "Save".

D. Assess and confirm eligibility for enrollment. PELICAN CCW will close the case during the nightly batch.

ii. If "Yes," move to Step (2) below.

2. If the answer of both (a) and (b) above is "Yes," complete the following steps:

a. Provide the CAO with the Failure Reason to correct the case.

b. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline.

c. If the CIS Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.

3. If the status of the case is "Failed" and the answer to either (a) or (b) above is "No," stop and mark the case as "Reviewed."

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400.8.4.3 A Budget could not be Identified for Case Creation

This Failure Reason results when a budget could not be identified for case creation in PELICAN CCW. The CCIS must complete the following steps to resolve this Failure Reason:

1. Contact the CAO and verify whether:
    a. The p/c is eligible for subsidized child care.
        i. If "No," stop and mark the case as "Reviewed."
        ii. If "Yes," move to Step (2) below.
    b. The p/c has requested care.
        i. If "No," stop and mark the case as "Reviewed."
        ii. If "Yes," move to Step (2) below.
2. If the answer of both (a) and (b) above is "Yes," complete the following steps:
    a. Provide the CAO with the Failure Reason to correct the case.
    b. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline.
    c. If the CIS Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.

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400.8.4.4 P/C could not be Derived

This Failure Reason results when a p/c could not be derived for case creation in PELICAN CCW. The CCIS must complete the following steps to resolve this Failure Reason:

1. Contact the CAO and verify whether:
    a. The p/c is eligible for subsidized child care.
        i. If "No," stop and mark the case as "Reviewed."
        ii. If "Yes," move to Step (2) below.
    b. The p/c has requested care.
        i. If "No," stop and mark the case as "Reviewed."
        ii. If "Yes," move to Step (2) below.
2. If the answer of both (a) and (b) above is "Yes," complete the following steps:
    a. Provide the CAO with the Failure Reason to correct the case.
    b. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline.
    c. If the CIS Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.

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400.8.4.5 Missing Data

This Failure Reason results when the following occur:

1. Disability Type cannot be empty for disability
2. Disability Begin Date cannot be empty for disability
3. Cash Verification Code cannot be empty for disability
4. Hours cannot be empty for Education
5. School Type cannot be empty for Education
6. Employment Begin Date cannot be empty for employment
7. Employer Name cannot be empty for employment
8. Income is missing for employment
9. Valid pay stubs were not found for employment
10. Pay Date cannot be empty
11. Case Line Number cannot be empty or 00 for individual

The CCIS must complete the following steps to resolve this Failure Reason:

1. Contact the CAO and verify whether:
    a. The p/c is eligible for subsidized child care.
        i. If "No," assess eligibility for enrollment and send an Enrollment Ineligible Notice to the p/c.
        ii. If "Yes," move to Step (2) below.
    b. The p/c has requested care.
        i If "No,":
            A. Deselect "CC Request" on the Child Care Request page for each child in the case.
            B. Select "Voluntary Withdrawal" from the "Reason Ending Care" drop-down box.
            C. Click "Save".
            D. Assess and confirm eligibility for enrollment. PELICAN CCW will close the case during the nightly batch.

ii. If "Yes," move to Step (2) below.

2. If the answer of both (a) and (b) above is "Yes," complete the following steps:

   a. Provide the CAO with the Failure Reason to correct the case. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline. If the CIS Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.

3. If the status of the case is "Failed" and the answer to either (a) or (b) above is "No," stop and mark the case as "Reviewed."

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400.8.4.6 Training Specific

This Failure Reason results when the following occur:

1. Project Begin Date cannot be empty for project
2. Project Code cannot be empty for project
3. Total hours is invalid for project
4. Project Code is invalid for project

The CCIS must complete the following steps to resolve this Failure Reason:

1. Assess eligibility for enrollment.
2. Take appropriate actions based on the eligibility results.
3. Enter missing data in PELICAN CCW using the information obtained from the AMR, CIS or a collateral contact with the CAO.

NOTE:

If the Project Begin Date is missing, PELICAN CCW automatically uses the Appointment Date in CIS. If no information is available, PELICAN CCW uses today's date (i.e., the push or pull date). If it uses today's date, the enrollment itself can still begin prior to the date as long as there is an eligible segment.

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Return to Manual Section "400.8.1.1 – Procedures"

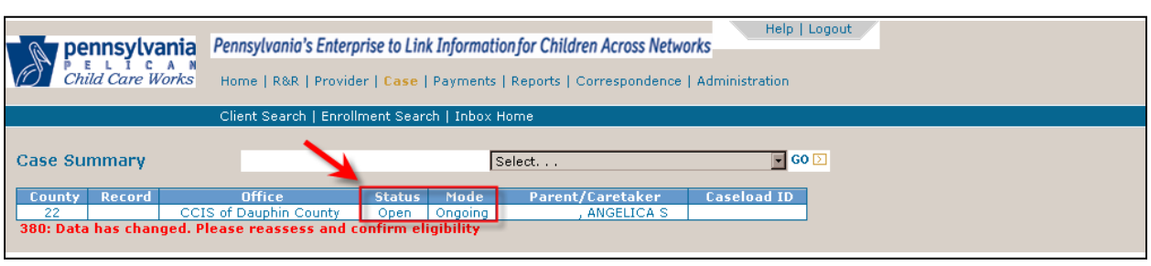
400.8.5 Case Creation

There are three case modes in PELICAN CCW:

1. Intake – A case begins in the "Intake" mode when the Intake worker enters the initial Application.
2. Ongoing – When eligibility for enrollment is confirmed, the case mode changes to "Ongoing," where it remains until the case is closed or a redetermination is initiated.
3. Redetermination – After the redetermination process is initiated, the case mode changes to "Redetermination." When the redetermination is completed, the case mode reverts to "Ongoing" for maintenance.

There are four case statuses in PELICAN CCW:

1. Pending – During the initial Application, a case remains in "Pending" status until eligibility for enrollment is confirmed.
2. Open – If the case passes eligibility for enrollment, it moves to "Open" status and remains in that status until it is closed.
3. Closed – If a case fails eligibility for enrollment, or a previously eligible case loses eligibility for enrollment, the status changes to "Closed."
4. Reopen – When the reopen functionality is used to reopen a closed case, the case moves into "Reopen" status until eligibility for enrollment is assessed and confirmed. Depending on the eligibility results, the case then moves to either "Open" or "Closed" status.



PELICAN CCW creates a TANF case in "Intake/Pending" in one of two ways:

1. Automatically in a nightly batch (i.e., the Pushed Case Process).
2. In real-time (i.e., the Pulled Case Process).

The CIS Inbox provides a Co/Record Number hyperlink from which the CCIS can access the case to complete validation.

Clicking the Co/Record Number hyperlink opens the CIS Case Summary page. During the case creation process, the CCIS can use the CIS Case Summary page to determine if multiple budget groups exist and if additional PELICAN CCW cases must be created (i.e., pulled into PELICAN CCW). For cases in "Processed" or "Processed with Failures" status, the case can by opened using the Co/Record Number hyperlink. There is no Co/Record Number hyperlink for cases in "Failed" status because there was no case created. If there is one open CIS case in PELICAN CCW, clicking the Co/Record Number hyperlink on the CIS Case Summary page opens the Case Profile Summary page. The "Updated By" column indicates that CIS transferred the data. For multiple CIS cases, the Co/Record Number hyperlink shows the CIS Mapping page. The CIS Mapping page displays all "Pending," "Open" or "Closed" PELICAN CCW cases associated with multiple budget groups that are part of a CIS case.

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Return to Manual Section "400.8.3.2 – Processed with Failures Status Procedure."

Return to Manual Section "400.8.3.3 – Processed Status Procedure."

400.8.5.1 Information Ownership

The CAO owns the case information on most PELICAN CCW pages. CIS-owned pages are "Read-Only" to the CCIS.

The case creation process transfer all known CIS information into the corresponding pages of PELICAN CCW. If case information was not transferred and the p/c submits an AMR, the CCIS may enter the missing information that did not transfer from CIS.

Updates to training are the CAO's responsibility and data entered by the CCIS based on the AMR will be overwritten by data entered in CIS when an update is received for the case. Updates to CIS-owned data must be made per policy only.

The following table displays the page names and indicates whether:

1. PELICAN CCW allows the CCIS to add, update or delete information on the page.
2. CAO information will override CCIS data on the page when an update is processed for the case.
3. Policy permits the CCIS to add, update or delete information on the page and which information the CCIS may add, update or delete.

PELICAN CCW Screen/Page Name	PELICAN CCW allows add/update/delete	CAO information will override CCIS data	Policy permits add/update/delete
CAO Program Eligibility	No	Yes	NO
CAO Sanction Information	No	Yes	NO
CAO Unearned Income Detail	Yes*	Yes	NO
Child Care Request	Yes	No	YES
Child Disability Detail	Yes Can add/update/delete a child's developmental age; Can NOT update data pushed from CIS	Yes Can override physical when initiated from CIS ONLY	YES
Deduction Detail	Yes	No	NO
Employment & Wage Detail	Yes*	Yes	NO
Household Information Detail	Yes Can update the General Information Section, Contact Information EXCEPT for home phone, best time to call, residency question and effective date	Yes	YES
Individual Information Detail	No	Yes	NO
Other Income Detail	Yes	No	NO
Parent Disability Detail	Yes*	Yes	NO
Parent Training Detail	Yes*	Yes	YES
Relationship Detail	No	Yes	NO
Self-employment Detail	Yes*	Yes	NO
Teen Parent Education Detail	Yes*	Yes	NO

* PELICAN CCW will permit the CCIS to add the record, and update or delete the added record; however, Policy says "NO" in all instances except Parent Training Detail; and/ or

* The CCIS can <u>not</u> modify the added record if the CAO subsequently pushes an updated record from CIS

If corrections are needed, the CCIS must direct the p/c to contact the CAO to change information displayed on the "Read-Only" pages in PELICAN CCW. The p/c may also report changes via making a phone available to call the **Statewide Customer Service Center (SWCSC)** or faxing the verification to the CAO.

As discussed earlier in the Manual, the CCIS must update the following information because it is not captured in CIS:

1. Immunization Status
2. Child Developmental Age, if appropriate

   NOTE:

   Any information pertaining to a child's injury, impairment or disability will display as a physical disability in PELICAN CCW. The CCIS may add a developmental age, if appropriate. PELICAN CCW will not allow the CCIS to alter any of the child disability information transferred from CIS.
3. Child Care Request

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Return to Manual Section "400.8.1.1 – Procedures"

See Manual Section "400.27.3.25 – Questions – 400.8.5.1 – Information Ownership"

400.8.5.2 CIS Case Summary page

The CIS Case Summary page includes the CAO District owning the case and the address/contact information for the p/c. For "Processed with Failures" status cases, a Failure Reason appears. For additional information regarding Failure Reasons, see **Manual Section "400.8.4 – Processing Failure Reasons."** The remainder of the page contains a "Read-Only" summary of the information transferred from CIS to PELICAN CCW.

If a telephone number is not transferred, PELICAN CCW displays "0000000000" on the CIS Case Summary page, indicating that the CCIS worker must follow-up with the CAO to obtain and update the number in CIS.

The telephone number in the case will default to (Area Code)-555-1212 until the correct telephone number is transferred from CIS to PELICAN CCW in an update.

Under the "Case Members" section, PELICAN CCW lists the individuals that are included under the "Budget Eligibility" section (or sections, if there is more than one budget).

The "Budget Eligibility" section indicates the Category and Grant Group associated with each budget group. The Program and Effective Begin and End dates reflect the eligibility information in CIS. The "Created" column reflects the budget PELICAN CCW used when creating the case.

The "Eligibility Information" section appears for each budget group. The Application Date (located on the Family Composition Eligibility Results and Household Information Detail pages) for the case created in PELICAN CCW is the earliest eligibility date of all individuals included in the case.

The "Eligibility Information" section may contain CIS eligible and ineligible members. Once a case is created, any individuals who are added or deleted from the budget in CIS are listed in this section with the corresponding eligibility begin and/or end dates.

An individual can be added with a future Eligibility Begin Date, but the CCIS may assess and confirm eligibility for enrollment in PELICAN CCW only after the date has passed.

If the CAO deletes an individual from the budget in CIS and the CCIS processes an update associated with the case in PELICAN CCW, PELICAN CCW does not check for an active enrollment prior to deleting the individual from the PELICAN CCW case. PELICAN CCW automatically ends any active enrollment(s) effective the date the CAO deleted the individual from the budget in CIS.

If the CCIS processes an update in PELICAN CCW for a case in which the CAO has deleted an individual from the budget and the individual is associated with multiple cases, PELICAN CCW will only end the enrollment(s) in the case associated with the update.

Other cases in which the individual participates will not be impacted unless the CAO deletes the individual from the budgets associated with those cases and an update is processed specific to the additional cases.

It is also possible for an individual to become ineligible in the future. In these circumstances, PELICAN CCW maintains eligibility for that individual until the night of the Eligibility End Date.

Prior to assessing eligibility for enrollment, PELICAN CCW also displays both the CIS eligible and ineligible members on the Case Summary page.

After assessing eligibility for enrollment, PELICAN CCW determines which individuals should have been included in the PELICAN CCW case based upon inclusion rules and removes CIS members from the Case Summary page if the CIS member should not be included in the case based upon the budget composition. Both CIS eligible and ineligible children appear on the Child Care Request page.

The "Disability Information" section contains disability information for individuals in the budget.

The "Employment Information" section displays current and future employment for individuals in the budget and their effective begin dates. Previously end-dated employment is not transferred in PELICAN CCW.

The "Unearned Income" section displays for all cases whether or not this is unearned income associated with the individuals in the case. Unearned income typically refers to child support the p/c is receiving.

The "Training Information" section contains information for training activities. The information provides notice that training was transferred from CIS.

The "Education Information" section contains information for all school-age children in the CIS case, but the information provided is specifically used to identity a teen parent's education.

The "Sanction Information" section contains CAO-imposed sanctions. CAO-imposed sanctions can be future-dated and can be imposed against an entire case or just one individual. Under certain circumstances, the case may continue to be eligible for subsidized child care. See **Manual Section "400.5.4 – "N" & "D" Members"** for additional information.

Once the CCIS worker reviews the CIS Case Summary page in its entirety, the CCIS worker clicks "Cancel" to return to the CIS Inbox.

See the screen shot below.

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

CIS Case Summary

County/Record Number : 40/

CAO District : [401]
New CCIS Office :

Address and Contact Information

Address
EDWARDSVILLE, PA 18704
Phone Number

Failure Reasons

Description
(130153750) Valid pay stubs were not found for employment(GENESIS HEALTHCARE).
End Date may not be prior to the Effective Date

Case Members

Individual Number	Individual Name	SSN	DOB	Citizen Status	Gender	Race	Ethnicity
	, MICHELLE	***-**-		Citizen	F		
	, D	***-**-		Citizen	M		
	, D	***-**-		Citizen	M		
	, D	***-**-		Citizen	M		

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
C		08	TANF	03/30/2009			Open

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, MICHELLE	Eligible Specified Relative	08/08/2007	10/30/2007
	, MICHELLE	Eligible Specified Relative	03/15/2007	05/13/2007
	, D	Eligible Specified Relative	08/30/2007	10/30/2007
	, D	Eligible Specified Relative	08/08/2007	08/29/2007
	, D	Eligible Specified Relative	03/15/2007	05/13/2007
	, D	Eligible Child	03/30/2009	
	, D	Eligible Child	01/15/2009	03/29/2009
	, D	Eligible Child	01/15/2009	01/14/2009
	, D	Eligible Child	12/12/2008	01/14/2009
	, D	Eligible Child	11/04/2008	12/11/2008
	, D	Eligible Child	08/09/2007	10/30/2007
	, D	Eligible Child	03/30/2009	
	, D	Eligible Child	01/15/2009	03/29/2009
	, D	Eligible Child	01/15/2009	01/14/2009
	, D	Eligible Child	12/12/2008	01/14/2009
	, D	Eligible Child	11/04/2008	12/11/2008
	, D	Eligible Child	08/30/2007	10/30/2007
	, D	Eligible Child	08/08/2007	08/29/2007
	, D	Eligible Child	03/15/2007	05/13/2007
	, MICHELLE	Eligible Specified Relative	03/30/2009	
	, MICHELLE	Eligible Specified Relative	01/15/2009	03/29/2009
	, MICHELLE	Eligible Specified Relative	01/15/2009	01/14/2009
	, MICHELLE	Eligible Specified Relative	12/12/2008	01/14/2009
	, MICHELLE	Eligible Specified Relative	11/04/2008	12/11/2008

Disability Information

Individual Number	Individual Name	Disability Type	Disability Begin Date	Disability End Date
	, MICHELLE	Cash : Temporary FS :	10/07/2008	04/07/2009

Employment Information

Individual Number	Individual Name	Business Name	Begin Date	End Date
	, MICHELLE	GENESIS HEALTHCARE	03/30/2009	
	, MICHELLE	SUMMIT HEALTH CARE CENTER	12/29/2008	12/30/2008
	, D			

Unearned Income Information

Individual Number	Individual Name	Income Source	Income Frequency	Income Month
	, MICHELLE	Other	Monthly	SEP 2008
	, MICHELLE	Other	Monthly	NOV 2008
	, D	Unemployment Benefits	Every Two Weeks	AUG 2005

Training Information

Individual Number	Individual Name	Project Code	Hours	Begin Date	End Date
	, MICHELLE	WR		01/12/2009	
	, D	D			

Education Information

Individual Number	Individual Name	Name of School	School Type	Attendance Type	Graduation Date
	, D	WOODWARD	E	F	

Sanction/Disqualification Information

Individual Number	Individual Name	Sanction Type	Sanction Details	Sanction Begin Date	Sanction End Date
No Data Found					

CANCEL

UserID: nbuczeskie — Production

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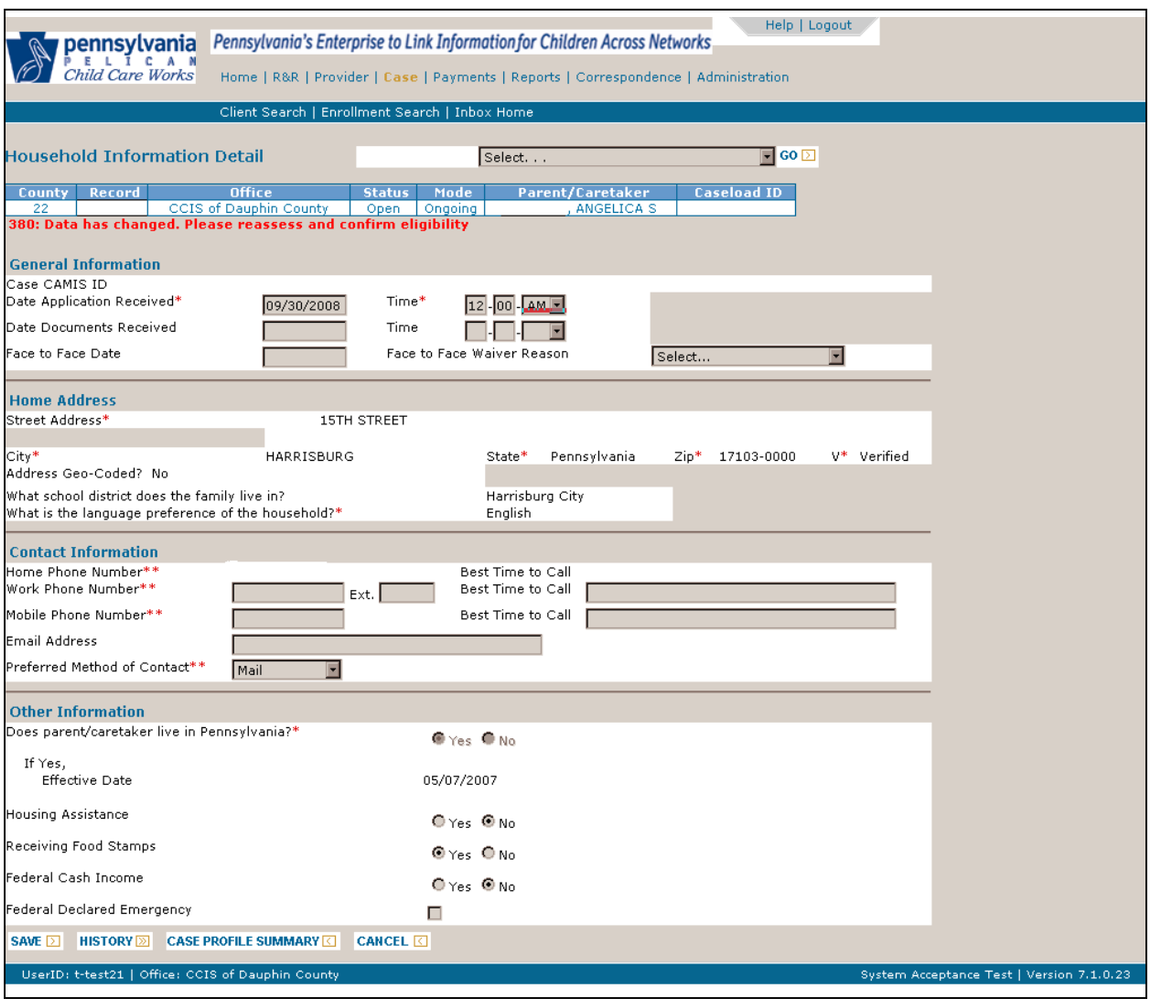
400.8.5.3 Household Information Detail page

The Household Information Detail page displays general, case-related information such as the application date and time, face-to-face date, address, contact information, language preference, residence information and information regarding whether the case receives any additional assistance, such as housing or federal assistance, including Food Stamps benefits.

Address, contact and residence information is "Read Only" and is updatable only through an update from CIS.

See screen shot below.



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400.8.5.4 Individual Information Detail page

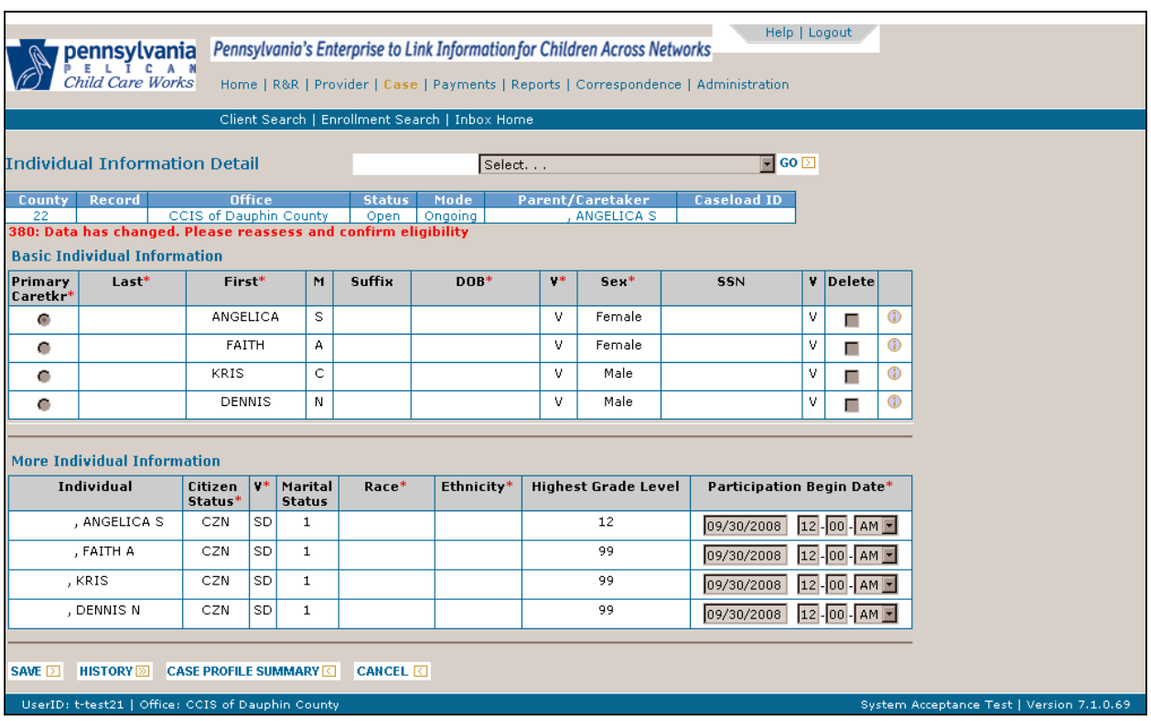
The Individual Information Detail page displays all of the individuals included in the case and the demographic information related to each individual, such as:

1. Primary Caretaker designation
2. First and Last Name and Middle Initial
3. Date of Birth
4. Sex
5. SSN

   NOTE: The SSN will be displayed in full on this page only within PELICAN CCW. All other pages will display the SSN in a "masked" format. For additional information regarding "masking" of the SSN, refer to **Manual Section "400.19 – Confidentiality"**.

6. Citizenship and Marital Status
7. Race and Ethnicity
8. Highest Level of Education
9. Participation Begin Date

The information is "Read Only."



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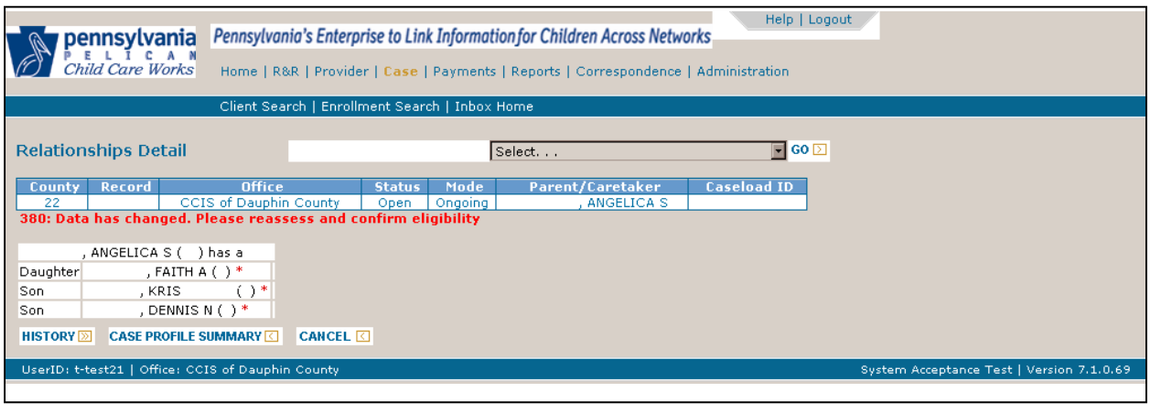
400.8.5.5 Relationship Detail page

The Relationship Detail page displays the relationships of each individual in the case to the Primary Caretaker. The information is "Read Only." If there is a foster child relationship, the verification field is also displayed.

See the screen shot below.



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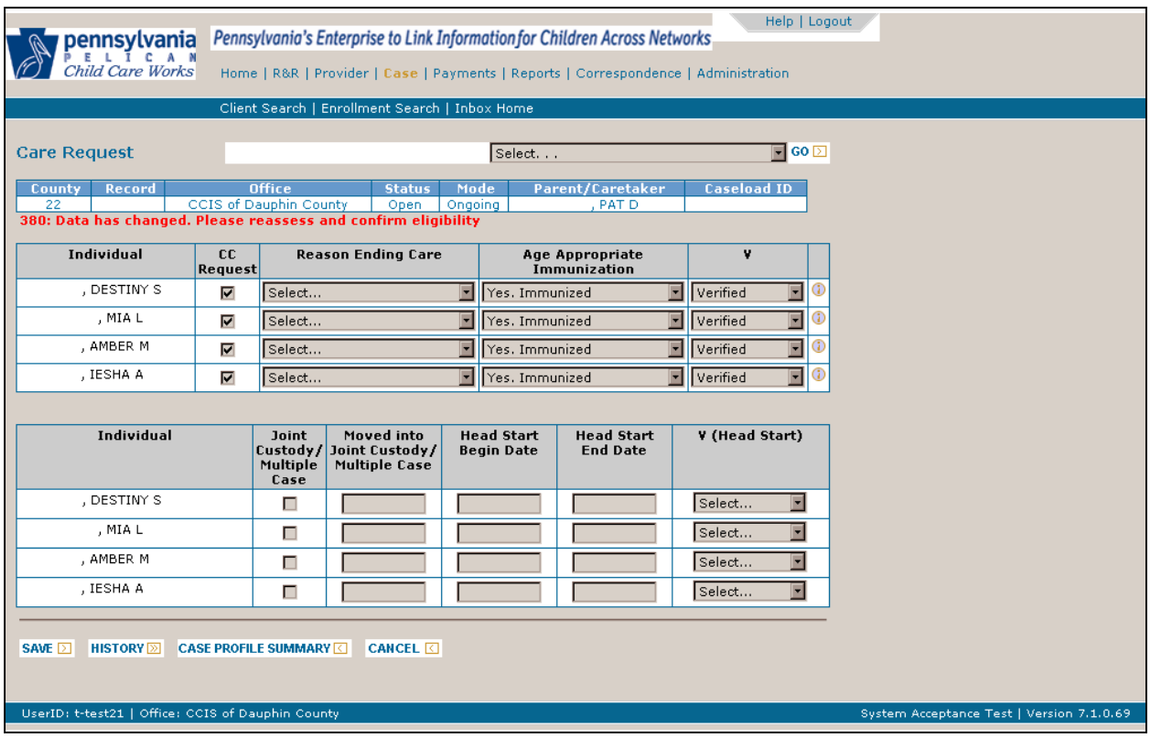
400.8.5.6 Child Care Request page

The Child Care Request page displays the child(ren) included in the case and allows the CCIS to designate which child(ren) have requested child care.

The page also allows the CCIS to remove the child care request for a child and designate a reason for removal, which automatically generates the trigger to fail eligibility for enrollment and the corresponding notice (either a Child Care Enrollment Ineligible or AA Notice).

The page captures child-specific information such as immunization status or exemption from immunization, whether there is joint custody or multiple cases associated with the child(ren), as well as Head Start or Prekindergarten information related to a child(ren).

See the screen shot below.



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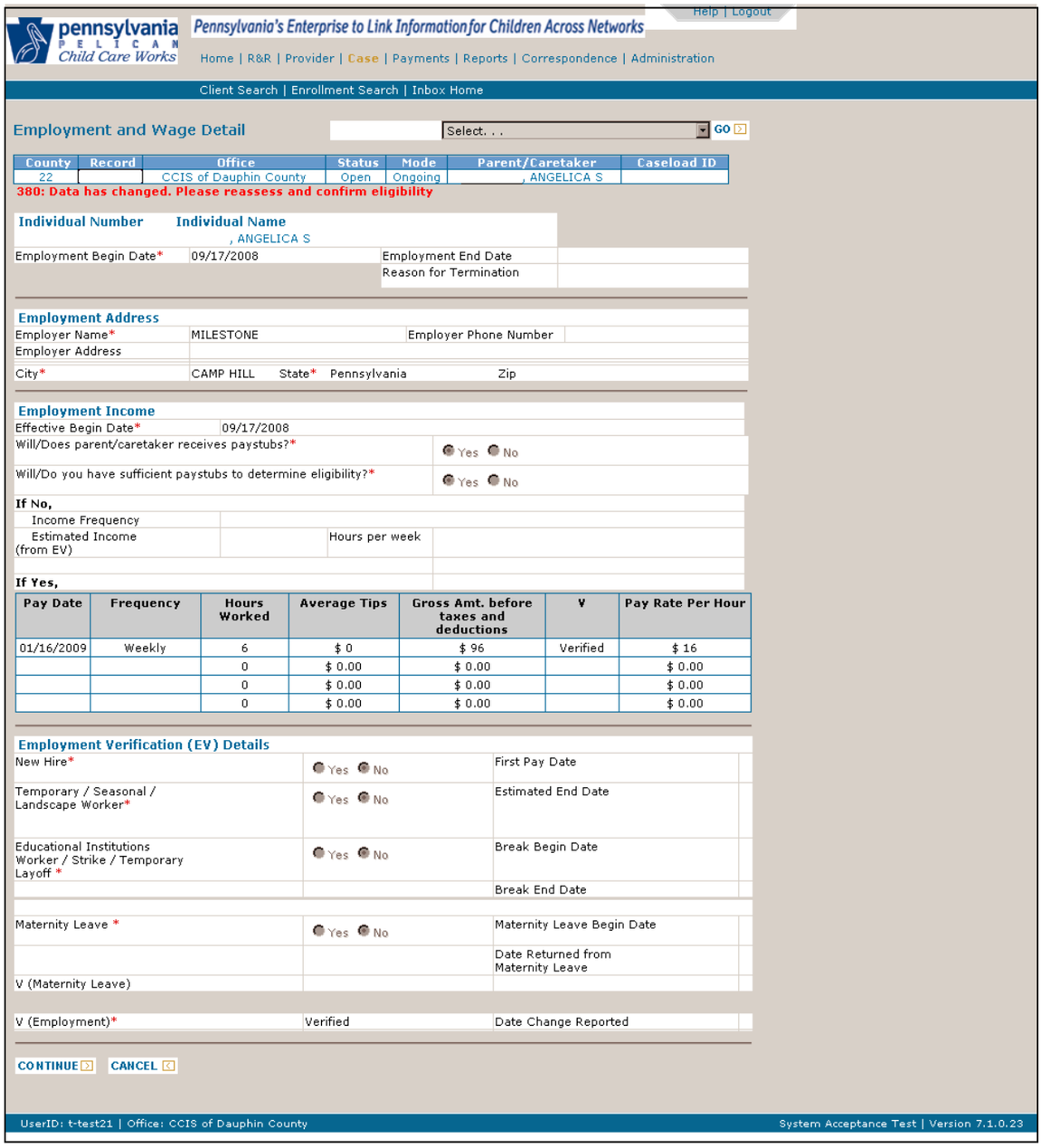
400.8.5.7 Employment & Wage Information Detail page

The Employment and Wage Information Detail page displays employment information, including the employer name, address, telephone, number of hours worked per week and the income related to employment.

All current and future employment captured in CIS is displayed on this page within PELICAN CCW. The information is "Read Only."

See screen shot below.



Help | Logout

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

Employment and Wage Detail — Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, ANGELICA S	

380: Data has changed. Please reassess and confirm eligibility

Individual Number — Individual Name: , ANGELICA S

Employment Begin Date* 09/17/2008 — Employment End Date — Reason for Termination

Employment Address

Employer Name* MILESTONE — Employer Phone Number

Employer Address

City* CAMP HILL — State* Pennsylvania — Zip

Employment Income

Effective Begin Date* 09/17/2008

Will/Does parent/caretaker receives paystubs?* Yes No

Will/Do you have sufficient paystubs to determine eligibility?* Yes No

If No,

Income Frequency

Estimated Income (from EV) — Hours per week

If Yes,

Pay Date	Frequency	Hours Worked	Average Tips	Gross Amt. before taxes and deductions	V	Pay Rate Per Hour
01/16/2009	Weekly	6	$ 0	$ 96	Verified	$ 16
		0	$ 0.00	$ 0.00		$ 0.00
		0	$ 0.00	$ 0.00		$ 0.00
		0	$ 0.00	$ 0.00		$ 0.00

Employment Verification (EV) Details

New Hire* Yes No — First Pay Date

Temporary / Seasonal / Landscape Worker* Yes No — Estimated End Date

Educational Institutions Worker / Strike / Temporary Layoff * Yes No — Break Begin Date

Break End Date

Maternity Leave * Yes No — Maternity Leave Begin Date

Date Returned from Maternity Leave

V (Maternity Leave)

V (Employment)* Verified — Date Change Reported

CONTINUE CANCEL

UserID: t-test21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.23

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400.8.5.8 Parent Training Information Detail page

The Parent Training Information Detail page displays information related to training, such as the training institution and the number of hours the p/c participates in training per week. Training records may be open-ended or future-ended when transferred from CIS.

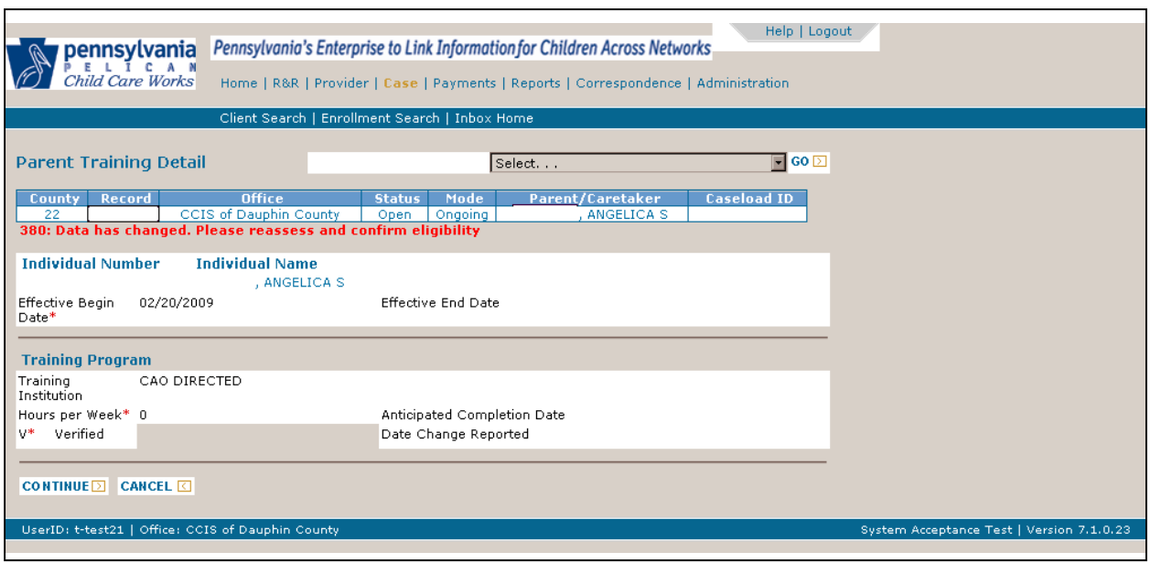
PELICAN CCW displays the p/c training as “unpaid” on the CAO Program Eligibility page. This information helps the CCIS determine which enrollment funding program must be selected for the child(ren)’s enrollment(s).

There are some circumstances in which the training record displays "0" hours per week; however, PELICAN CCW will not fail the case or individual when eligibility for enrollment is assessed and confirmed under the TANF child care program.

The information is "Read Only."

If no training record transferred from CIS, the CCIS may enter a training record using the information contained in CIS as prescribed by policy. If the CCIS enters a training record, PELICAN CCW will automatically generate an alert to the CAO nightly so the CAO is aware the training record did not transfer appropriately.

If the CCIS later updates and/or deletes the training record after initial entry, PELICAN CCW does *not* clear the alert. See screen shot below.



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400.8.5.9 CAO Program Eligibility page

The CAO Program Eligibility page displays the information previously seen on the CIS Case Summary page, such as CIS Case Mapping, Budget Eligibility and Family Composition Activity.

The Program Status Code and Activity are used to determine the correct enrollment funding program.

The information is "Read Only."

The "CIS Mapping Information" section

The "Budget Eligibility" section indicates the Category, Grant Group and Program Status Code (PSC) associated with each budget group. The Program and Effective Begin and End dates reflect the eligibility information in CIS. The "Budget Status" column indicates whether the budget is open, closed or suspended in CIS.

The "Eligibility Information" section appears for each budget group. The Application Date (located on the Family Composition Eligibility Results and Household Information Detail pages) for the case created in PELICAN CCW is the earliest eligibility date of all individuals included in the case.

The "Eligibility Information" section may contain CIS eligible and ineligible members. This section displays information associated with each individual. The fields that are captured for each individual include the Individual Number, Name, Relationship, Individual PSC, Eligibility Status in CIS, Eligibility Begin and End Dates.

The "Budget Grant Amount" section displays the Category, Grant Group, Grant Amount, Frequency, Effective Begin and End Dates.

The "Family Composition Activity" section displays the Family Composition Activity, Effective Begin and End Dates. As discussed earlier, PELICAN CCW uses combination of the Category, PSC and Activity Type (i.e., "Paid" or "Unpaid") to determine the correct enrollment funding program to be used for the enrollments associated with the case.

Additional information regarding enrollment funding is available in **Manual Section "400.11.22 – Selecting a Funding Program."**

See screen shot below.

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

CAO Program Eligibility

Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, ANGELICA S	

CIS Mapping Information

CCW CaseID	CIS CaseID	LINK TO CIS
22	22	Yes

CIS Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Budget Status
C		00	TANF	5/7/2007	8/6/2007	Open
				8/10/2007	12/9/2007	
				12/10/2007	1/23/2008	
				1/24/2008	5/21/2008	
				5/22/2008	1/7/2009	
				1/20/2009		

Eligibility Information

Individual Number	Individual Name	Relationship	PSC	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, ANGELICA S	Parent/Caretaker	56	ES - Eligible Specified Relative	5/7/2007	6/6/2007
			00	ES - Eligible Specified Relative	6/7/2007	8/6/2007
			00	ES - Eligible Specified Relative	8/10/2007	12/9/2007
			00	ES - Eligible Specified Relative	12/10/2007	1/23/2008
			00	ES - Eligible Specified Relative	1/24/2008	5/6/2008
			00	ES - Eligible Specified Relative	5/7/2008	5/21/2008
			00	ES - Eligible Specified Relative	5/22/2008	12/7/2008
			00	ES - Eligible Specified Relative	12/8/2008	12/21/2008
			00	ES - Eligible Specified Relative	12/22/2008	1/7/2009
			00	ES - Eligible Specified Relative	1/20/2009	
	, DENNIS N	Son	56	EC - Eligible Child	5/7/2007	6/6/2007
			00	EC - Eligible Child	6/7/2007	8/6/2007
			00	EC - Eligible Child	8/10/2007	9/23/2007
			00	EC - Eligible Child	9/24/2007	12/9/2007
			00	EC - Eligible Child	12/10/2007	1/23/2008
			00	EC - Eligible Child	1/24/2008	5/6/2008
			00	EC - Eligible Child	5/7/2008	5/21/2008
			00	EC - Eligible Child	5/22/2008	12/7/2008
			00	EC - Eligible Child	12/8/2008	12/21/2008
			00	EC - Eligible Child	12/22/2008	1/7/2009
			00	EC - Eligible Child	1/20/2009	
	, KRIS	Son	56	EC - Eligible Child	5/7/2007	6/6/2007
			00	EC - Eligible Child	6/7/2007	8/6/2007
			00	EC - Eligible Child	8/10/2007	9/23/2007
			00	EC - Eligible Child	9/24/2007	11/6/2007
			00	EC - Eligible Child	11/1/2007	5/6/2008
			00	EC - Eligible Child	5/7/2008	
	, FAITH A	Daughter	56	EC - Eligible Child	5/7/2007	6/6/2007
			00	EC - Eligible Child	6/7/2007	8/6/2007
			00	EC - Eligible Child	8/10/2007	9/23/2007
			00	EC - Eligible Child	9/24/2007	12/9/2007
			00	EC - Eligible Child	12/10/2007	1/23/2008
			00	EC - Eligible Child	1/24/2008	5/6/2008
			00	EC - Eligible Child	5/7/2008	5/21/2008
			00	EC - Eligible Child	5/22/2008	12/7/2008
			00	EC - Eligible Child	12/8/2008	12/21/2008
			00	EC - Eligible Child	12/22/2008	1/7/2009
			00	EC - Eligible Child	1/20/2009	

Budget Grant Amount

Category	Grant Group	Grant Amount	Frequency	Effective Begin Date	Effective End Date
C		$403.00	Monthly	2/6/2009	

Family Composition Activity

Activity	Effective Begin Date	Effective End Date
Paid Activity	5/7/2007	8/7/2007
Paid Activity	8/22/2007	8/27/2007
Unpaid Activity	8/28/2007	12/6/2007
No Activity	12/7/2007	12/17/2007
Unpaid Activity	12/18/2007	12/27/2007
Paid Activity	12/28/2007	1/23/2008
Unpaid Activity	1/24/2008	5/4/2008
Paid Activity	5/5/2008	5/21/2008
Unpaid Activity	5/23/2008	9/30/2008
Unpaid Activity	5/23/2008	9/30/2008
Paid Activity	5/24/2008	5/26/2008
Unpaid Activity	5/27/2008	8/3/2008
No Activity	8/4/2008	8/18/2008
Unpaid Activity	8/19/2008	9/15/2008
No Activity	9/16/2008	9/30/2008
Unpaid Activity	10/17/2008	12/7/2008
Paid Activity	12/8/2008	1/7/2009
Paid Activity	2/21/2009	

CASE PROFILE SUMMARY CANCEL

UserID: t-test21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.69

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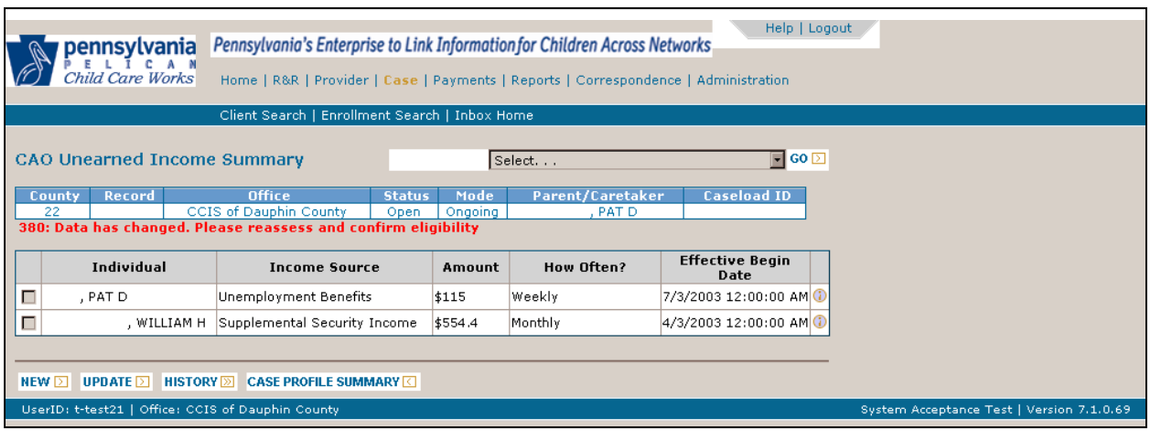
400.8.5.10 CAO Unearned Income Information Detail page

The CAO Unearned Income Information Detail page displays information related to unearned income captured in CIS, such as the begin and end dates of the income, the amount and how often the income is received.

CIS does not capture deductions and therefore no deductions will appear on the Deductions page for cases newly transferred to PELICAN CCW.



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400.8.5.11 Self-Employment Information Detail page

The Self-Employment Information Detail page displays information related to self-employment, such as business name, address, telephone, number of hours worked per week and the income related to self-employment. The information is "Read Only." This page is not as common for a TANF case.

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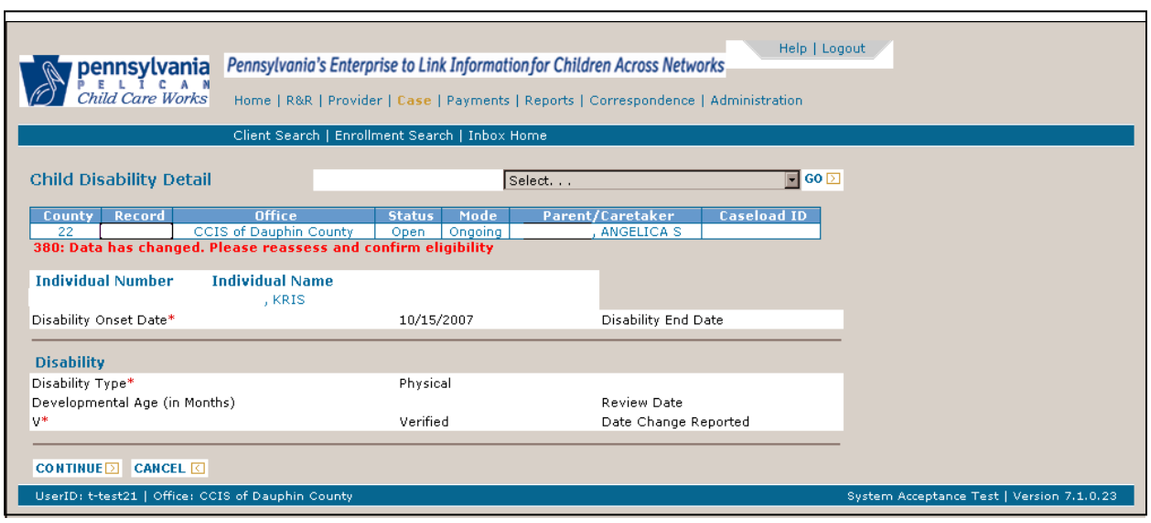
400.8.5.12 Child Disability Information Detail page

The Child Disability Information Detail page displays information related to the child's disability, injury or impairment, such as the disability onset date, the type of disability and the developmental age, if appropriate.

Any information related to a child's disability, injury or impairment that is captured in CIS will be transferred to PELICAN CCW as a "physical" disability.

When "physical" disability information is transferred from CIS, the information is "Read Only" and PELICAN CCW does not permit the CCIS to update the information. However, the CCIS may add a disability if no disability was transferred from CIS and/or may add a developmental age for a child, as appropriate.



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400.8.5.13 CAO Sanction/Disqualification Information Detail page

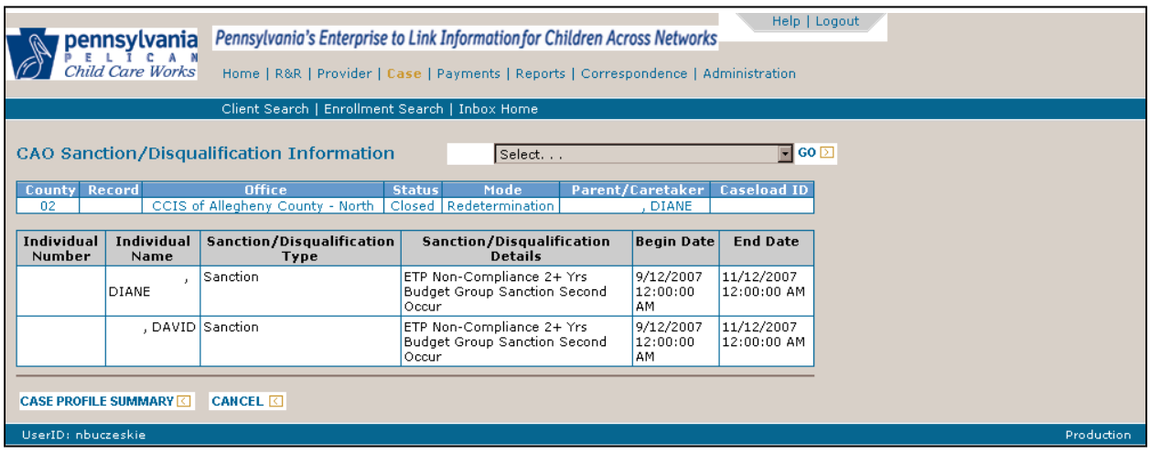
The CAO Sanction/Disqualification Information Detail page displays information related to sanctions or disqualifications captured in CIS for a p/c or child.

Sanction and disqualification information is transferred initially and is later updated by CIS. This information is "Read Only."

Sanctions negate eligibility for enrollment under the TANF, FS and GA child care programs. A sanction may apply to one or more TANF, FS or GA budgets.

Sanctions can be imposed against a case or an individual. In a 1-p/c case, if the p/c is sanctioned and/or disqualified, the case is determined ineligible for the child care program to which the budget is associated. If a child is sanctioned and/or disqualified, the child is determined ineligible for subsidized child care.

In order for a 2-p/c case to be eligible for subsidized child care under the TANF child care program the case must meet the conditions discussed in **Manual Section "400.5.4 – "N" & "D" Members."**



County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
02		CCIS of Allegheny County - North	Closed	Redetermination	, DIANE	

Individual Number	Individual Name	Sanction/Disqualification Type	Sanction/Disqualification Details	Begin Date	End Date
	, DIANE	Sanction	ETP Non-Compliance 2+ Yrs Budget Group Sanction Second Occur	9/12/2007 12:00:00 AM	11/12/2007 12:00:00 AM
	, DAVID	Sanction	ETP Non-Compliance 2+ Yrs Budget Group Sanction Second Occur	9/12/2007 12:00:00 AM	11/12/2007 12:00:00 AM

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400.8.5.14 Teen Parent Education Information Detail page

The Teen Parent Education Information Detail page displays information related to a teen's educational program, such as the education institution name, begin date, anticipated graduation date and full or part-time participation status. This information is "Read Only."

If a teen parent is identified based on parental relationships, care and control indicators and CIS Eligibility Status Codes, PELICAN CCW will display the teen parent's education information in the TANF case. If a teen parent is not participating in an education program, the case is ineligible for subsidized child care. Additional information is available in **Manual Section "400.5.7 – "Teen Parent Requirements."**

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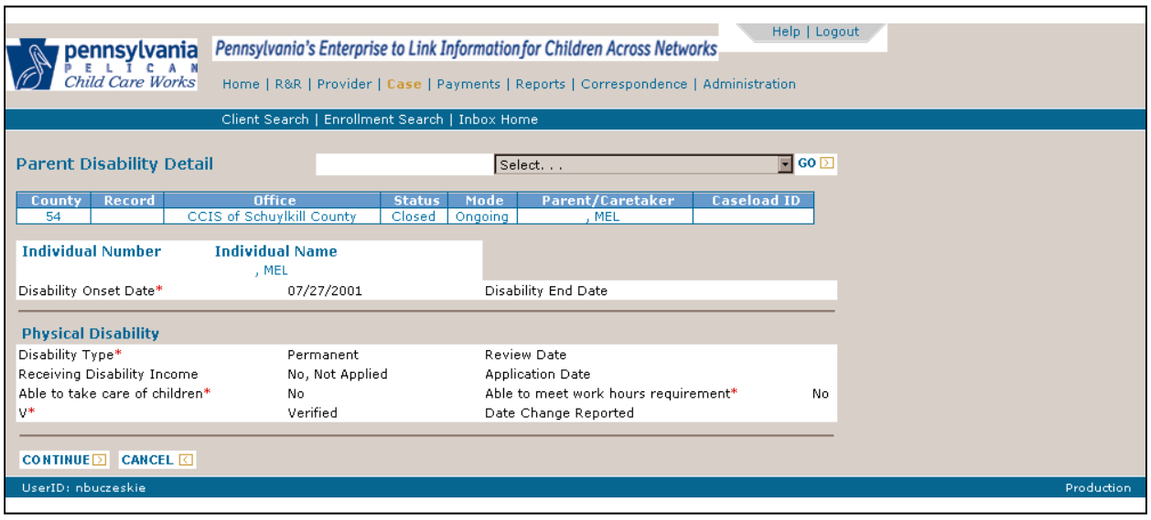
400.8.5.15 P/C Disability Information Detail page

The P/C Disability Information Detail page displays information related to a p/c's disability, such as the disability onset date, the type of disability and the whether the p/c is able to work or care for the children. The information is "Read Only."



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400.8.5.16 Case Creation Hierarchy

If a family is eligible for multiple child care programs, the CCIS should determine eligibility for enrollment based on the following case creation hierarchy:

Choice	CC Program	Reasons
1st	TANF	- There are less barriers related to eligibility for enrollment - Child care may be provided during any approved work-related activity - The Department receives more Federal funding than with FS or GA
2nd	TANF TCA	- There are less barriers related to eligibility for enrollment - Child care may be provided during any approved work-related activity - The Department receives more Federal funding than with FS or GA
3rd	FS	- There are less barriers related to eligibility for enrollment - Child care may be provided during any approved unpaid activity only - The Department receives more Federal funding than with GA
4th	GA	- There are less barriers related to eligibility for enrollment - Child care may be provided during any approved unpaid activity only - The Department receives more Federal funding than with the FT, HS/PK or LI
5th	FT	- Least restrictive eligibility requirements of the Low-income child care programs - There is no waiting list
6th	HS/PK	- No redeterminations until the child is no longer enrolled in the HS/PK programs
7th	LI	- Most restrictive eligibility requirement - Waiting list for care

If there is question regarding the hierarchy, the CCIS should always choose the child care program that would best meet the family's needs.

EXAMPLES:

1. A FS p/c with an unpaid activity is receiving FS child care. TANF is opened and the child care program is changed from FS to TANF. The p/c gets a job (in addition to the training activity) and TANF closes, but the p/c continues to receive Food Stamp benefits from the CAO and is eligible for FS child care. The hierarchy dictates the use of the FS child care program, but FT would better meet the p/c's need because the p/c could receive care during the days/hours he/she attends training and work.

2. A FT p/c reports his/her child is attending Head Start. The hierarchy dictates use of the FT child care program, but HS would better meet the p/c's need because a redetermination is not required until the child is no longer enrolled in Head Start.

3. A family has been receiving child care under the FS child care program since 2/1 and the CCIS receives an update on 3/15 that FS benefits well end effective 3/31. The CCIS also receives an update that TANF benefits will begin 3/20. The CCIS will voluntarily close the FS case effective 3/20 and pull the TANF case.

PELICAN CCW automatically applies the case creation hierarchy when a case is pushed; however, when a case is pulled the CCIS worker must make the proper selection.

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Return to Manual Section "400.8.2.1 – Procedures."

Return to Manual Section "400.9.3 – Dual/Simultaneous Applications"

Return to Manual Section "400.9.3.3 – Existing FS (*Active*) case"

Return to Manual Section "400.9.3.5 – Existing GA/WS2 (*Active*) case"

Return to Manual Section "400.9.3.6 – Existing GA/WS2 (*Closed*) case"

Return to Manual Section "400.9.3.7 – Existing Linked FT (*Active*) case"

Return to Manual Section "400.9.4 – Cases Receiving TANF Benefits"

Return to Manual Section "400.9.4.3 – Existing FS (*Active*) case"

Return to Manual Section "400.9.4.5 – Existing GA/WS2 (*Active*) case"

Return to Manual Section "400.9.4.6 – Existing GA/WS2 (*Closed*) case"

Return to Manual Section "400.9.4.7 – Existing Linked FT (*Active*) case"

See Manual Section "400.27.3.26 – Questions – 400.8.5.16 – Case Creation Hierarchy"

400.9 Managing the Application Inbox

COMPASS is a website designed for the general public to obtain information and apply for assistance programs offered by the Department including Cash Assistance, Food Stamps, Energy Assistance, Medical Assistance and Child Care

The general public is able to complete a screening for potential eligibility, complete an application for child care assistance and search for child care providers online. COMPASS is accessed via the following web address: **www.compass.state.pa.us**. Users of COMPASS are required to create a login and password for secure access to their benefits information.

Applicants are automatically assigned an e-Form Number that begins with a "W". Applicants must also choose a password. This allows the applicant to complete the COMPASS Application at a later time (up to 30 days from when e-form no. assigned, or until application is e-signed and submitted) and check the status of a completed COMPASS Application. A Hint question and answer can be entered to assist applicants with logging in if they forget their password.

COMPASS Application pages collect the same information found on the hard copy child care application that potential clients currently complete. If applicants are applying for multiple services, the questions are modified to include information for all of the services selected.

COMPASS applicants use e-signature in lieu of signing a hard copy application. Users are required to agree to the terms of e-signature and enter the last four digits of their SSN. If the COMPASS Application does not have a SSN, they can print their completed COMPASS Application and mail it to the CCIS. Without a SSN, a COMPASS application cannot be submitted from COMPASS.

Clients can check the status of a submitted application by going to "My COMPASS Account". The CCIS "contact address" is displayed for the applicant in COMPASS.

Once an application has been completed in COMPASS, the applicant is given the Name, Address and Phone Number of the CCIS that is handling their application as described previously. Applicants can also obtain directions and a map to their local CCIS office from COMPASS.

When an application is submitted, the data is sent to PELICAN CCW in a nightly batch process. If system problems occur during the processing of data from COMPASS to PELICAN CCW, COMPASS attempts to resend it daily until it is received by PELICAN CCW.

It is <u>not</u> the CCIS agency's responsibility to provide technical support to COMPASS users. Questions regarding the use of COMPASS should be directed to the DPW Help Line at the following number: 1-800-692-7462. The CCIS must respond to applicant questions regarding their child care application only.

COMPASS Applications are assigned and sent to a CCIS based on the county the applicant selected as their county of residence in COMPASS, with the exception of Philadelphia and Allegheny counties. Philadelphia and Allegheny county applications are not routed based on County.

In PELICAN CCW, the COMPASS e-Form number translates to the Application Number. If an applicant calls a CCIS, they may provide their e-Form number. The CCIS should relate this to the Application Number in PELICAN CCW. The CCIS must enter all COMPASS applications on the application log using the same process as is used to log paper applications.

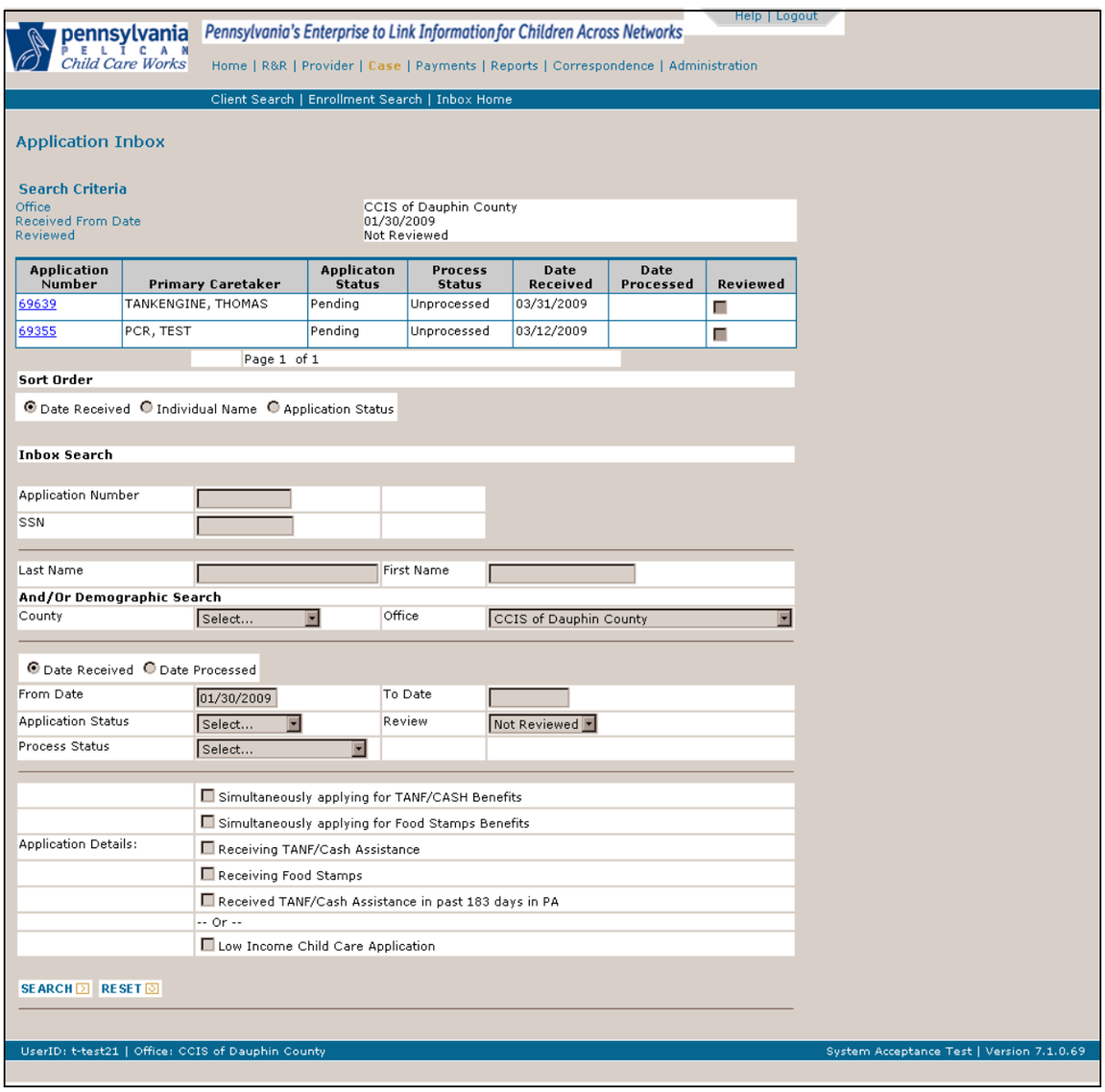
The Application Inbox may be accessed via the Inbox Home page. The Inbox Home page displays the total number of records not yet marked reviewed within each Inbox which corresponds to records displayed in the default search. Clicking the desired Inbox hyperlink opens that Inbox.

When an application appears in the Application Inbox, a case has not been created. At this point, only application data has been received and it remains in a "holding tank". The CCIS must process this information in order to create a case. The CCIS will receive a message in PELICAN CCW when the case has been successfully created.

The Application Inbox is similar to the CIS Inbox and Update Inbox. The difference is the Application Inbox houses COMPASS applications waiting to be processed, whereas the CIS Inbox and Update Inbox automatically process data. Once the Application Inbox is clicked, the system displays the application records. Records in the Application Inbox are identified by the e-Form Number assigned by COMPASS. In PELICAN CCW, the e-Form Number translates to the Application Number.

PELICAN CCW does not use the Preceding "W" that COMPASS assigns. Applications will default to the "0001" Workload. Below is a screen shot of the page.

See the screen shot below.



Records are sorted newest to oldest by Date Received. Records can be sorted by "Date Received," "Individual Name" and "Application Status". Records can be searched by:

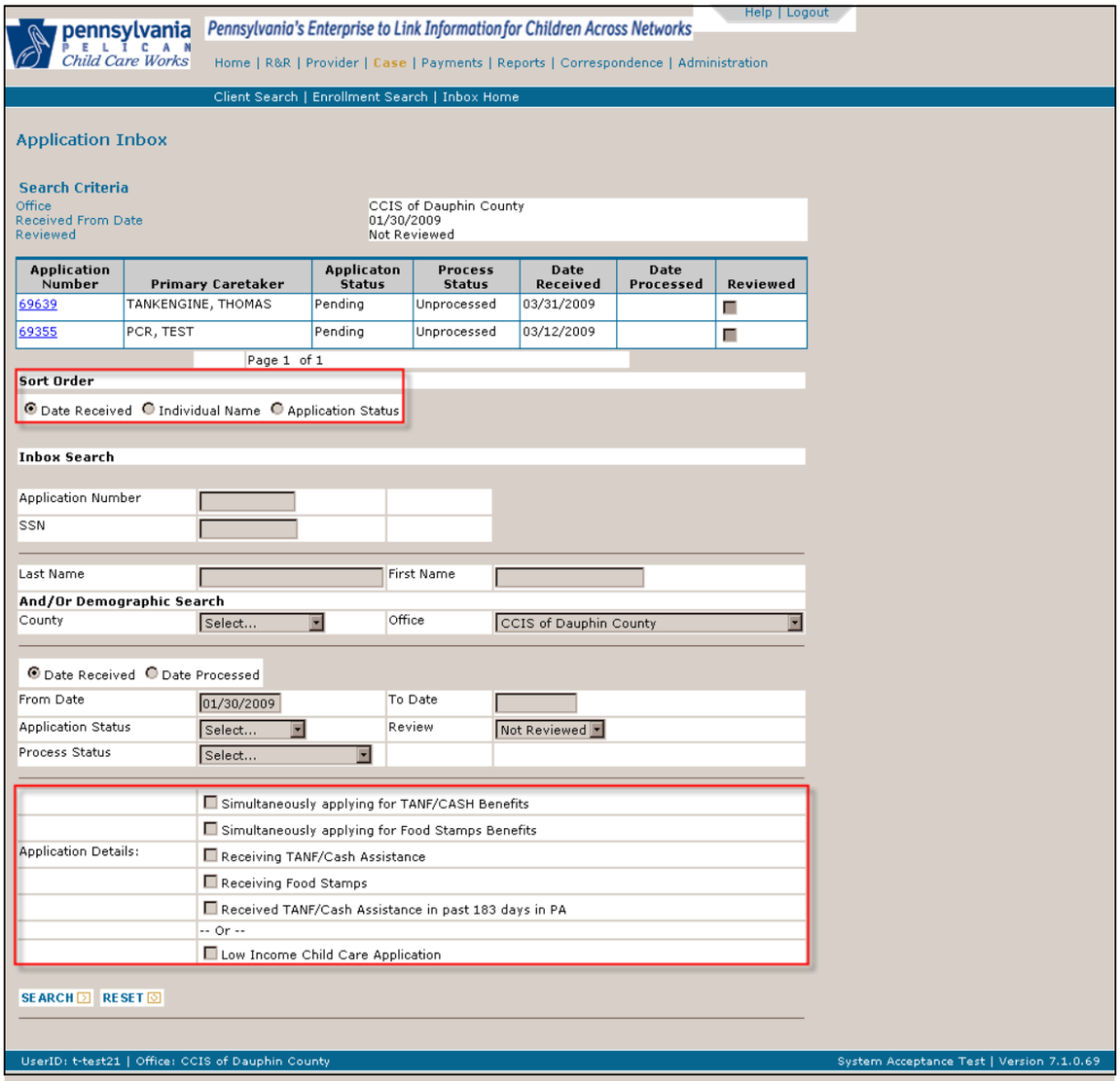
1. Application Number

   NOTE: This number can be searched in the Application Inbox for 60 days. After 60 days, all applications are purged from the Application Inbox.
2. SSN
3. Name
4. Demographics
5. Dates
6. Application Status
7. Review Status
8. Process Status
9. Application Details

   NOTE: From Date defaults to today's date minus 60 days

The Application Details section allows searches for various application scenarios relating to how the applicant submitted the application. The CCIS may search for an application indicating any one or more of the following:

1. Simultaneously applying for TANF/CASH Benefits and child care (at CAO and CCIS)
2. Simultaneously applying for Food Stamps Benefits and Child Care (at CAO and CCIS)
3. Receiving TANF/Cash Assistance (at CAO)
4. Receiving Food Stamps (at CAO)
5. Received TANF/Cash Assistance in past 183 days in PA (FT)
6. Low Income Child Care Application



There are two types of statuses in the Application Inbox: Application Status and Process Status. These statuses are described in greater detail below.

1. Application Status

   a. The Application status shown to applicant in COMPASS is derived from the Application Status shown on the Application Inbox page with the exception of "Cancelled".

   b. There are three Application Statuses as follows:

      i. <u>Pending</u>

         - The Application has not been processed in PELICAN CCW.

      ii. <u>Processed</u>

         - The Application has been processed in PELICAN CCW. This does not guarantee eligibility for enrollment.

      iii. <u>Cancelled</u>

         - This status is only visible in PELICAN CCW)The Application was rejected by CCIS. The applicant will see a status of "Processed" in COMPASS.

2. Process Status

   a. The "Process Status" indicates the Status of application processing in PELICAN CCW.

   b. There are four Process Statuses as follows:

      i. Unprocessed

         - The application has not been processed or was rejected before a case is created.

      ii. Processed

         - The application was processed, a case was created and all application data transferred to the case.

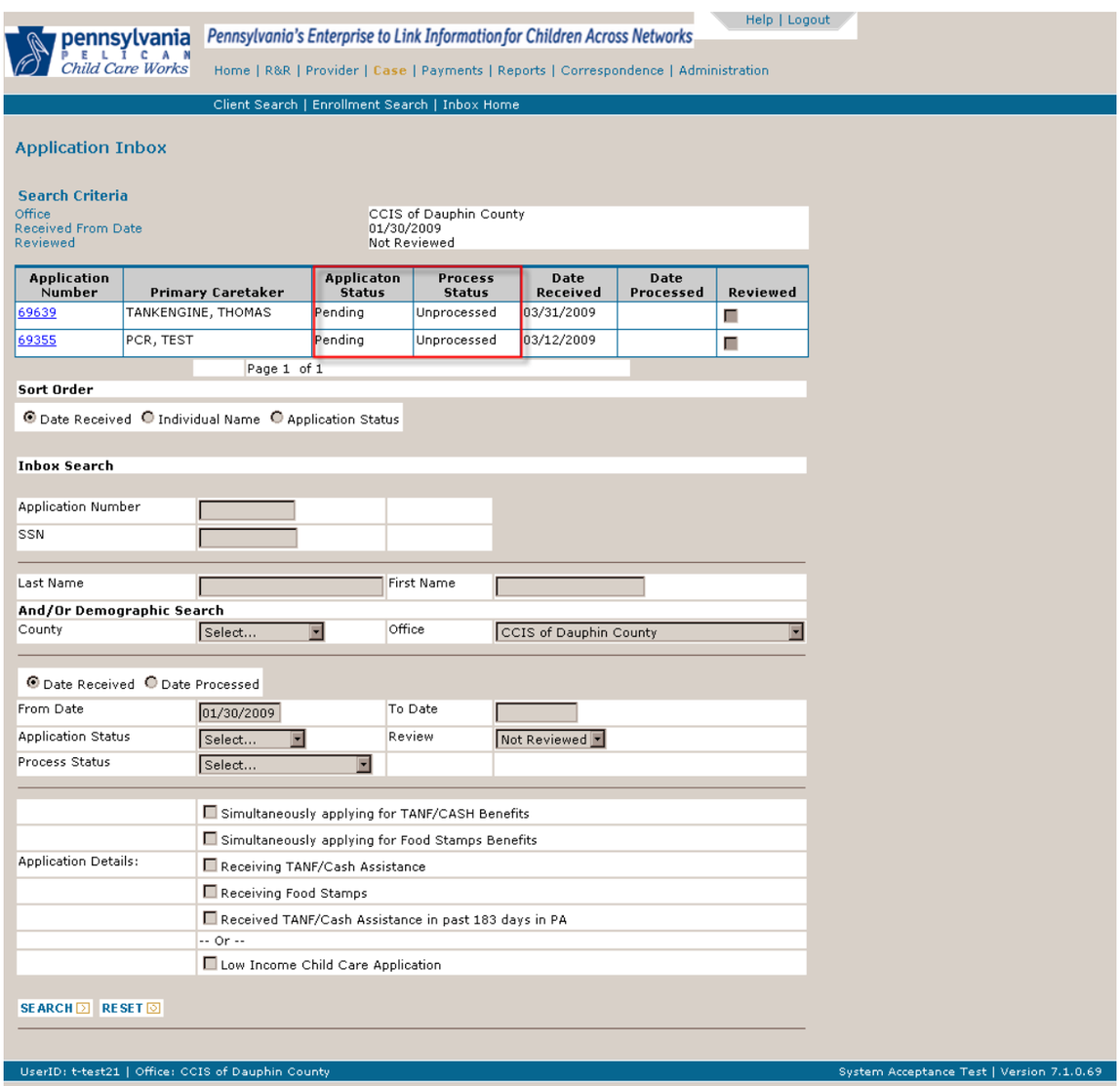
      iii. Processed With Failures

         - A case was created, but some data did not transfer to the case.

      iv. Failed

         - The application data could not be used. A case was not created.

See the screen shot below.

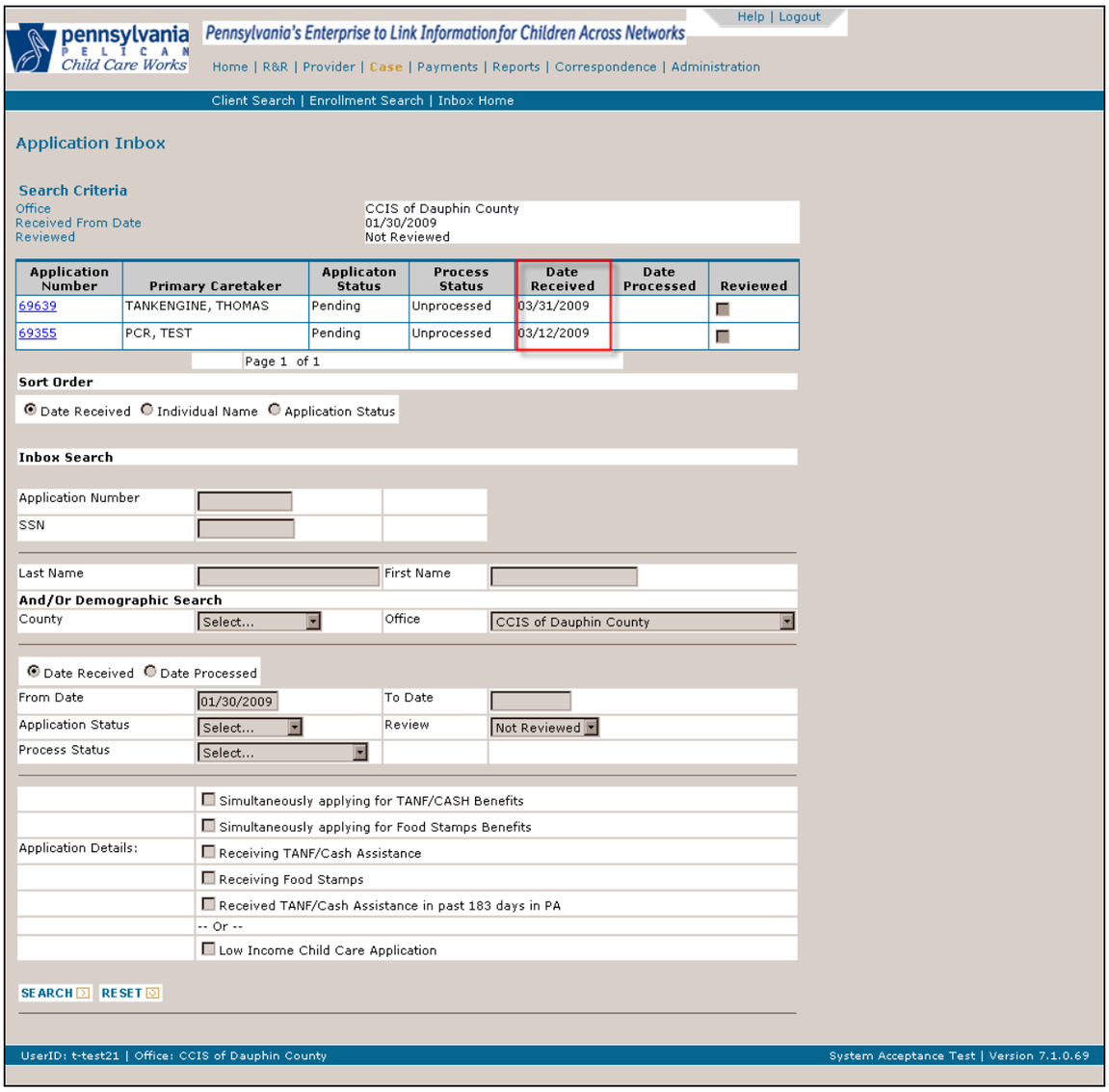


There are two application date fields:

1. <u>Date Received</u>

   - The date the application was received from COMPASS (appeared in Application Inbox).

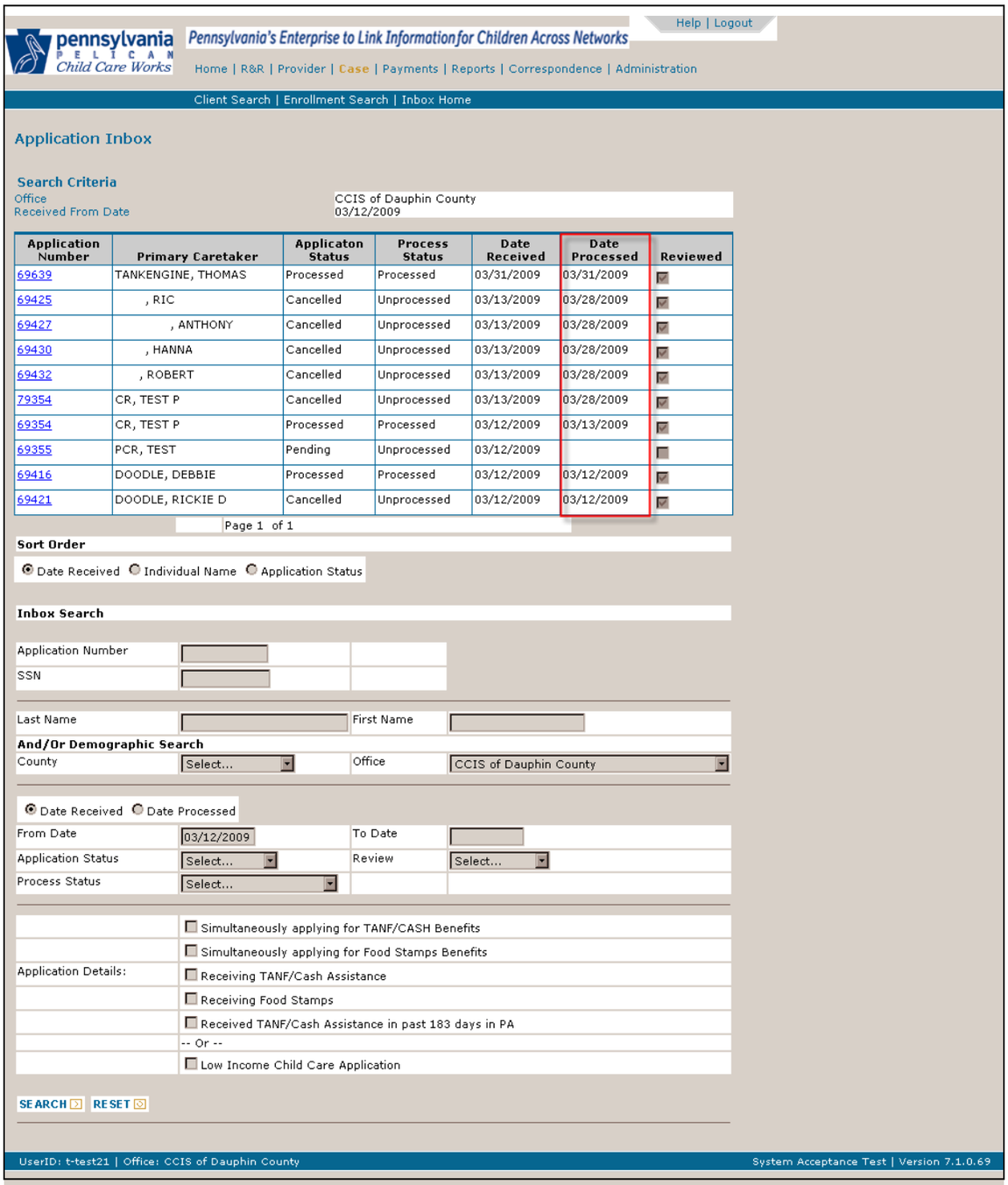
   See the screen shot below.



2. <u>Date Processed</u>

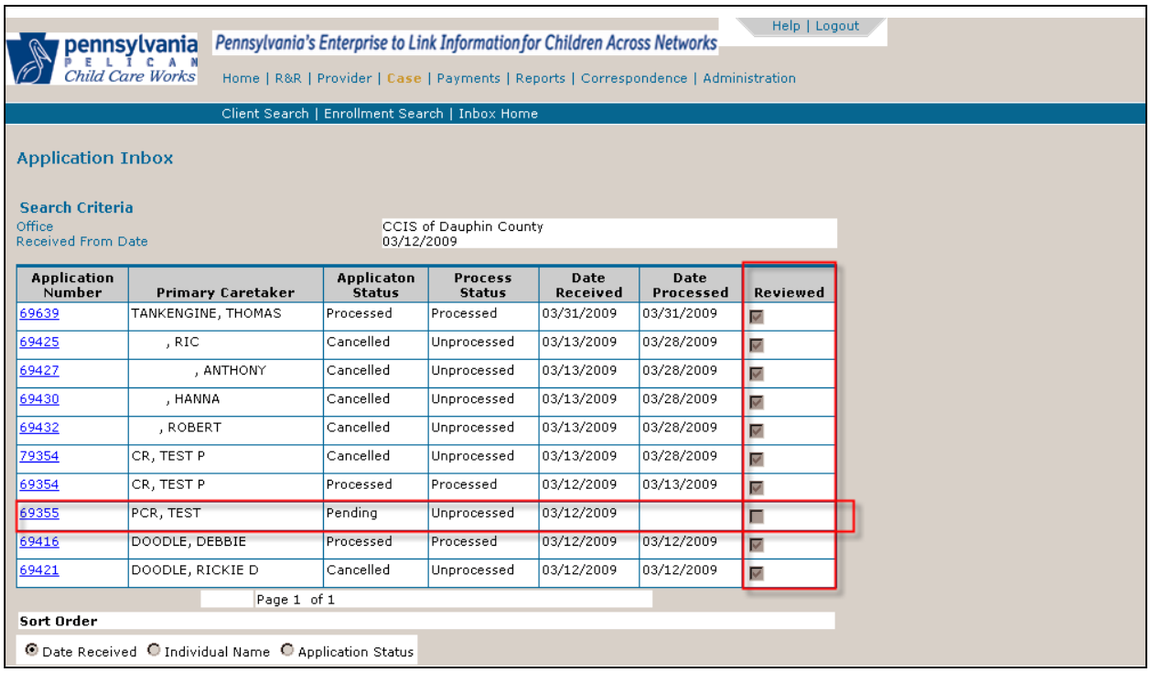
   - The date the application was successfully processed by the CCIS.

   See the screen shot below.



PELICAN CCW disables the "Reviewed" indicators in the Application Inbox to prevent accidental checking of applications as reviewed and PELICAN CCW automatically checks the indicator when an application is processed or rejected.

See the screen shot below.



Application Number	Primary Caretaker	Applicaton Status	Process Status	Date Received	Date Processed	Reviewed
69639	TANKENGINE, THOMAS	Processed	Processed	03/31/2009	03/31/2009	☑
69425	, RIC	Cancelled	Unprocessed	03/13/2009	03/28/2009	☑
69427	, ANTHONY	Cancelled	Unprocessed	03/13/2009	03/28/2009	☑
69430	, HANNA	Cancelled	Unprocessed	03/13/2009	03/28/2009	☑
69432	, ROBERT	Cancelled	Unprocessed	03/13/2009	03/28/2009	☑
79354	CR, TEST P	Cancelled	Unprocessed	03/13/2009	03/28/2009	☑
69354	CR, TEST P	Processed	Processed	03/12/2009	03/13/2009	☑
69355	PCR, TEST	Pending	Unprocessed	03/12/2009		☐
69416	DOODLE, DEBBIE	Processed	Processed	03/12/2009	03/12/2009	☑
69421	DOODLE, RICKIE D	Cancelled	Unprocessed	03/12/2009	03/12/2009	☑

If an application has not been processed (i.e., is in “Unprocessed” status), the “Reviewed” Indicator should be unchecked as seen in the screen shot above.

COMPASS applications must be processed manually because the information is received directly from the applicant and must be reviewed by the CCIS. CIS Inbox and Update Inbox data is received from the CAO and the CAO is responsible for the accuracy of the data.

The CCIS must review the Application Inbox daily. Any user with access to the Inbox can process an application with the exception of simultaneously submitted applications (sent to the CAO and CCIS at the same time). These must be processed by the Application Manager. Directors are not automatically included in the Application Manager role.

The Application Manager Role is required to process the following 4 groups of applications:

1. Applications simultaneously submitted to the CAO and CCIS for TANF/Cash benefits.
2. Applications simultaneously submitted to the CAO and CCIS for FS benefits.
3. Applications indicating that the user is currently receiving TANF/Cash benefits.
4. Applications indicating the user is currently receiving FS benefits

Simultaneously submitted applications (to the CAO and CCIS) can only be processed by CCIS users assigned to the "Application Manager Role". COMPASS Application Alerts are generated in PELICAN CCW from the Application Inbox. Alerts are automatically generated for COMPASS applications as follows:

- 10 day alert – "Application W999999 has not been processed."
- 30 day alert – "Application W999999 has not been processed and eligibility must be assessed."

The Application Manager role will not receive alerts. Alerts will be sent to the caseworker and supervisor associated to the caseload to which the application is assigned. If the application is not assigned to a workload, the alert will be sent to the supervisor of the default 0001 workload. For additional information regarding alerts, see **Manual Section "400.20 – Alerts & Warning Messages"**.

Simultaneous applications only receive the 30-day alert to the Application Manager role. Once a case is created and assigned to an individual workload, standard alerts apply. Alerts are system cleared once the application is processed or rejected in PELICAN CCW.

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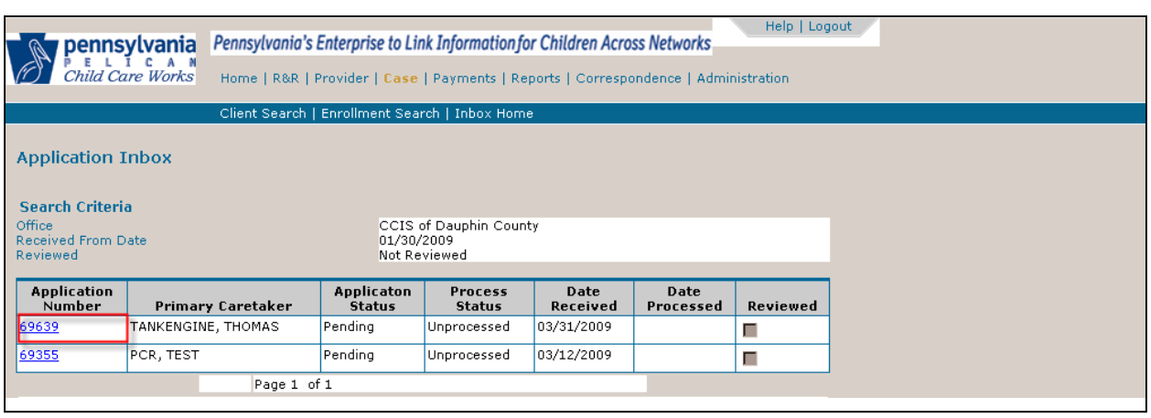
400.9.1 Processing a COMPASS Application in PELICAN CCW

The CCIS must complete the following steps to process a COMPASS application:

1. Access the application in the Application Inbox by clicking the Co/Record Number hyperlink. See the screen shot below.



2. Review the Application Summary Page.

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Application Summary

Application Number:	W0069639
Application Date:	3/31/2009 8:49:00 AM

Address and Contact Information

Address:	333 MARKET ST., HARRISBURG, PA 17101
Phone Number:	717-772-0655
Preferred Method of Contact:	Work Phone

Workload Assignment

Workload* Select...

County* Dauphin

SAVE

Additional Information

Simultaneously applying for TANF/CASH Benefits	Yes
Simultaneously applying for Food Stamp Benefits	No
Receiving TANF/Cash Assistance	No
Receiving Food Stamps	No
Received TANF/Cash Assistance in past 183 days in PA	Yes

Case Members

Individual Name	DOB	Citizen Status	Gender	Race	Ethnicity	Need Care?
TANKENGINE, THOMAS	11/12/1968	Citizen	Male	White	Unknown	No
TANKENGINE, EMILY	08/12/2008	Citizen	Female	White	Unknown	Yes

Child Care Schedules/Immunization Information

Individual Name	Schedule Type	Hours	Immunization
TANKENGINE, EMILY	Both	35	No. Religious Reasons

Disability Information

Individual Name	Disability Type	Disability Begin Date	Able to take care of children	Able to meet work hours requirement
No Data Found				

Employment Information

Individual Name	Employer	Begin Date	Hours per Week	Hourly Pay Rate	Calculated Weekly Pay	Pay Frequency	Gross Amount	Estimated Monthly Amount
TANKENGINE, THOMAS	TINKER TOYS	01/01/2009	20	$9.00	$180.00	Weekly	$180.00	$720.00

Training Information

Individual Name	Program Name	Hours/Week	Begin Date	Anticipated Completion Date
TANKENGINE, THOMAS	HACC	15	08/15/2008	06/10/2009

Education Information

Individual Name	School Name	School Type	Attendance Type	Graduation Date
No Data Found				

Other Income Information

Individual Name	Income Type	Income Amount	Income Frequency
TANKENGINE, THOMAS	Child Support	$250.00	Monthly

Self Employment Information

Individual Name	Begin Date	Hours per Week	Hourly Pay Rate	Calculated Weekly Pay	Pay Frequency	Gross Amount	Estimated Monthly Amount
No Data Found							

Deductions

Individual Name	Deduction Type	Deduction Amount	Deduction Frequency
TANKENGINE, THOMAS	Medical	$75.00	Monthly

Comments

Comments
I AM BARELY SCAPING BY ON MY INCOME AND MY EX-GIRLFRIEND, THE MOTHER OF MY DAUGHTER ISN'T PAYING HER CHILD SUPPORT EVERY MONTH LIKE SHE'S SUPPOSED TO. MY INCOME CAN'T COVER ALL THE BILLS, ESPECIALLY WITH EMILY'S CONDITION. I AM ON A PAYMENT PLAN FOR EMILY'S MEDICATION, BUT I'M FALLING BEHIND ON THAT AS WELL. PLEASE HELP ME SO I CAN CONTINUE TO WORK.

Reason for Rejecting Application : Select...

CONTINUE PRINT CANCEL REJECT APPLICATION

PLEASE ENSURE YOU HAVE PRINTED THE APPLICATION BEFORE CONTINUING.

CCIS Transfer

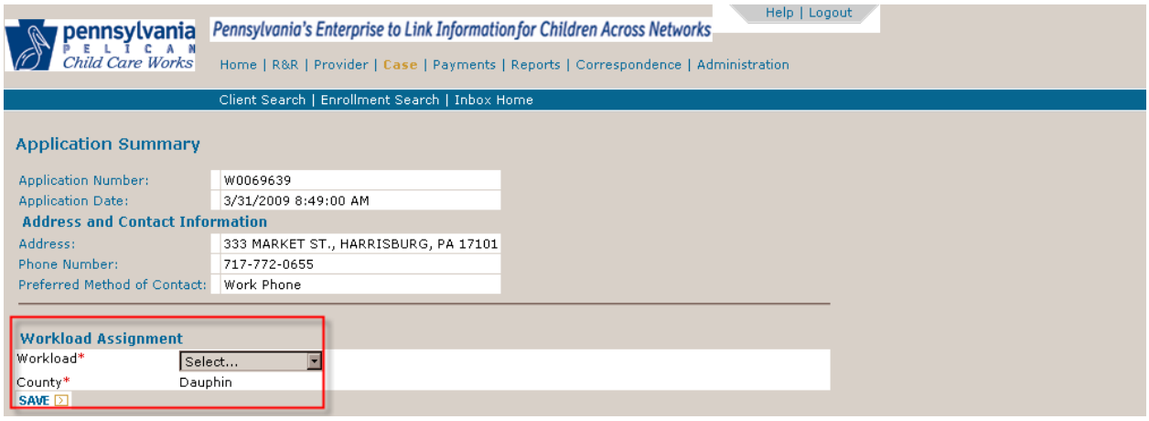
Current:CCIS of Dauphin County

Select...

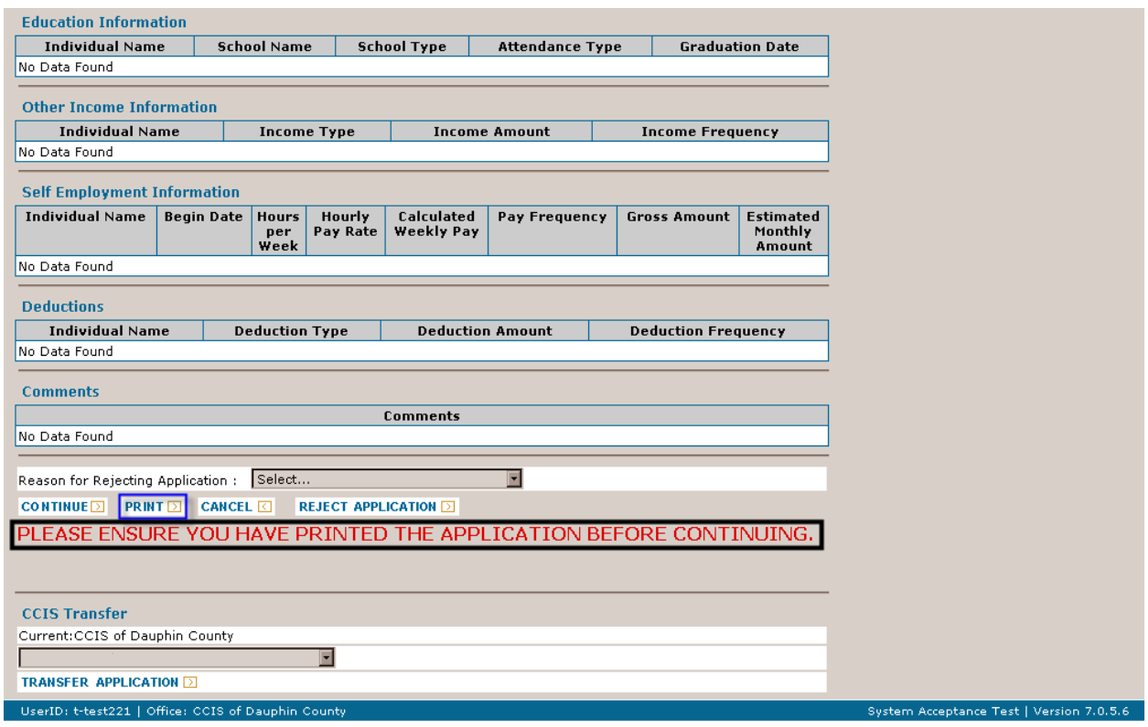
TRANSFER APPLICATION

UserID: t-test21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.69

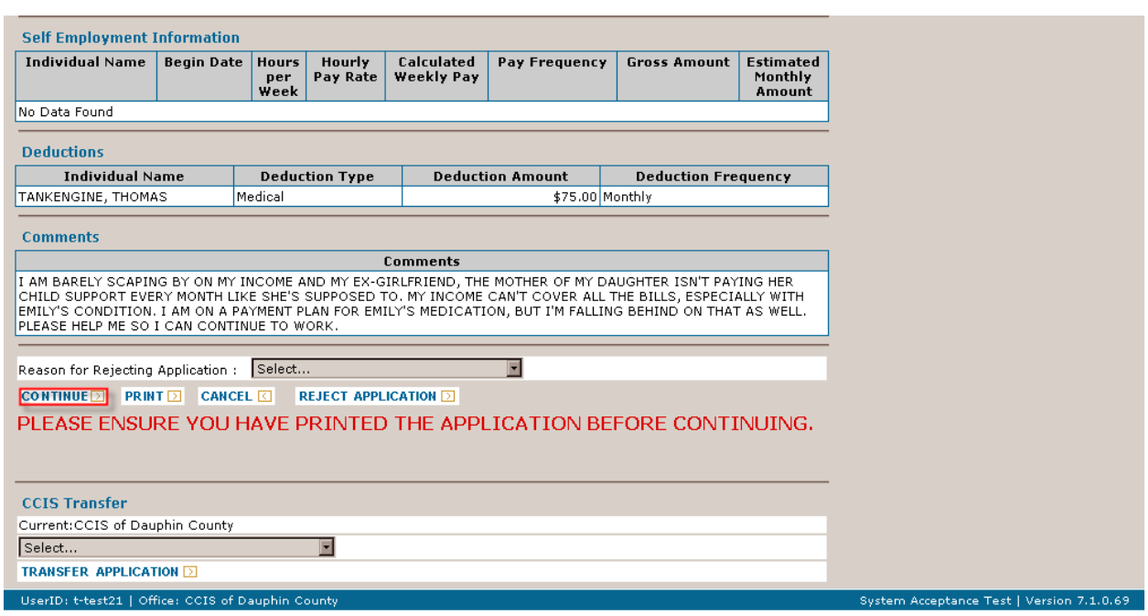
3. Assign a “Workload” and click “Save”.



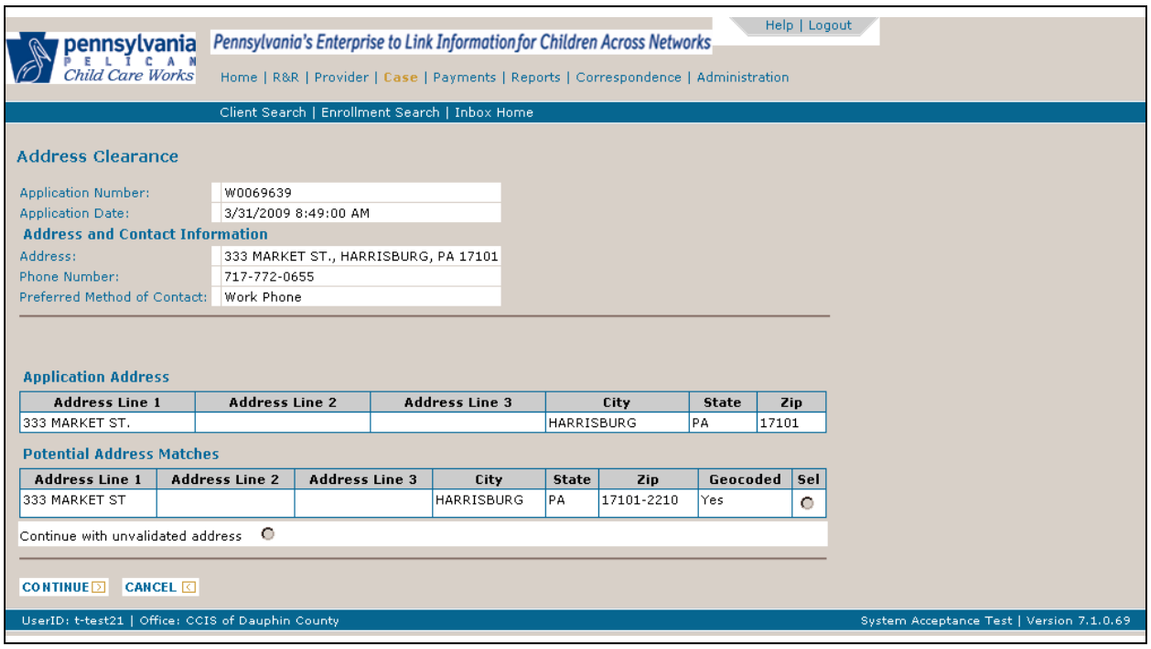
4. Print the Application Summary page.



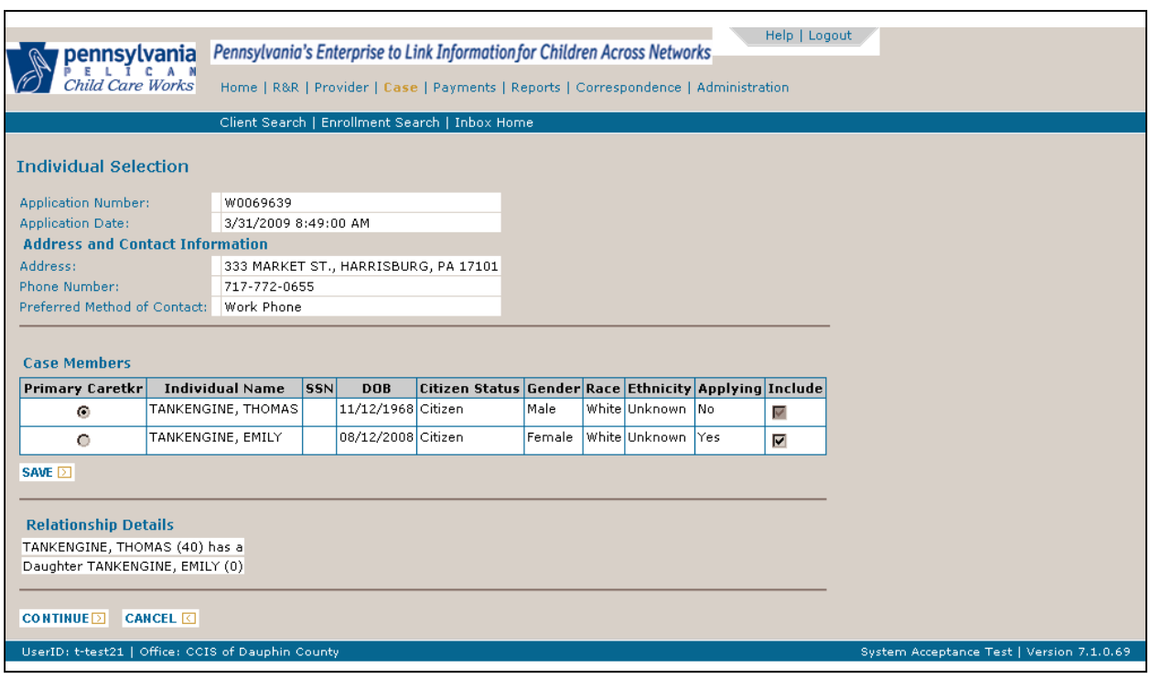
5. Click "Continue" to proceed with processing the application.



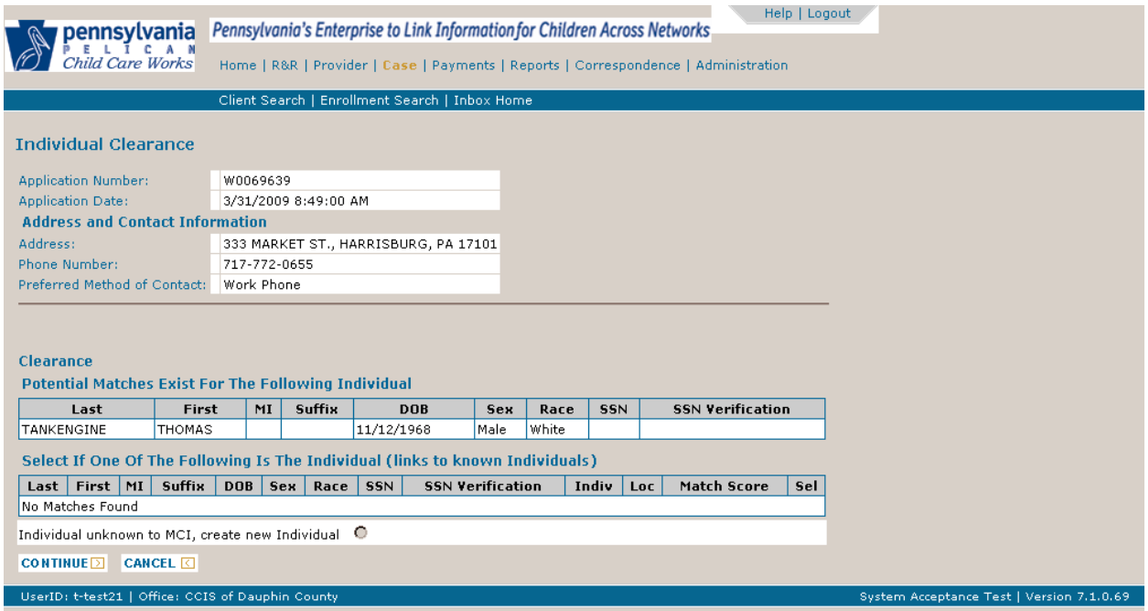
6. Complete Address Clearance.



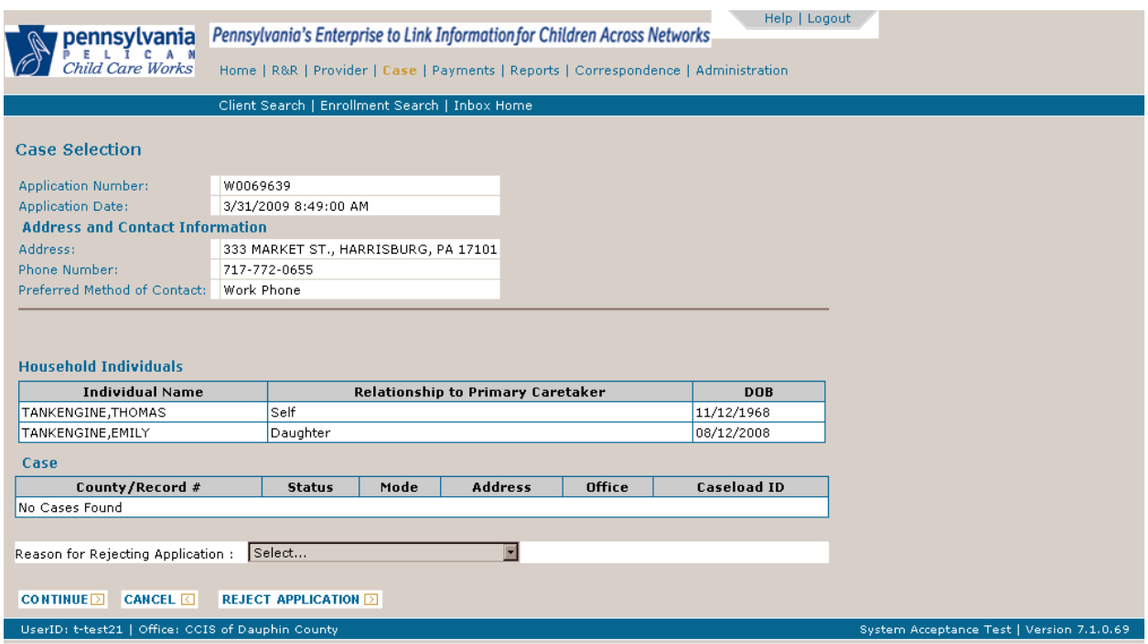
7. Review Individual Selection and make changes, as appropriate.



8. Complete Individual Clearance for each individual in the case.



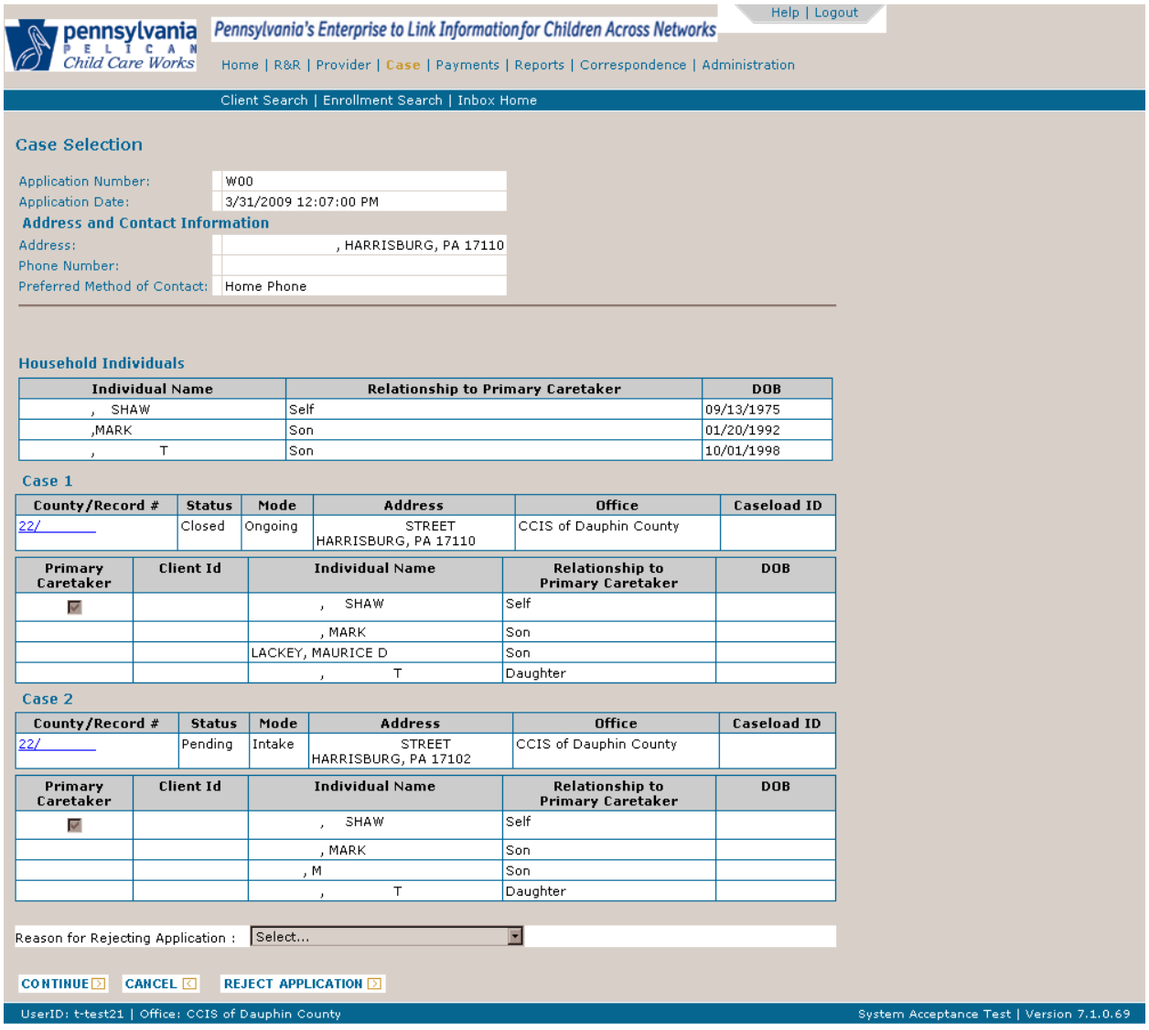
9. Review the Case Selection page and determine whether it is appropriate to create a new case with a new Co/Record Number.



NOTE: The above screen shot indicates there are no cases in PELICAN CCW that are associated with Thomas Tankengine.

If there are multiple cases, the Co/Record Number associated with each case in PELICAN CCW will be displayed along with the case status(es), mode(s), address(es), office(s) and Caseload ID(s). PELICAN CCW will also display the case members associated with each case, along with the DOB and Client ID, the primary caretaker designation and relationship to the primary caretaker.

See the screen shot below.



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Case Selection

Application Number: W00
Application Date: 3/31/2009 12:07:00 PM

Address and Contact Information

Address: , HARRISBURG, PA 17110
Phone Number:
Preferred Method of Contact: Home Phone

Household Individuals

Individual Name	Relationship to Primary Caretaker	DOB
, SHAW	Self	09/13/1975
,MARK	Son	01/20/1992
, T	Son	10/01/1998

Case 1

County/Record #	Status	Mode	Address	Office	Caseload ID
22/	Closed	Ongoing	STREET HARRISBURG, PA 17110	CCIS of Dauphin County	

Primary Caretaker	Client Id	Individual Name	Relationship to Primary Caretaker	DOB
☑		, SHAW	Self	
		, MARK	Son	
		LACKEY, MAURICE D	Son	
		, T	Daughter	

Case 2

County/Record #	Status	Mode	Address	Office	Caseload ID
22/	Pending	Intake	STREET HARRISBURG, PA 17102	CCIS of Dauphin County	

Primary Caretaker	Client Id	Individual Name	Relationship to Primary Caretaker	DOB
☑		, SHAW	Self	
		, MARK	Son	
		, M	Son	
		, T	Daughter	

Reason for Rejecting Application : Select...

CONTINUE CANCEL REJECT APPLICATION

UserID: t-test21 | Office: CCIS of Dauphin County

System Acceptance Test | Version 7.1.0.69

Clicking CANCEL on any Application Processing page takes you back to the Application Inbox, <u>it does not delete the Application</u>.

Clicking REJECT APPLICATION will delete the application and a case can no longer be created from it. If there are multiple cases returned on the Case Selection page and one of the returned cases should be used to provide child care, the CCIS must reject the application as specified in **Manual Section "400.9.6 – Rejecting Applications"**.

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400.9.2 Managing Failed & Processed with Failure Applications

The following subsections provide procedures for managing "Failed" and "Processed with Failures" Applications.

400.9.2.1 Failed Applications

If anything failed during the transfer of COMPASS data to PELICAN CCW, the failure reasons will be displayed on the Application Summary page. If PELICAN CCW cannot validate critical case information, PELICAN CCW will not create a case (Failed).

In these situations, the CCIS must:

1. Use the Application Summary page and manually create a case.
2. Send a Missing Information Letter to the p/c if information is missing from the Application Summary page.

The record in the Application Inbox shows a Process Status of "Failed". Please note that when searching the Application Inbox, the CCIS must select "Reviewed" to find the record and view the Application Summary page. The CCIS must select "Reviewed" because the PELICAN CCW marks the application as reviewed when it is processed.

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400.9.2.2 Processed with Failures Applications

If anything failed during the transfer of COMPASS data to PELICAN CCW, the failure reasons will be displayed on the Application Summary page. A "Processed with Failures" status does not stop PELICAN CCW from creating a case. In these situations, the CCIS must:

1. Check the Application Summary page and manually enter the information; OR
2. Send a Missing Information Letter to the p/c.

The record in the Application Inbox shows a Process Status of "Processed with Failures".

Please note that when searching the Application Inbox, the CCIS must select "Reviewed" to find the record and view the Application Summary page. The CCIS must select "Reviewed" because PELICAN CCW automatically marks the application as reviewed when it is processed.

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400.9.3 Dual/Simultaneous Applications

An applicant may simultaneously apply for TANF benefits and CCW. This COMPASS application will be sent to both the CAO and CCIS. When the CCIS searches the Application Inbox in PELICAN CCW by selecting "Simultaneously applying for TANF/CASH Benefits" or "Simultaneously applying for Food Stamp Benefits" and applications are returned, the CCIS may not process these applications for 30 days.

The 30-day period allows the CAO to determine whether the family is eligible for TANF benefits and for the child care related to those benefits. The eligibility determination may occur by processing a case in CIS or by rejecting the application without processing the case in CIS. If the CAO processes the case in CIS and determines the family eligible, the CAO will mark the case and CIS will push the case into PELICAN CCW during the night batch process.

If on Day 30, the case does not appear in PELICAN CCW, the CCIS must pull the case from CIS and reject the COMPASS Simultaneous Application so the CCIS may use a case that is liked to CIS. COMPASS Simultaneous Applications are not linked to CIS. If the CAO determines the case ineligible, the CCIS may not pull the TANF case into PELICAN CCW.

If the CAO rejects the application without processing the case in CIS, the CCIS will not know this action occurred and will not be able to locate the case in CIS. Therefore, if the CAO determines the case ineligible or rejects the application, the CCIS must process the COMPASS Simultaneous Application under the LI child care program.

The CCIS must maintain the Application Date of a COMPASS Simultaneous Application (i.e., the date the application was submitted from COMPASS to PELICAN CCW) when processing the application under the LI child care program on Day 30.

A COMPASS Simultaneous Application must be processed under the LI child care program on Day 30 when the family is ineligible for TANF benefits or there is no corresponding budget group in CIS to pull into PELICAN CCW.

When determining whether to process or reject a COMPASS Application and prior to creating a new PELICAN CCW case, the CCIS must:

1. Confirm that all individual demographic information matches the information on the Master Client Index (MCI) Individual Clearance page in PELICAN CCW.
2. Ensure that links between CIS and PELICAN CCW are maintained appropriately.
3. Thoroughly research any existing Co/Record Number returned on the Case Selection page in PELICAN CCW.
4. Use any existing County/Record Number available. For additional information see **Manual Section "400.9.4 – Cases Receiving TANF Benefits".**
5. Review the case creation hierarchy to determine whether an existing case must be used, reopened or maintained. The case creation hierarchy is shown in **Manual Section "400.8.5.16 – Case Creation Hierarchy".**

When the CCIS receives a Dual/Simultaneous application in which the p/c is applying for TANF and subsidized child care, the CCIS may not process the application for 30 days.

If the CCIS receives paperwork for these applications prior to case creation, the paperwork must be tracked and eventually connected to a case (if created). The recommended process is as follows:

1. When you receive a COMPASS application, print the Application Summary page (do not time/date stamp - the Received Date is the date it was submitted from COMPASS and appeared in the Application Inbox).
2. Create a physical file filed by p/c name.
3. If/when you receive paperwork (verification forms, etc.), perform a Client Search for the p/c. If no match, search the Application Inbox. If found in Application Inbox:
    a. File paperwork with the Application Summary page.
    b. Create a family file based on current business practice.
    c. Pull the file initially created and search for verification forms if a COMPASS application is processed and a case is created.
    d. Properly mark the physical family file as "Rejected" if the application is rejected.
    e. Combine the verification forms and any additional documentation with the existing file if a case already exists for that particular p/c.

On Day 30 after the COMPASS Simultaneous Application appeared in the Application Inbox, the CCIS must:

1. Search PELICAN CCW to determine whether a case appears in PELICAN CCW that is being used or may be used to provide child care. If a case does not exist in PELICAN CCW, check CIS to see if an eligible TANF or FS case exists.
2. Determine whether the COMPASS Simultaneous Application must be rejected or may be processed under the LI child care program.
3. Pull the case into PELICAN CCW as follows, if the case does not already exist in PELICAN <u>and there is an eligible TANF or FS case in CIS</u>:
    a. Enter the CIS Co/Record Number on the bottom of the CIS Inbox page and clicking "Import."
    b. Process the imported case that appears in the CIS Inbox.
    c. Assess and confirm eligibility for enrollment under the appropriate child care program based upon the budget pulled from CIS.

d. Navigate to the Application Inbox and do the following:

i. Click the Application Number hyperlink.

ii. Print and file the Application Summary.

iii. Select the appropriate "Reason for Rejecting the Application" from the drop-down and click "Reject" on the Application Summary page to reject the COMPASS Simultaneous Application since the CIS-linked case is being used to provide care.

4. Process the COMPASS Simultaneous Application under the LI child care program if a case does not exist in PELICAN CCW <u>and there is no eligible TANF or FS case in CIS</u> as follows:

a. Navigate to the Application Inbox to process the case as follows:

i. Click the Application Number hyperlink.

ii. Print and file the Application Summary.

iii. Select the "Workload" from the drop-down and click "Save." You are returned to the Application Summary page.

<u>NOTE:</u> The workload assignment is not final until PELICAN CCW creates the case.

iv. Click "Continue" on the Application Summary page.

v. Complete Address Clearance by selecting an address in the potential address matches (i.e., a Geocoded Address) or select "Continue with unvalidated address".

vi. Review the case members section on the Individual Selection page. PELICAN CCW selects all case members by default. If the CCIS deselects an individual and clicks "SAVE", that individual will not be included in the case. If an individual is deselected, PELICAN CCW will remove all corresponding case information related to that individual. Remember, the primary p/c may not be deselected during this process.

<u>NOTE:</u>

If the primary p/c designation is later determined to be incorrect, the CCIS may change the primary parent/caretaker designation on the Individual Information page and may then delete the individual from the family composition.

vii. Review the Relationship Details. If the CCIS makes changes in the relationships, "SAVE" must be clicked or the changes will be discarded by PELICAN CCW.

viii. Click "Continue", once the family composition is verified.

ix. Complete Individual Clearance, if appropriate, and click "Continue."

x. Confirm there are no cases returned and click "Continue" on the Case Selection page. The Case Selection page indicates if the Primary Caretaker already exists in a PELICAN CCW case. If the primary caretaker exists in a PELICAN CCW case, the CCIS must choose to "CONTINUE" (create a case using the COMPASS application) OR "REJECT APPLICATION" (do not create a case using the COMPASS application).

NOTE: If the application is rejected, a warning message appears that you will be rejecting the application.

xi. Click on the Co/Record Number Hyperlink upon receipt of the message "A case has been successfully created for the application."

b. Allow the family 30 days to complete the LI Application.

c. Send a Missing Information Letter to the p/c indicating what information or verification the p/c must submit and the date by which the p/c must submit the information or verification (i.e., 30 days from the LI case creation date).

EXAMPLE:

The CCIS receives a COMPASS Application on 10/20/08. On 11/19/08 (i.e., the 30th Day following receipt of the COMPASS Simultaneous Application in the Application Inbox), the CCIS processes the Application under the LI child care program and sends a Missing Information Letter to the p/c requiring the parent/caretaker to submit verification no later than 12/19/08 (i.e., 30 calendar days following the date the application is processed under the LI child care program).

d. Assess and confirm eligibility under the LI child care program following receipt of all necessary information and/or verification OR no later than the 30th calendar day following the date the application is processed under the LI child care program.

The following subsections provide procedures for processing a dual/simultaneous COMPASS Application (i.e., applying for TANF and child care) when there is an existing case in PELICAN CCW.

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Return to Manual Section "400.9.4 – Cases Receiving TANF Benefits"

See Manual Section "400.27.3.27 – Questions – 400.9.3 – Dual Simultaneous Applications"

400.9.3.1 Existing TANF *(Active)* case

If there is an existing TANF *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.

   NOTE: Smaller CCIS agencies may choose to process this Application prior to receiving the 30-day alert

3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS".
4. Use the existing *Active* TANF case.

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400.9.3.2 Existing TANF *(Closed)* case

If there is an existing TANF *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Reopen and refresh existing CLOSED TANF case using the information from the COMPASS Application Summary page to update the case.
4. Assess and confirm eligibility for enrollment.
5. Reject COMPASS Application using the Rejection Reason "Using Existing Co/Record #".

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400.9.3.3 Existing FS *(Active)* case

If there is an existing FS *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**) **OR** process the Application under the LI child care program if no TANF case exists in CIS.
4. Close the ACTIVE FS case if able to pull a TANF case; otherwise the ACTIVE FS case would remain open while the LI case is on the waiting list.
5. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.

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400.9.3.4 Existing FS *(Closed)* case

If there is an existing FS *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull a new TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.
5. FS case remains CLOSED.

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400.9.3.5 Existing GA/WS2 *(Active)* case

If there is an existing GA/WS2 *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**) **OR** process the Application under the LI child care program if no TANF case exists in CIS.
4. Close ACTIVE GA case.
5. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.

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400.9.3.6 Existing GA/WS2 *(Closed)* case

If there is an existing GA/WS2 *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**) **OR** process the Application under the LI child care program if no TANF case exists in CIS.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.
5. GA case remains CLOSED.

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400.9.3.7 Existing Linked FT *(Active)* case

If there is an existing Linked FT *(Active)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF

   a. Print and file the COMPASS Application Summary.

   b. Process the COMPASS Application upon receipt of the 30-day alert.

   c. Refresh case, change the child care program in the existing ACTIVE FT case from FT to TANF, assess and confirm eligibility for enrollment **OR** leave ACTIVE FT case open if no TANF case exists in CIS.

   d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE FT case remains open.

2. Linked to FS

   a. Print and file the COMPASS Application Summary.

   b. Process the COMPASS Application upon receipt of the 30-day alert.

   c. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**), close ACTIVE FT case and reject COMPASS Application using the Rejection Reason "Active Case – CIS".

   d. If no TANF case exists in CIS, the ACTIVE FT case remains open.

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400.9.3.8 Existing Linked FT *(Closed)* case

If there is an existing Linked FT *(Closed)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then:

1. Linked to TANF
   a. Print and file the COMPASS Application Summary.
   b. Process the COMPASS Application upon receipt of the 30-day alert.
   c. Reopen and refresh case using the information from the COMPASS Application Summary page to update the case, change the child care program in the existing CLOSED FT case from FT to TANF, assess and confirm eligibility for enrollment.
   d. Reject COMPASS Application using the Rejection Reason "Using Existing Co/Record #".
2. Linked to FS
   a. Print and file the COMPASS Application Summary.
   b. Process the COMPASS Application upon receipt of the 30-day alert.
   c. Pull a new TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening CLOSED FT case using the information from the COMPASS Application Summary page to update the case, changing the child care program from FT to LI (if outside the 183-day window), assessing and confirming eligibility.
   d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening CLOSED FT case. FT case remains CLOSED if a new TANF case is pulled.

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400.9.3.9 Existing Non-linked FT *(Active)* case

If there is an existing Non-linked FT *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull a new TANF and close FT case **OR** leave ACTIVE FT case open if no TANF case exists in CIS.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE FT case remains open.

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400.9.3.10 Existing Non-linked FT *(Closed)* case

If there is an existing Non-linked FT *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening CLOSED FT case using the information from the COMPASS Application Summary page to update the case, changing the child care program from FT to LI (if outside the 183-day window), assessing and confirming eligibility.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening CLOSED FT case. FT case remains CLOSED if a new TANF case is pulled.

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400.9.3.11 Existing Linked HS/PK *(Active)* case

If there is an existing Linked HS/PK *(Active)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF
   a. Print and file the COMPASS Application Summary.
   b. Process the COMPASS Application upon receipt of the 30-day alert.
   c. Refresh existing ACTIVE HS/PK case, change the child care program from HS/PK to TANF, assess and confirm eligibility for enrollment.
   d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS".
2. Linked to FS
   a. Print and file the COMPASS Application Summary.
   b. Process the COMPASS Application upon receipt of the 30-day alert.
   c. Pull TANF case and close ACTIVE HS/PK case **OR** leave ACTIVE HS/PK case open if no TANF case exists in CIS.
   d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE HS/PK case remains open.

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400.9.3.12 Existing Linked HS/PK *(Closed)* case

If there is an existing Linked HS/PK *(Closed)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF
   a. Print and file the COMPASS Application Summary.
   b. Process the COMPASS Application upon receipt of the 30-day alert.
   c. Reopen and refresh existing case using the information from the COMPASS Application Summary page to update the case, change the child care program from HS/PK to TANF, assess and confirm eligibility for enrollment.
   d. Reject COMPASS Application using the Rejection Reason "Using Existing Co/Record #".
2. Linked to FS
   a. Print and file the COMPASS Application Summary.
   b. Process the COMPASS Application upon receipt of the 30-day alert.
   c. Pull TANF case **OR** process Application under the LI child care program if no TANF case exists in CIS by reopening the CLOSED HS/PK case using the information from the COMPASS Application Summary page to update the case, changing the child care program from HS/PK to LI, assessing and confirming eligibility.
   d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening the CLOSED HS/PK case under the LI or FT child care program.

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400.9.3.13 Existing Non-linked HS/PK *(Active)* case

If there is an existing Non-linked HS/PK *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull TANF case and close ACTIVE HS/PK case **OR** leave ACTIVE HS/PK case open if no TANF case exists in CIS.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE HS/PK case remains open.

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400.9.3.14 Existing Non-linked HS/PK *(Closed)* case

If there is an existing Non-linked HS/PK *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening CLOSED HS/PK case using the information from the COMPASS Application Summary page to update the case, changing the child care program from HS/PK to LI (if outside the 183-day window), assessing and confirming eligibility.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening the CLOSED HS/PK case under the LI or FT child care program. HS/PK case remains CLOSED if a new TANF case is pulled.

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400.9.3.15 Existing Linked LI *(Active)* case

If there is an existing Linked LI *(Active)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF

    a. Print and file the COMPASS Application Summary.

    b. Process the COMPASS Application upon receipt of the 30-day alert.

    c. Refresh existing ACTIVE LI case, change the child care program from LI to TANF, assess and confirm eligibility for enrollment.

    d. Reject COMPASS Application using the Rejection Reason "Active Cases – M".

2. Linked to FS

    a. Print and file the COMPASS Application Summary.

    b. Process the COMPASS Application upon receipt of the 30-day alert.

    c. Pull TANF case and close ACTIVE LI case **OR** leave ACTIVE LI case open if no TANF case exists in CIS.

    d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Active Case - M" if the LI case remains open.

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400.9.3.16 Existing Linked LI *(Closed)* case

If there is an existing Linked LI *(Closed)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF

    a. Print and file the COMPASS Application Summary.

    b. Process the COMPASS Application upon receipt of the 30-day alert.

    c. Reopen and refresh existing case ACTIVE LI case using the information from the COMPASS Application Summary page to update the case, change the child care program from LI to TANF, assess and confirm eligibility for enrollment.

    d. Reject COMPASS Application using the Rejection Reason "Active Cases – CIS".

2. Linked to FS

    a. Print and file the COMPASS Application Summary.

    b. Process the COMPASS Application upon receipt of the 30-day alert.

    c. Pull TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening the CLOSED LI case using the information from the COMPASS Application Summary page to update the case, assessing and confirming eligibility.

    d. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening the CLOSED LI case.

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400.9.3.17 Existing Non-linked LI *(Active)* case

If there is an existing Non-linked LI *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull TANF case and close ACTIVE LI case **OR** leave ACTIVE LI case open if no TANF case exists in CIS.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Active Case - M" if the LI case remains open.

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400.9.3.18 Existing Non-linked LI *(Closed)* case

If there is an existing Non-linked LI *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Process the COMPASS Application upon receipt of the 30-day alert.
3. Pull TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening the CLOSED LI case using the information from the COMPASS Application Summary page to update the case, assessing and confirming eligibility.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" if pulling a TANF case **OR** "Using Existing Co/Record #" if reopening the CLOSED LI case.

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400.9.4 Cases Receiving TANF Benefits

An applicant may indicate he/she is receiving TANF, FS and/or GA benefits at the time he/she applies for CCW via COMPASS. When the CCIS receives a COMPASS Application in the Application Inbox that indicates the case is receiving benefits, the CCIS must review the COMPASS application no later than Day 10 to determine if a TANF case must be pulled from CIS.

If a TANF case does not exist in PELICAN CCW, the CCIS must pull the case and follow the standard process for managing the CIS Inbox.

When determining whether to process or reject a COMPASS Application and prior to creating a new PELICAN CCW case, the CCIS must:

1. Confirm that all individual demographic information matches the information on the Master Client Index (MCI) Individual Clearance page in PELICAN CCW.
2. Ensure that links between CIS and PELICAN CCW are maintained appropriately.
3. Thoroughly research any existing Co/Record Number returned on the Case Selection page in PELICAN CCW.
4. Use any existing County/Record Number available. For additional information see **Manual Section "400.9.4 – Cases Receiving TANF Benefits".**
5. Review the case creation hierarchy to determine whether an existing case must be used, reopened or maintained. The case creation hierarchy is shown in **Manual Section "400.8.5.16 – Case Creation Hierarchy".**

The CCIS must determine eligibility for enrollment no later than Day 15 following the date the case appeared in the CIS Inbox (i.e., the date of the pull).

If the CAO Pushes a TANF case, the CCIS must use the pushed case and REJECT the COMPASS application by Day 10 following the date the case appeared in the Application Inbox.

If a case in the Application Inbox indicates "Receiving TANF/Cash Assistance = Yes", the CCIS must complete the following steps in PELICAN CCW:

1. Review the Application Summary page.
2. Process the application.
3. If a case exists in the Case Selection page, follow steps in the following subsections (i.e., Manual Sections "400.9.2.1 through 400.9.2.18) based upon the type of case displayed in the results.
4. If a case does not exist in PELICAN CCW, check CIS to determine whether a TANF case exists in CIS. If a TANF case exists in CIS, pull the TANF case from CIS into PELICAN CCW, process the TANF case from the CIS Inbox and reject the COMPASS Application.

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See Manual Section "400.27.3.28 – Questions – 400.9.4 – Cases Receiving TANF Benefits"

400.9.4.1 Existing TANF *(Active)* case

If there is an existing TANF *(Active)* case in PELICAN CCW that is receiving TANF benefits and the child care related to those benefits at the time the CCIS processes the COMPASS Application, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Reject COMPASS Application using the Rejection Reason "Active Case – CIS".
3. Use the existing *Active* TANF case.

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400.9.4.2 Existing TANF *(Closed)* case

If there is an existing TANF *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Reopen and refresh existing CLOSED TANF case using the information from the COMPASS Application Summary page to update the case **OR** process the Application under the LI child care program if no TANF case exists in CIS.
3. Assess and confirm eligibility for enrollment.
4. Reject COMPASS Application using the Rejection Reason "Using Existing Co/Record #" unless processing the Application under the LI child care program.

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400.9.4.3 Existing FS *(Active)* case

If there is an existing FS *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**).
3. Close the ACTIVE FS case if all children are eligible under the TANF case; otherwise the ACTIVE FS case would remain open to provide care to the child who is ineligible for TANF child care.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS".

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400.9.4.4 Existing FS *(Closed)* case

If there is an existing FS *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull a new TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.
4. FS case remains CLOSED.

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400.9.4.5 Existing GA/WS2 *(Active)* case

If there is an existing GA/WS2 *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**) **OR** process the Application under the LI child care program if no TANF case exists in CIS.
3. Close ACTIVE GA case.
4. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.

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400.9.4.6 Existing GA/WS2 *(Closed)* case

If there is an existing GA/WS2 *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**) **OR** process the Application under the LI child care program if no TANF case exists in CIS.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" unless processing the Application under the LI child care program.
4. GA case remains CLOSED.

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400.9.4.7 Existing Linked FT *(Active)* case

If there is an existing Linked FT *(Active)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF

    a. Print and file the COMPASS Application Summary.

    a. Refresh case, change the child care program in the existing ACTIVE FT case from FT to TANF, assess and confirm eligibility for enrollment **OR** leave ACTIVE FT case open if no TANF case exists in CIS.

    b. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE FT case remains open.

2. Linked to FS

    a. Print and file the COMPASS Application Summary.

    b. Pull a new TANF case (See **Manual Section "400.8.5.16 – Case Creation Hierarchy"**), close ACTIVE FT case and reject COMPASS Application using the Rejection Reason "Active Case – CIS".

    c. If no TANF case exists in CIS, the ACTIVE FT case remains open.

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400.9.4.8 Existing Linked FT *(Closed)* case

If there is an existing Linked FT *(Closed)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF

    a. Print and file the COMPASS Application Summary.

    b. Reopen and refresh case using the information from the COMPASS Application Summary page to update the case, change the child care program in the existing CLOSED FT case from FT to TANF, assess and confirm eligibility for enrollment.

    c. Reject COMPASS Application using the Rejection Reason "Using Existing Co/Record #".

2. Linked to FS

    a. Print and file the COMPASS Application Summary.

    b. Pull a new TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening CLOSED FT case using the information from the COMPASS Application Summary page to update the case, changing the child care program from FT to LI (if outside the 183-day window), assessing and confirming eligibility.

    c. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening CLOSED FT case.

    d. FT case remains CLOSED if a new TANF case is pulled.

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400.9.4.9 Existing Non-linked FT *(Active)* case

If there is an existing Non-linked FT *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull a new TANF and close FT case **OR** leave ACTIVE FT case open if no TANF case exists in CIS.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE FT case remains open.

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400.9.4.10 Existing Non-linked FT *(Closed)* case

If there is an existing Non-linked FT *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening CLOSED FT case using the information from the COMPASS Application Summary page to update the case, changing the child care program from FT to LI (if outside the 183-day window), assessing and confirming eligibility.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening CLOSED FT case.
4. FT case remains CLOSED if a new TANF case is pulled.

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400.9.4.11 Existing Linked HS/PK *(Active)* case

If there is an existing Linked HS/PK *(Active)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF

   a. Print and file the COMPASS Application Summary.

   b. Refresh existing ACTIVE HS/PK case, change the child care program from HS/PK to TANF, assess and confirm eligibility for enrollment.

   c. Reject COMPASS Application using the Rejection Reason "Active Case – CIS".

2. Linked to FS

   a. Print and file the COMPASS Application Summary.

   b. Pull TANF case and close ACTIVE HS/PK case **OR** leave ACTIVE HS/PK case open if no TANF case exists in CIS.

   c. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE HS/PK case remains open.

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400.9.4.12 Existing Linked HS/PK *(Closed)* case

If there is an existing Linked HS/PK *(Closed)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF
   a. Print and file the COMPASS Application Summary.
   b. Reopen and refresh existing case using the information from the COMPASS Application Summary page to update the case, change the child care program from HS/PK to TANF, assess and confirm eligibility for enrollment.
   c. Reject COMPASS Application using the Rejection Reason "Using Existing Co/Record #".
2. Linked to FS
   a. Print and file the COMPASS Application Summary.
   b. Pull TANF case **OR** process Application under the LI child care program if no TANF case exists in CIS by reopening the CLOSED HS/PK case using the information from the COMPASS Application Summary page to update the case, changing the child care program from HS/PK to LI, assessing and confirming eligibility.
   c. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening the CLOSED HS/PK case under the LI or FT child care program.

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400.9.4.13 Existing Non-linked HS/PK *(Active)* case

If there is an existing Non-linked HS/PK *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull TANF case and close ACTIVE HS/PK case **OR** leave ACTIVE HS/PK case open if no TANF case exists in CIS.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if the ACTIVE HS/PK case remains open.

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400.9.4.14 Existing Non-linked HS/PK *(Closed)* case

If there is an existing Non-linked HS/PK *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull TANF case **OR** process the Application under the LI child care program if no TANF case exists in CIS by reopening CLOSED HS/PK case using the information from the COMPASS Application Summary page to update the case, changing the child care program from HS/PK to LI (if outside the 183-day window), assessing and confirming eligibility.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening the CLOSED HS/PK case under the LI or FT child care program. HS/PK case remains CLOSED if a new TANF case is pulled.

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400.9.4.15 Existing Linked LI *(Active)* case

If there is an existing Linked LI *(Active)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF
   a. Print and file the COMPASS Application Summary.
   b. Refresh existing ACTIVE LI case, change the child care program from LI to TANF, assess and confirm eligibility for enrollment.
   c. Reject COMPASS Application using the Rejection Reason "Active Cases – P".
2. Linked to FS
   a. Print and file the COMPASS Application Summary.
   b. Pull TANF case and close ACTIVE LI case **OR** leave ACTIVE LI case open if no TANF case exists in CIS.
   c. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Active Case - M" if the LI case remains open.

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400.9.4.16 Existing Linked LI *(Closed)* case

If there is an existing Linked LI *(Closed)* case in PELICAN CCW, the CCIS must determine to which budget the case is linked and then take the following actions:

1. Linked to TANF
   a. Print and file the COMPASS Application Summary.
   b. Reopen and refresh existing case ACTIVE LI case using the information from the COMPASS Application Summary page to update the case, change the child care program from LI to TANF, assess and confirm eligibility for enrollment.
   c. Reject COMPASS Application using the Rejection Reason "Active Cases – CIS".

2. Linked to FS

   a. Print and file the COMPASS Application Summary.

   b. Pull TANF case **OR** process the Application under LI if no TANF case exists in CIS by reopening the CLOSED LI case using information from the COMPASS Application Summary page to update the case, assessing and confirming eligibility.

   c. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Using Existing Co/Record #" if reopening the CLOSED LI case.

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400.9.4.17 Existing Non-linked LI *(Active)* case

If there is an existing Non-linked LI *(Active)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull TANF case and close ACTIVE LI case **OR** leave ACTIVE LI case open if no TANF case exists in CIS.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" **OR** "Active Case - P" if the LI case remains open.

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400.9.4.18 Existing Non-linked LI *(Closed)* case

If there is an existing Non-linked LI *(Closed)* case in PELICAN CCW, the CCIS must:

1. Print and file the COMPASS Application Summary.
2. Pull TANF case **OR** process the Application under LI if no TANF case exists in CIS by reopening the CLOSED LI case using information from the COMPASS Application Summary page to update the case, assessing and confirming eligibility.
3. Reject COMPASS Application using the Rejection Reason "Active Case – CIS" if pulling a TANF case **OR** "Using Existing Co/Record #" if reopening the CLOSED LI case.

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400.9.5 Individual Clearance Issues

When a parent enters his/her SSN incorrectly on a COMPASS application, the MCI may match it 100% to the wrong person as it does when entering a new family member manually into PELICAN CCW.

If PELICAN CCW returns an incorrect match based on SSN during the Individual Clearance Process, the CCIS will NOT continue to process the COMPASS application. Please note that the p/c is not required to complete a new Application (through COMPASS or via a paper Application). Should an MCI mismatch occur (i.e., the SSN and Name do not match the name entered in the COMPASS Application), the CCIS must complete the following steps in PELICAN CCW:

1. Click "Cancel" at the bottom of the Individual Clearance page. PELICAN CCW will return to the Individual Selection page.
2. Print the Individual Selection page for use later when manually entering the individual to the case.
3. Deselect the checkbox, under "Case Members", for the individual who is a mismatch, click "Save" and print the screen.

   NOTE: If the individual who is a mismatch is also the primary caretaker, the CCIS must deselect the radio button and select another individual to be the primary caretaker temporarily. Once the "Include" checkbox is no longer grayed-out, the CCIS may remove the original primary caretaker by deselecting the checkbox under "Case Members".
4. Click "Continue" and create the case.
5. Following case creation, navigate to the Individual Information Detail page and add the individual who was the mismatch to the family composition manually. Do not enter the SSN.
6. Correct the primary caretaker designation, if appropriate.
7. Proceed with Individual Clearance in order to assign or select the correct Individual Number.

   NOTE: The CCIS must select the individual if matches are found for any Individuals and they are indeed a match. If the CCIS is not satisfied the suggested individual is a match or if no matches are found, the CCIS must select "Individual unknown to MCI" and create a new Individual.
8. Check the Relationships page and make changes, if necessary.

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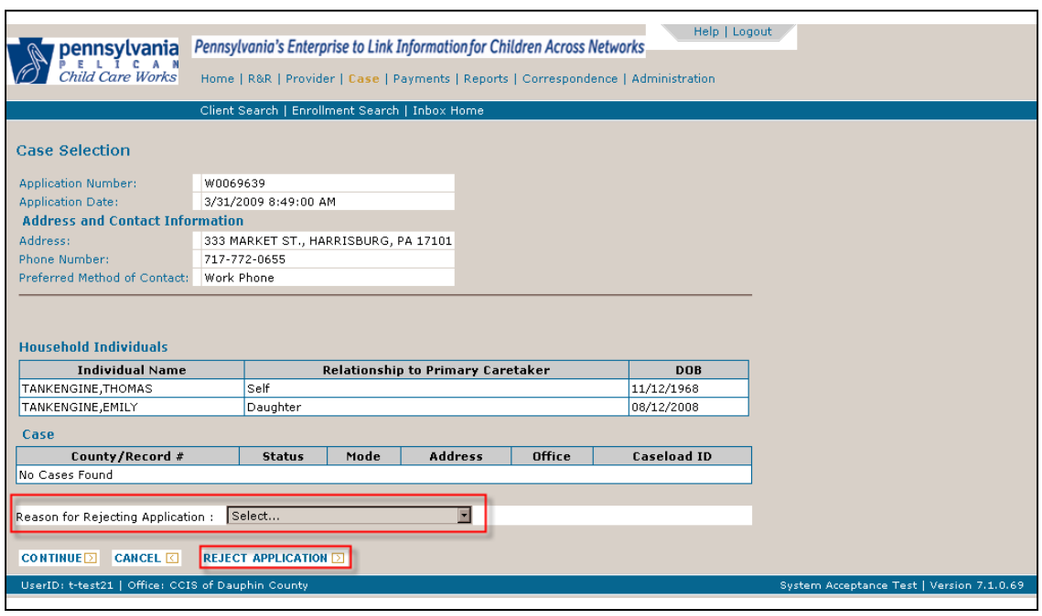
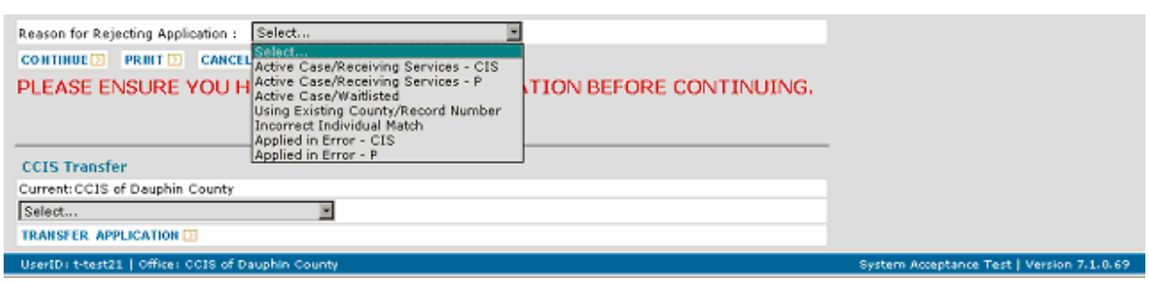
400.9.6 Rejecting Applications

There are occasions that require the CCIS to reject a COMPASS Application as described earlier. There are six Application Rejection Reason Codes:

1. Active Case/Receiving Services – CIS
2. Active Case/Receiving Services – P
3. Active Case/Waitlisted
4. Using Existing County/Record Number
5. Incorrect Individual Match
6. Applied in Error

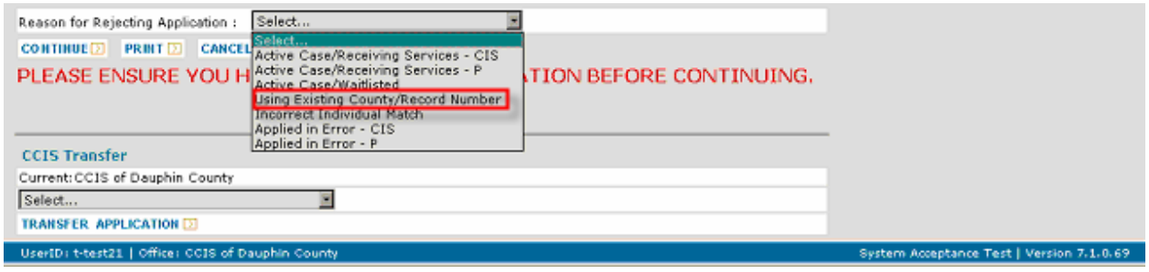


The following screen shot shows the Rejection Reasons that may be selected based upon the circumstances of the case.



If, during Case Selection, the CCIS determines a previously existing case must be used to provide child care, the CCIS must select "Using Existing Co/Record Number".

See the screen shot below.



NOTE: Per standard process, a copy of the Application Summary page must be retained in the family file.

Once an application is rejected, PELICAN CCW cannot use the case information to create a case. If an application is rejected in error, the Application Summary page is still available in the Application Inbox and the CCIS must manually create the case using the information displayed on the Application Summary Page.

When the CCIS manually rejects a COMPASS Application using the following Rejection Reasons, PELICAN CCW automatically generates a Rejection Notice.

1. Active Case/Receiving Services – CIS
9. Active Case/Receiving Services – P
3. Active Case/Waitlisted
4. Applied in Error

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Return to Manual Section "400.9.1 – Processing a COMPASS Application in PELICAN CCW"

400.9.7 Transferring Applications

If a CCIS receives an application that does not belong to its geographical coverage area, the CCIS must:

1. Print the Application Summary page.
2. Use the transfer function in the Application Summary page to transfer the application to the appropriate CCIS office.

3. Complete, print and mail the manual template of the Application Transfer Letter.

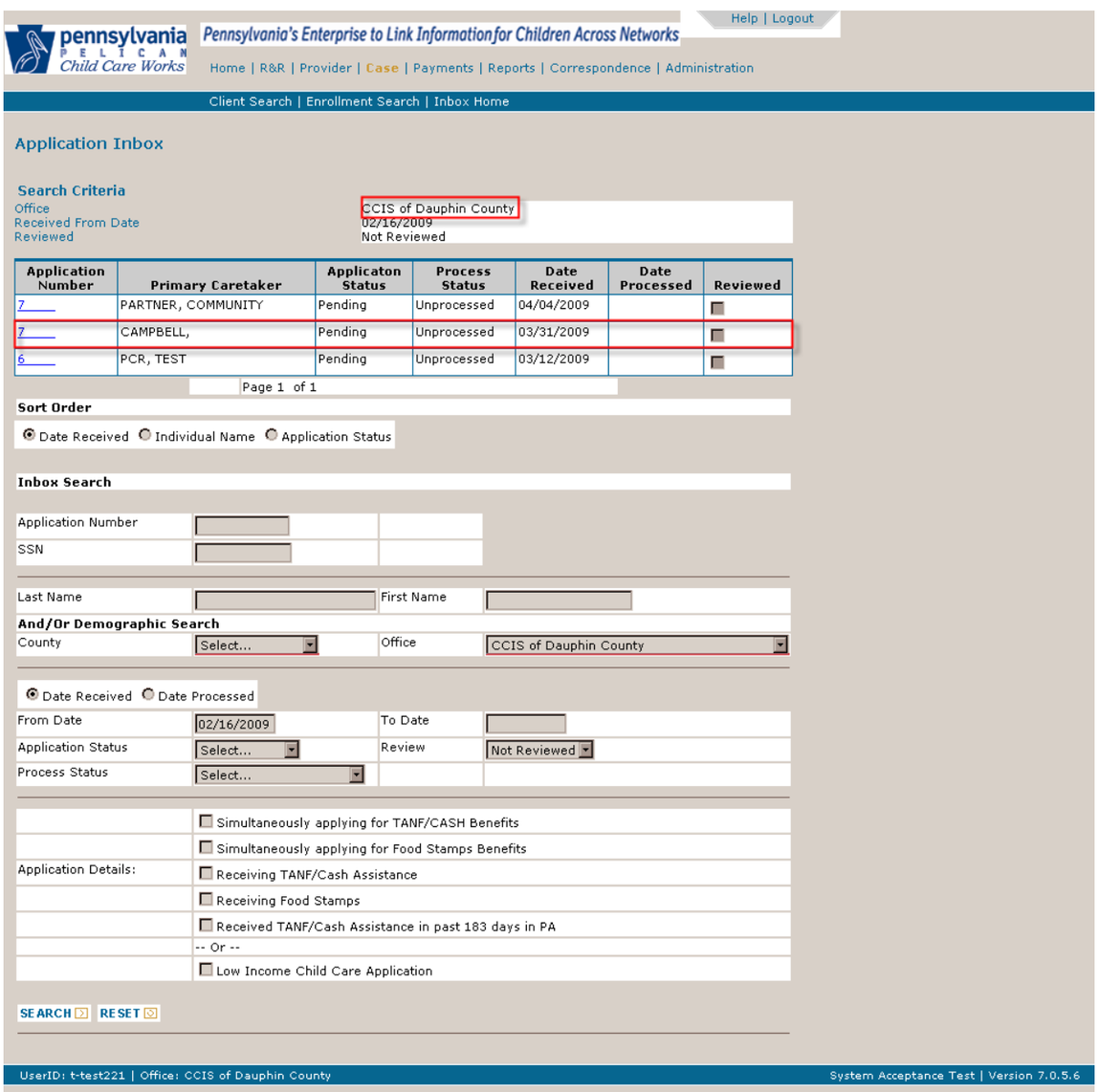
   REMINDER: Make a copy for your records.

4. Attach the Application Summary page and a copy of the Application Letter and file.

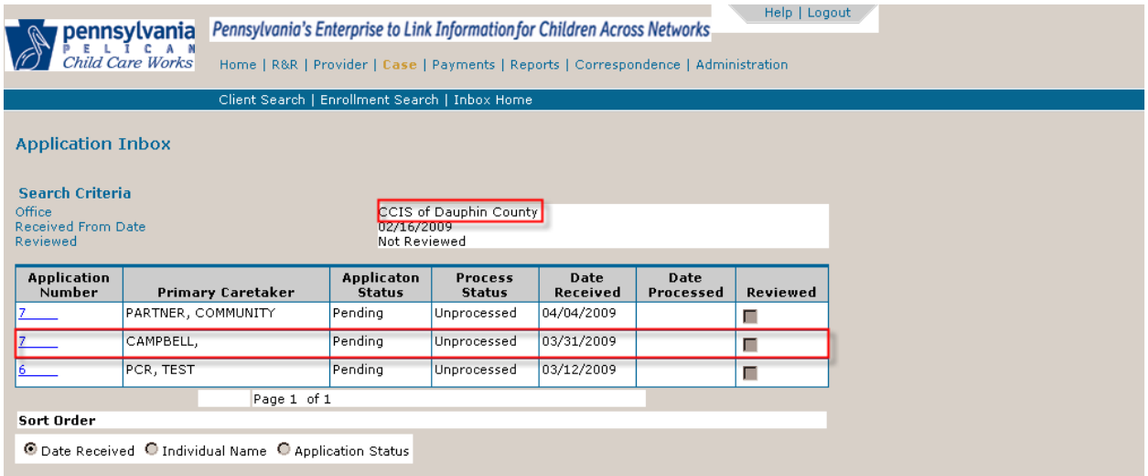
   NOTE: A manual template of the Application Transfer Letter was provided to CCIS agencies. This document must be used until the letter is able to be generated through PELICAN CCW (see PCR #17453).

Applications can be transferred to another CCIS if the Application is received in the Application Inbox of the wrong CCIS via entry error by the applicant. To process an Application transfer, the CCIS must:

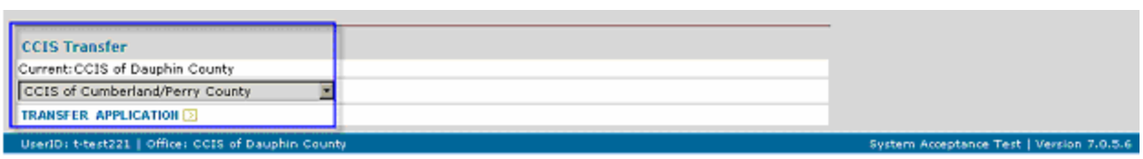
1. Identify the Application needing transferred in the Application Inbox.



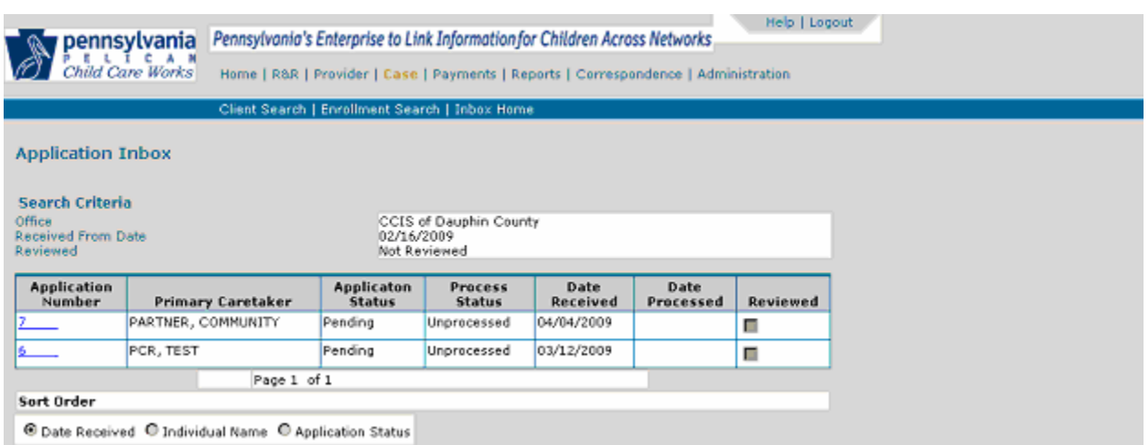
2. Click on the e-Form/Application Number hyperlink.



3. Select the correct (i.e., receiving) CCIS in the dropdown box.



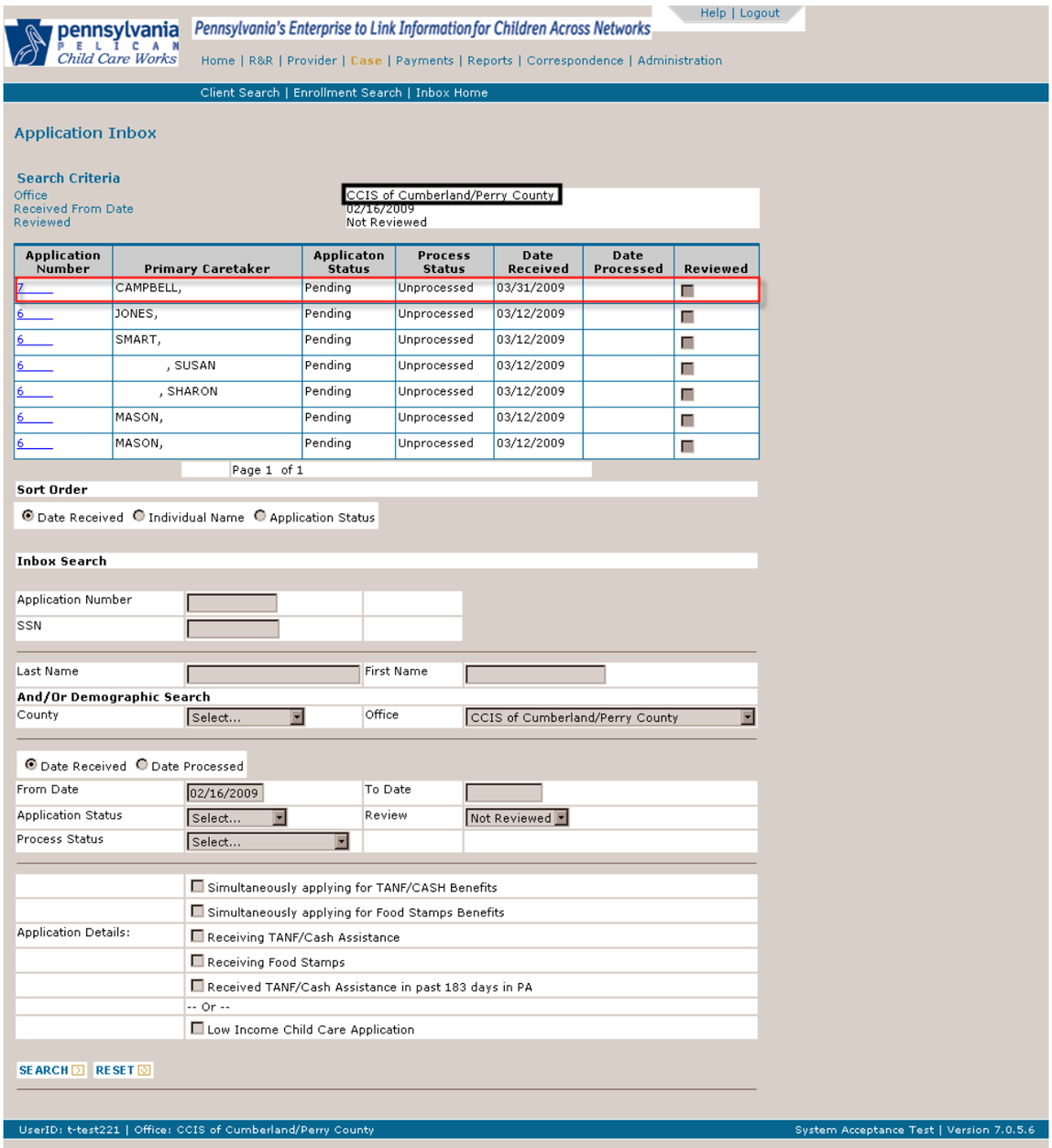
4. Click TRANSFER APPLICATION. As soon as the CCIS clicks the "Transfer" button, PELICAN CCW returns to the Application Inbox and the Application will no longer appear in the inbox.



PELICAN CCW automatically removes the application record from the Application Inbox of the sending CCIS (i.e., Dauphin County in the example above).

The Application will immediately appear in the Application Inbox for the receiving county (i.e., Cumberland County in the example above).

See the screen shot below.



All critical dates and alerts associated to the application are reset when received at the new CCIS.

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400.10 DETERMINING ELIGIBILITY FOR ENROLLMENT

Begin the Eligibility Determination process using one of the following methods:

- From the Case Summary page or Case Profile Summary page, click "Assess Eligibility;" or
- From within a case, click the Select drop-down box, select Determine Eligibility from the list and click "Go."

When determining eligibility for enrollment, the CCIS must complete the following steps:

1. On the Child Care Program page, click the "Program" drop-down box and select an appropriate Program from the list.
2. Click Assess Eligibility.
3. Click Individual Results.
4. Verify the accuracy of the Eligibility Results

   NOTE: Even if the results on the Family Composition Eligibility Results page appear correct, ALWAYS review the Individual Eligibility Results and Eligibility Detail pages.
5. If necessary, update the Individual Eligibility Status.
6. If necessary, update the Eligibility Begin Date.
7. To add or remove Failure Reasons, click "Update" next to an individual in the Failure Reasons table and select or "Clear" the Reason checkboxes.
8. If you changed the eligibility results, select an Override Reason and add Override Comments.
9. Click "Save & Return."
10. Click "Eligibility Details."
11. Click "Return to Summary."
12. If necessary, update the Case Eligibility Status.
13. To add or remove Failure Reasons, click "Update" in the Failure Reasons section and select or "Clear" the Reason checkboxes.
14. If you changed the eligibility results, select an Override Reason and add Override Comments.
15. When you are satisfied with the results, click "Confirm."

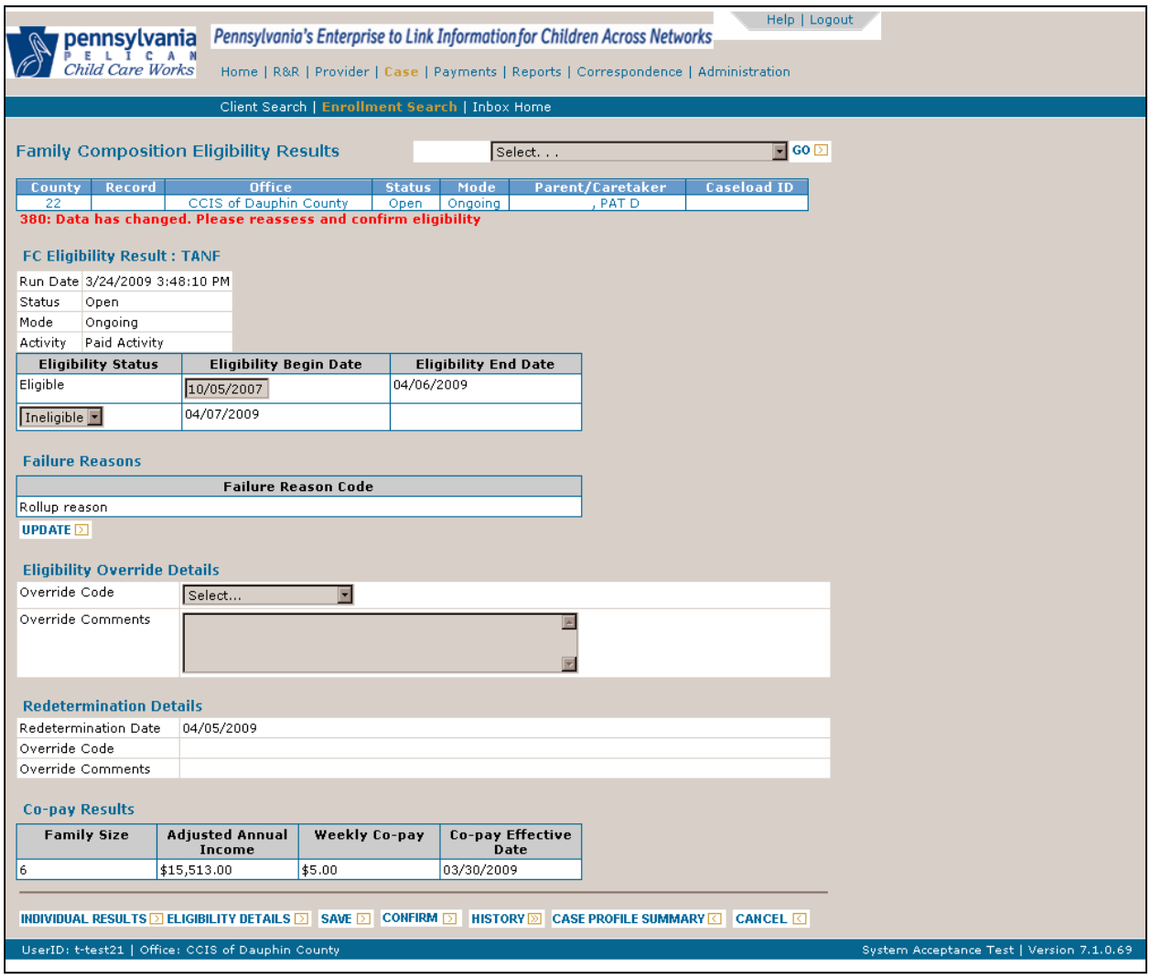
The CAO may push or the CCIS may pull a case into PELICAN CCW where one or more individuals in the case have future eligibility only. For a pulled case where all individuals in the case have future eligibility only, PELICAN CCW displays the following message when the CCIS assesses eligibility for enrollment: "All individuals have been removed by CIS inclusion rules, eligibility for enrollment cannot be assessed". PELICAN CCW allows future effective eligibility dates to be entered for individuals and generates an alert when the future effective date arrives prompting the CCIS to assess eligibility for enrollment.

PELICAN CCW generates a user-cleared alert to the primary worker when an eligibility status changes (i.e., eligibility begins, changes or ends), to indicate the change. When the CCIS receives this alert, the CCIS must:

1. Adjust the child care request for the child(ren), if applicable.
2. Assess eligibility for enrollment.
3. Establish or discontinue/close the enrollment(s), as needed.

PELICAN CCW displays eligibility results on the following pages:

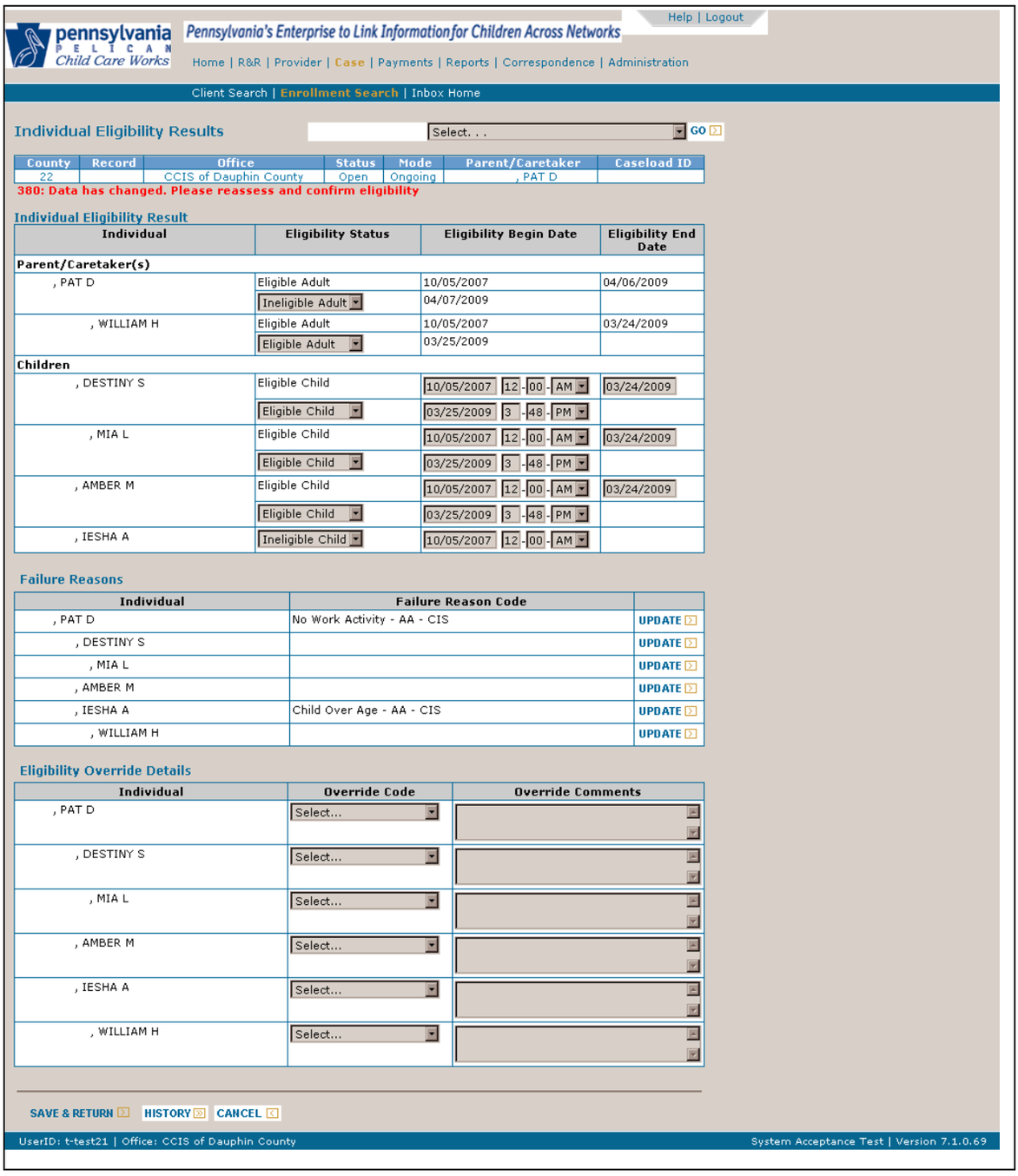
1. Family Composition Eligibility Results



PELICAN CCW displays the eligibility results for the case on the Family Composition Eligibility Results page, whereas individual eligibility results display on the Individual Eligibility Results page in PELICAN CCW.

See the screen shot below.

2. Individual Eligibility Results



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Individual Eligibility Results — Select. . . — GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, PAT D	

380: Data has changed. Please reassess and confirm eligibility

Individual Eligibility Result

Individual	Eligibility Status	Eligibility Begin Date	Eligibility End Date
Parent/Caretaker(s)			
, PAT D	Eligible Adult	10/05/2007	04/06/2009
	Ineligible Adult	04/07/2009	
, WILLIAM H	Eligible Adult	10/05/2007	03/24/2009
	Eligible Adult	03/25/2009	
Children			
, DESTINY S	Eligible Child	10/05/2007 12 - 00 - AM	03/24/2009
	Eligible Child	03/25/2009 3 - 48 - PM	
, MIA L	Eligible Child	10/05/2007 12 - 00 - AM	03/24/2009
	Eligible Child	03/25/2009 3 - 48 - PM	
, AMBER M	Eligible Child	10/05/2007 12 - 00 - AM	03/24/2009
	Eligible Child	03/25/2009 3 - 48 - PM	
, IESHA A	Ineligible Child	10/05/2007 12 - 00 - AM	

Failure Reasons

Individual	Failure Reason Code	
, PAT D	No Work Activity - AA - CIS	UPDATE
, DESTINY S		UPDATE
, MIA L		UPDATE
, AMBER M		UPDATE
, IESHA A	Child Over Age - AA - CIS	UPDATE
, WILLIAM H		UPDATE

Eligibility Override Details

Individual	Override Code	Override Comments
, PAT D	Select...	
, DESTINY S	Select...	
, MIA L	Select...	
, AMBER M	Select...	
, IESHA A	Select...	
, WILLIAM H	Select...	

SAVE & RETURN | HISTORY | CANCEL

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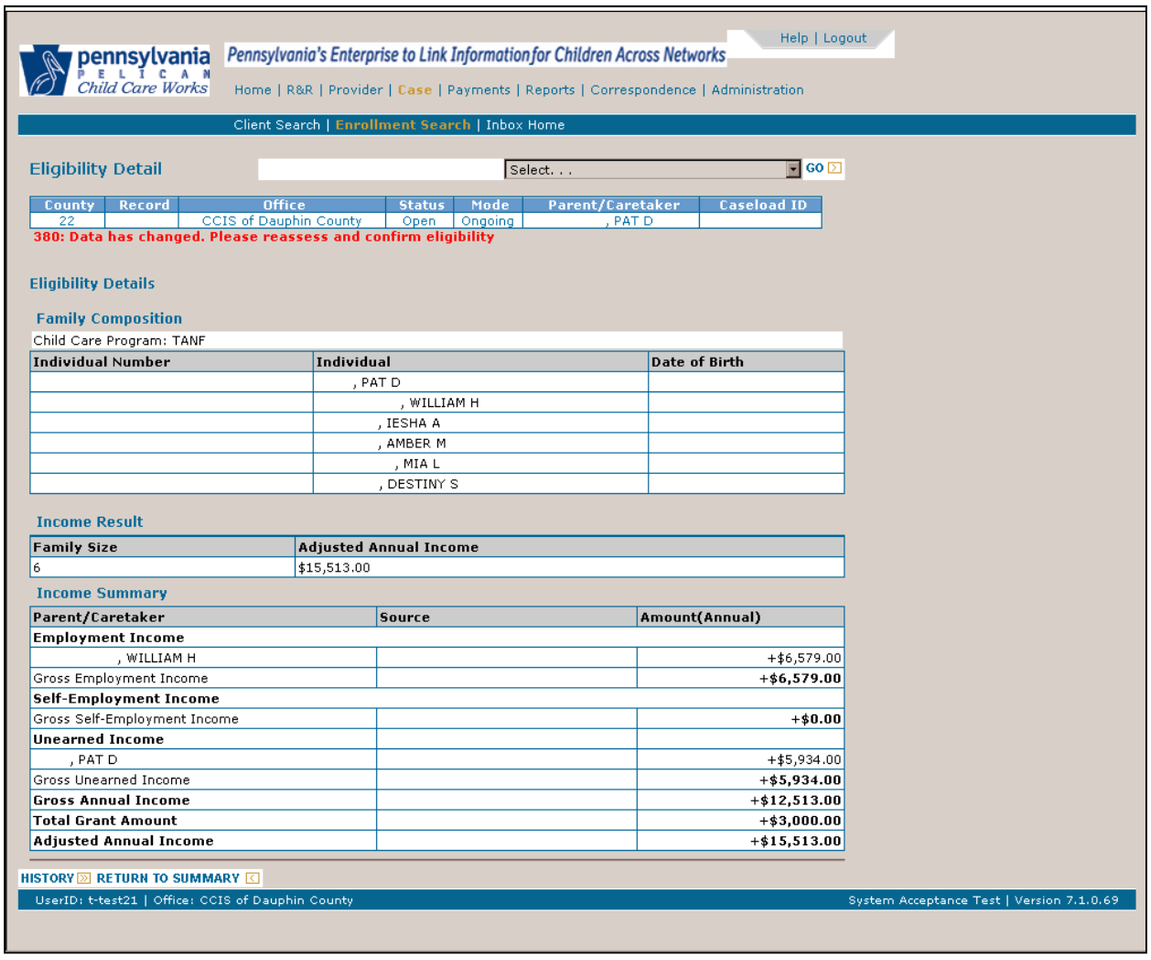
3. Eligibility Detail



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Eligibility Detail

Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, PAT D	

380: Data has changed. Please reassess and confirm eligibility

Eligibility Details

Family Composition

Child Care Program: TANF

Individual Number	Individual	Date of Birth
	, PAT D	
	, WILLIAM H	
	, IESHA A	
	, AMBER M	
	, MIA L	
	, DESTINY S	

Income Result

Family Size	Adjusted Annual Income
6	$15,513.00

Income Summary

Parent/Caretaker	Source	Amount(Annual)
Employment Income		
, WILLIAM H		+$6,579.00
Gross Employment Income		**+$6,579.00**
Self-Employment Income		
Gross Self-Employment Income		**+$0.00**
Unearned Income		
, PAT D		+$5,934.00
Gross Unearned Income		**+$5,934.00**
Gross Annual Income		**+$12,513.00**
Total Grant Amount		**+$3,000.00**
Adjusted Annual Income		**+$15,513.00**

HISTORY RETURN TO SUMMARY

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The Eligibility Detail page displays income information used to determine the co-pay, when applicable.

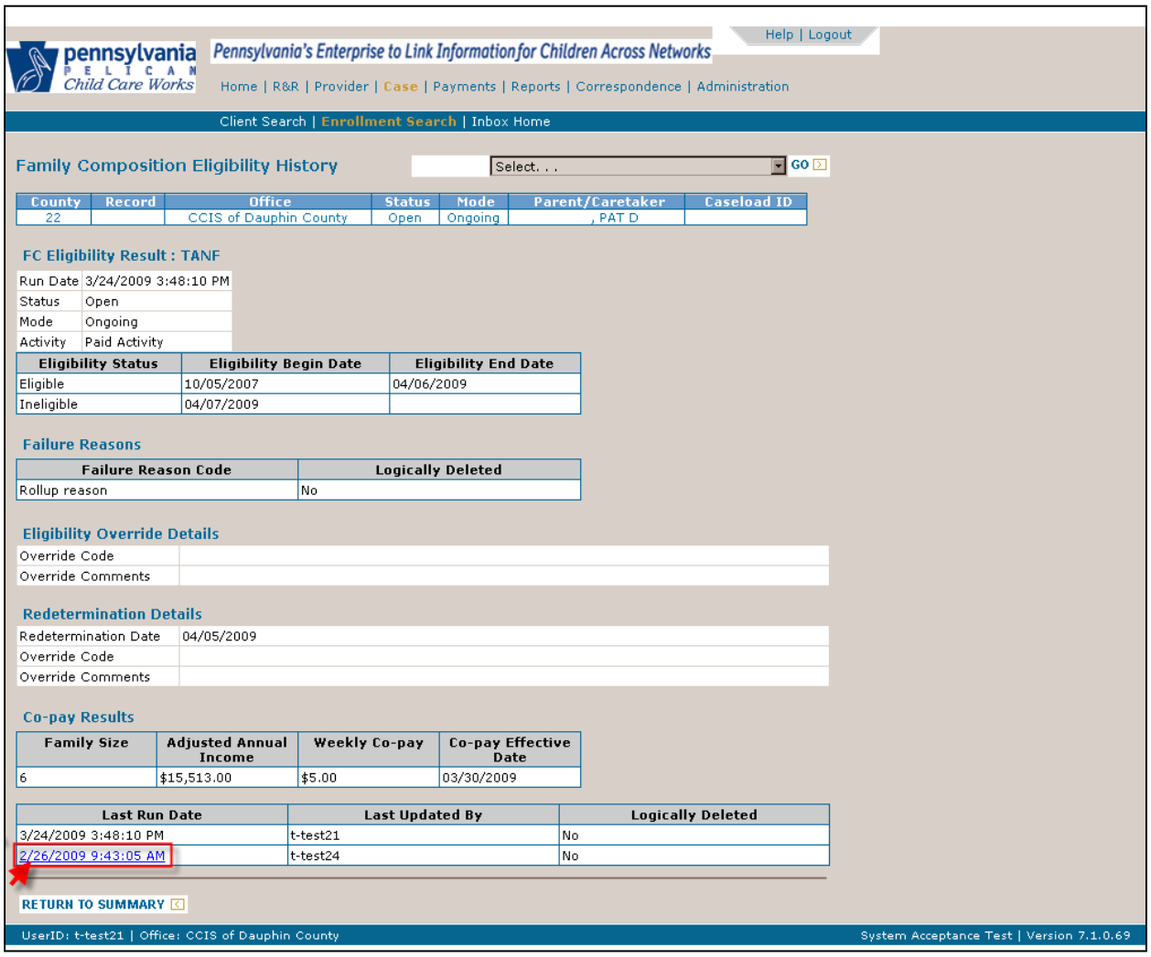
The Unearned Income section of the Eligibility Detail page contains the p/c's gross unearned income or displays zero dollars if unearned income is not associated with the case.

The Total Grant Amount indicates the amount of assistance provided by the CAO.

For all cases to complete processing, the CCIS must return to the Family Composition Eligibility Results page to "Confirm" results, when applicable.

The FPIG percentage columns do not display for CIS child care cases (i.e., TANF, FS and GA) as the columns do for LI, FT and HS/PK cases; however, for CIS child care cases, PELICAN CCW applies 200% FPIG for enrollment eligibility purposes.

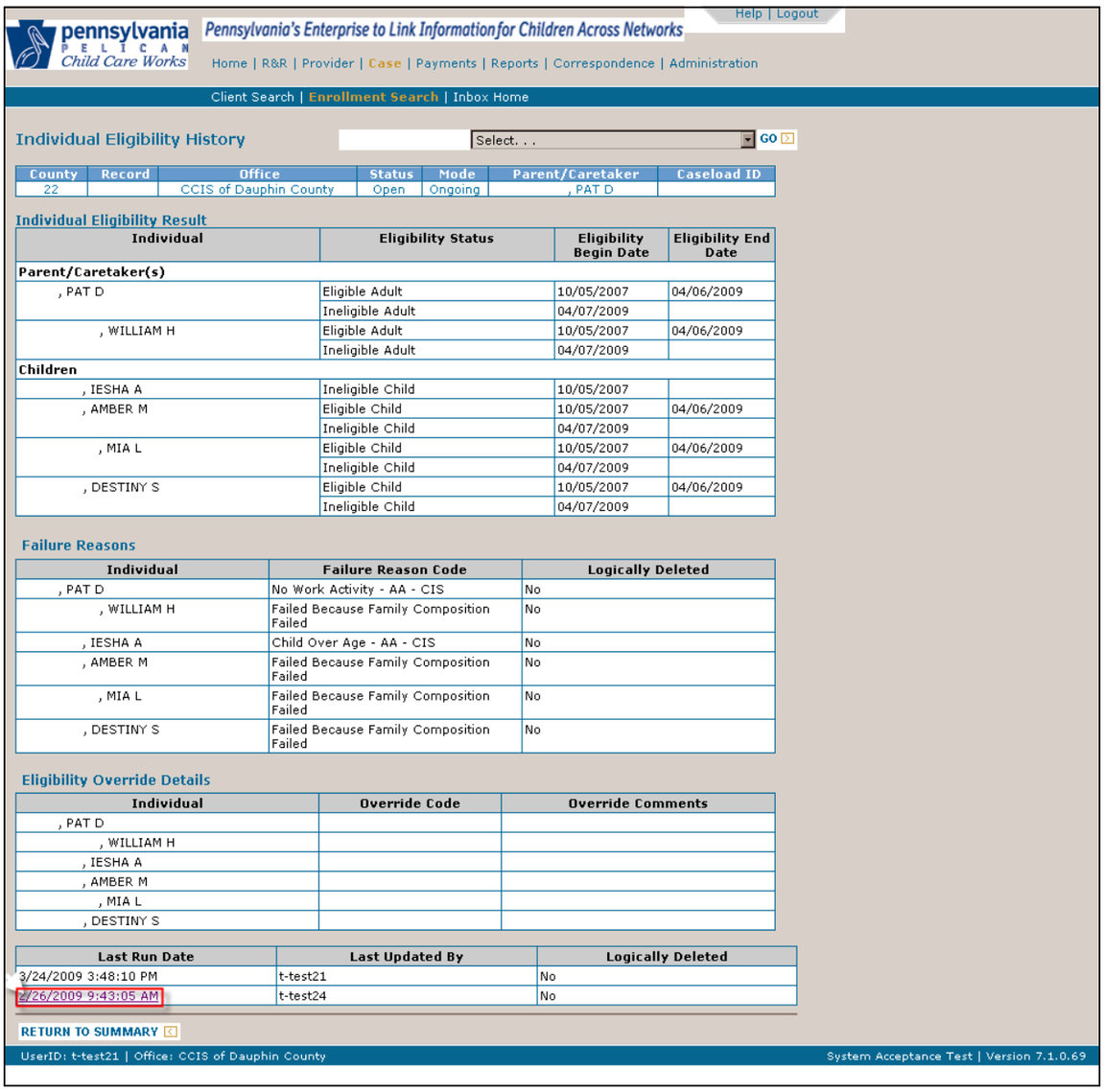
4. Family Composition Eligibility Results History



PELICAN CCW displays a history of the family composition eligibility results on the Family Composition Eligibility Results History page. As indicated above, each time the CCIS assesses and confirms eligibility (i.e., eligibility run) PELICAN CCW will display the results as a separate record associated with the date and time eligibility for enrollment was confirmed by the CCIS.

If the CCIS wishes to see the results of a specific eligibility run, the CCIS must navigate to this page by clicking the "History" button at the bottom of the Family Composition Eligibility Results page. Once on the page, the CCIS may view each eligibility run record by clicking on the "Eligibility Run Date/Time" hyperlink indicated above.

5. Individual Eligibility Results History



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Individual Eligibility History — Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, PAT D	

Individual Eligibility Result

Individual	Eligibility Status	Eligibility Begin Date	Eligibility End Date
Parent/Caretaker(s)			
, PAT D	Eligible Adult	10/05/2007	04/06/2009
	Ineligible Adult	04/07/2009	
, WILLIAM H	Eligible Adult	10/05/2007	04/06/2009
	Ineligible Adult	04/07/2009	
Children			
, IESHA A	Ineligible Child	10/05/2007	
, AMBER M	Eligible Child	10/05/2007	04/06/2009
	Ineligible Child	04/07/2009	
, MIA L	Eligible Child	10/05/2007	04/06/2009
	Ineligible Child	04/07/2009	
, DESTINY S	Eligible Child	10/05/2007	04/06/2009
	Ineligible Child	04/07/2009	

Failure Reasons

Individual	Failure Reason Code	Logically Deleted
, PAT D	No Work Activity - AA - CIS	No
, WILLIAM H	Failed Because Family Composition Failed	No
, IESHA A	Child Over Age - AA - CIS	No
, AMBER M	Failed Because Family Composition Failed	No
, MIA L	Failed Because Family Composition Failed	No
, DESTINY S	Failed Because Family Composition Failed	No

Eligibility Override Details

Individual	Override Code	Override Comments
, PAT D		
, WILLIAM H		
, IESHA A		
, AMBER M		
, MIA L		
, DESTINY S		

Last Run Date	Last Updated By	Logically Deleted
3/24/2009 3:48:10 PM	t-test21	No
2/26/2009 9:43:05 AM	t-test24	No

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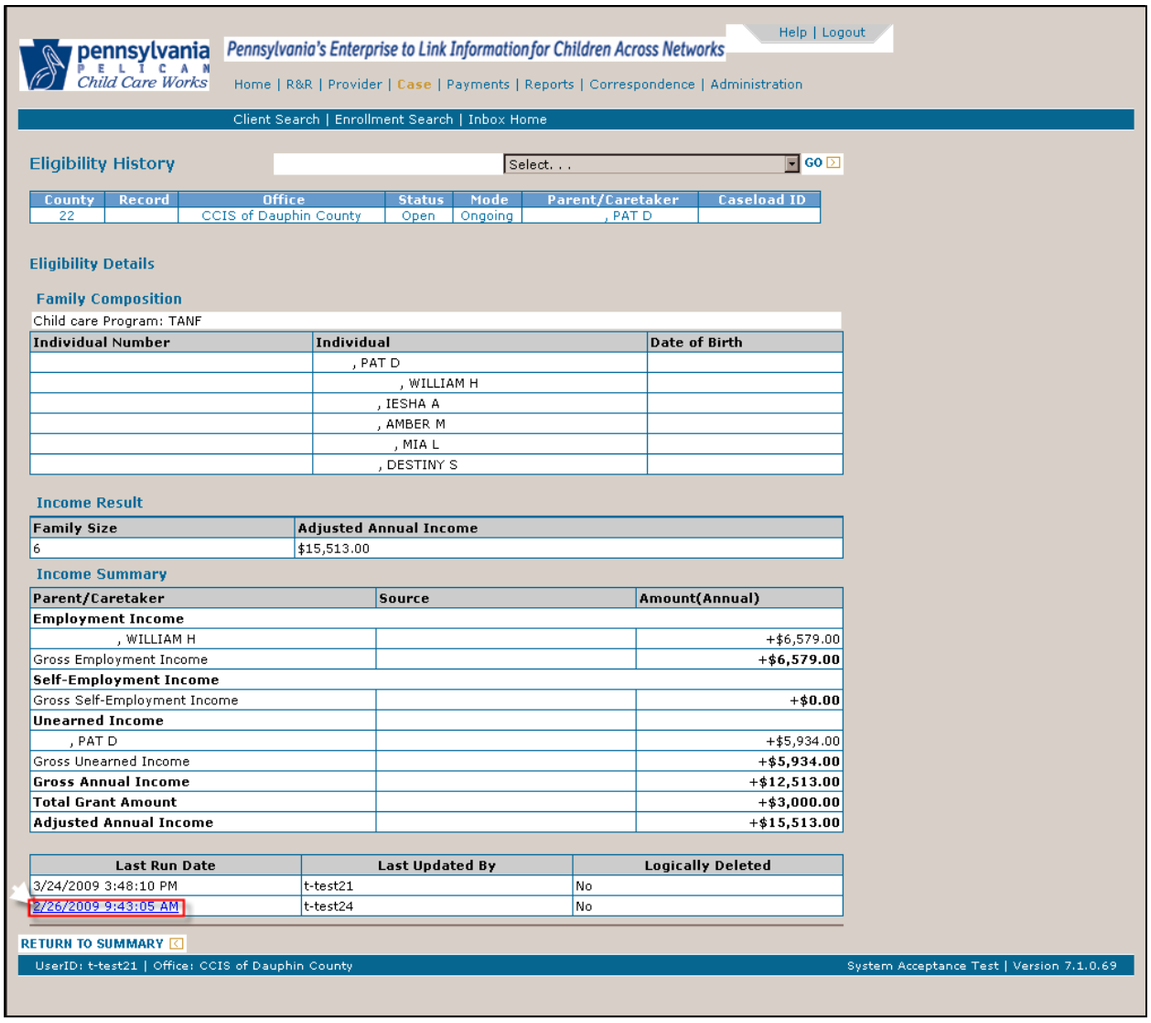
PELICAN CCW displays a history of the individual eligibility results on the Individual Eligibility Results History page. As indicated above, each time the CCIS assesses and confirms eligibility for enrollment (i.e., eligibility run) PELICAN CCW will display the individual eligibility results as a separate record associated with the date and time eligibility for enrollment was confirmed by the CCIS.

If the CCIS wishes to see the individual eligibility results of a specific eligibility run, the CCIS must navigate to this page by clicking the "History" button at the bottom of the Individual Eligibility Results page. Once on the page, the CCIS may view each eligibility run record by clicking on the "Eligibility Run Date/Time" hyperlink indicated above.

6. Eligibility Details History



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Eligibility History

Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing	, PAT D	

Eligibility Details

Family Composition

Child care Program: TANF

Individual Number	Individual	Date of Birth
	, PAT D	
	, WILLIAM H	
	, IESHA A	
	, AMBER M	
	, MIA L	
	, DESTINY S	

Income Result

Family Size	Adjusted Annual Income
6	$15,513.00

Income Summary

Parent/Caretaker	Source	Amount(Annual)
Employment Income		
, WILLIAM H		+$6,579.00
Gross Employment Income		**+$6,579.00**
Self-Employment Income		
Gross Self-Employment Income		**+$0.00**
Unearned Income		
, PAT D		+$5,934.00
Gross Unearned Income		**+$5,934.00**
Gross Annual Income		**+$12,513.00**
Total Grant Amount		**+$3,000.00**
Adjusted Annual Income		**+$15,513.00**

Last Run Date	Last Updated By	Logically Deleted
3/24/2009 3:48:10 PM	t-test21	No
2/26/2009 9:43:05 AM	t-test24	No

RETURN TO SUMMARY

UserID: t-test21 | Office: CCIS of Dauphin County

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PELICAN CCW displays a history of the eligibility details associated with each eligibility run on the Eligibility Details History page. As indicated above, each time the CCIS assesses and confirms eligibility for enrollment (i.e., eligibility run) PELICAN CCW will display the eligibility details associated with that eligibility run as a separate record associated with the date and time eligibility for enrollment was confirmed by the CCIS.

If the CCIS wishes to see the eligibility details of a specific eligibility run, the CCIS must navigate to this page by clicking the "History" button at the bottom of the Eligibility Details page. Once on the page, the CCIS may view each eligibility run record by clicking on the "Eligibility Run Date/Time" hyperlink indicated above.

PELICAN CCW typically closes cases because they fail the eligibility process and are determined Ineligible. Generally, these cases have a 13-day Adverse Action period and close during the night batch process on the 14th day—unless the information which caused the case to fail has been updated and eligibility for enrollment was re-assessed and confirmed. One notable exception is a break in the work-related activity where a p/c in the TANF, FS and GA child care programs receive 30 days to return to the work-activity before being subject to the Adverse Action period.

A separate procedure applies for closing a case using the Child Care Request page (i.e., for voluntary withdrawal, no need for care, worker error, etc.). When the CCIS must close a case using the Child Care Request page, the CCIS must:

1. Navigate to the Care Request page using one of the following methods, if necessary:
   - Click Case on the Main Navigation bar, enter the record number in the Child Care Request field and click "Go;" or
   - From within a case, click the "Select" drop-down box, select Child Care Request from the list and click "Go;" or
   - On the Case Profile Summary page, click the "Child Care Request" hyperlink.
2. Clear the "CC Request" checkbox for all children in the case.
3. Click the "Reason Ending Care" drop-down box.
4. Select the appropriate reason code from the list.
5. Click "Save."
6. Reassess eligibility for enrollment. Refer to Online Help: Determining Eligibility.
7. For reasons ending care that do not trigger an Adverse Action, create and send a Confirmation Notice.

   NOTE: If CC request is cleared for all children in a case, when eligibility for enrollment is assessed, the case fails eligibility for enrollment. If the reason selected does not cause an Adverse Action (see reasons listed below) the case will close during the night batch process.

If the reason causes PELICAN CCW to generate an Adverse Action, the case will close following the Adverse Action period. Any active enrollments are also discontinued/closed during the night batch process.

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400.10.1 System-generated Failures

A TANF case and/or individuals within the case will fail eligibility for enrollment in PELICAN CCW when any of the following are true:

1. The case and/or individuals within the case are ineligible in CIS (i.e., TANF budget is closed).
2. The p/c is not enrolled in a CAO-approved work-related activity.
3. The p/c in a single p/c home has an active sanction.
4. The child has an active sanction.
5. The child is older than 13 with no disability.
6. A gap exists between CIS eligibility segments.
7. The child is absent for 10 consecutive days.
8. The co-pays are delinquent.
9. A verification type of "NA" is selected in any verification drop-down box.
10. A child care request is not indicated on the Child Care Request page in PELICAN CCW.
11. A child does not meet the immunization requirements as indicated in PELICAN CCW.

The following subsections explain some intricacies related to CIS ineligibility and associated Failure Reason Codes.

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400.10.1.1 CIS Ineligibility – P/C Moving

The CAO will end eligibility in the future when notified a p/c is moving to another county. In these situations, the CCIS must:

1. Pay the provider from the current county through the day prior to the date of the family's move and discontinue/end the enrollment as of the date of the family's move.
2. Pay the provider in the county where the family has moved to beginning the date of the family's move through the date the CAO closes the case. Discontinue/end the enrollment as of the date the CAO closes the case.

EXAMPLE:

A p/c notifies the Cumberland CAO and/or the Cumberland CCIS on 6/10 that she is moving to York County on 6/15 and will begin a new work activity on that date. The family is receiving care from Provider A. The p/c actually moves on 6/15 and begins taking the child to Provider B in York while attending her new work activity. The Cumberland CAO closes the case on 7/30. The CCIS agencies must:

1. Cumberland CCIS will pay Provider A through 6/14 and discontinue/end the enrollment as of 6/15.
2. Cumberland CCIS will then Pay Provider B beginning 6/15 through 7/30 and discontinue/end the enrollment as of 7/31.
3. If benefits are opened in York Co and p/c is eligible for child care, York CCIS will begin to pay Provider B beginning 8/1.

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400.10.1.2 CIS Ineligibility – Retroactive Closure

There will be occasions in which the CAO ends eligibility in the past for FS cases or instances in which eligibility ends in the past due to timing when processing TANF/FS/GA cases in the CIS Inbox or processing updates to cases. In these situations:

1. Call the provider immediately upon receipt of the update and explain that the CCIS will pay from the date FS eligibility ended until today.
2. Do not end the current/active enrollment(s).
3. Change the child care program from FS to LI on the day the update is received from CIS indicating past eligibility.
4. Assess and confirm enrollment rules.

   NOTE: If the case does not pass during the eligibility assessment, override case eligibility using the reason of "Department Mandate" and enter a note "Department Mandate."

5. Suppress/cancel the Eligible Notice.
6. Change the funding program for the enrollment(s) to LI.
7. Pay the provider through today only.
8. Uncheck child care request using the reason "Voluntary Withdrawal." PELICAN CCW will close the case during the night batch.

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400.10.1.3 CIS Ineligibility – Future Closure

The CAO will end eligibility in the future for TANF cases. The future end date is generally between 2 and 14 days. In these situations:

1. Discontinue/end the current/active enrollment(s) using the reason "OIM Program Termination." This process will result in a Stop Letter specific to this situation (i.e., not including the 30 day time period to locate another provider).
2. Call the p/c and the provider to inform them that care will end effective the date of the OIM program termination.
3. Print locally and mail the Stop Letter to the p/c with a copy to the provider.

NOTE: If an update is received from CIS that removes the future end date, the CCIS must call the p/c and the provider immediately and explain care will continue uninterrupted.

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400.10.1.4 CIS Ineligible – P/C and/or Child (i.e., Teen Parent) Sanction

If a case is pushed from CIS that contains a p/c and/or a child with a sanction, the CCIS must assess eligibility for enrollment under each child care program according to the hierarchy.

The CCIS may not confirm eligibility until enrollment rules have been assessed under each child care program. Under certain circumstances a TANF p/c and/or child may be sanctioned under TANF but remain eligible for child care under the FS program.

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400.10.2 User-generated Failures

A TANF case and/or individuals within the case will fail eligibility for enrollment in PELICAN CCW when the CCIS worker takes any of the following actions in PELICAN CCW:

1. Enters "N/A" in the following verification fields:
    a. Child Care Request
    b. Employment & Wage
    c. P/C Training
    d. Teen Parent Education
    e. Self-Employment
    f. P/C Disability
    g. Child Disability
2. Deselects "CC Request" on the Child Care Request page and chooses one of the following Reasons for Ending Care:
    a. Co-pay Exceeds Cost of Care
    b. Delinquent Co-pay
    c. Child not Enrolled
    d. 10-day Absence
    e. Failure to return from break
    f. Parent is owner/operator
    g. Publicly-funded ed. Prog. Available
    h. Face to Face requirements
    i. Parent available to care
    j. No need for care)
    k. Ineligible provider
    l. Provider included in the budget group
    m. Provider is stepparent

If the CCIS deselects "CC Request" on the Child Care Request page using one of the following "Reasons Ending Care", PELICAN CCW will not generate an AA:

1. Voluntary Withdrawal
2. Moved out of Household
3. Worker Error
4. Change in Custody
5. Lost Appeal

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400.10.2.1 Using Failure Reason Codes to Generate an AA

The CCIS must use the following procedures when using Failure Reason Codes to generate an AA in PELICAN CCW:

1. Navigate to the Care Request page using one of the following methods:
   a. Click Case on the Main Navigation bar, then enter the record number in the Child Care Request field and click "Go"; or
   b. From within the case, click the Select drop-down box, select Child Care Request from the list and click "Go"; or
   c. From the Case Profile Summary page, click the Child Care Request hyperlink.
2. Clear the "CC Request" checkbox for each child.
3. Select a reason from the "Reason Ending Care" drop-down box for each child, as appropriate.
4. Click "Save". Click "Save" a second time to save through the Warning.
5. Assess and confirm eligibility for enrollment.

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400.10.2.2 Using Reasons Ending Care to Generate Notices

The CCIS may select any of the following "Reasons Ending Care" as specified in Step (3) above. The bullets indicate what correspondences PELICAN CCW generates when each specific reason is selected by the CCIS.

1. Ineligible Provider –AA
2. Provider included in Budget Group –AA
3. Provider is Stepparent –AA
4. Co-pay Exceeds Cost of Care –AA
5. Delinquent Co-pay –AA
6. Child not Enrolled –AA
7. 10 day Absence –AA
8. Failure to Return from Break –AA
9. P/C is Owner/Operator –AA
10. Publicly-funded Education Program Available –AA
11. Face-to-Face Requirements –AA
12. Parent Available to Care –AA
13. No Need for Care –AA
14. Worker Error –None
15. Voluntary Withdrawal – None

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400.10.3 Overriding Eligibility & Updating Failure Reason Codes

There will be situations that are "outside of the system scope" and require the CCIS to override eligibility results for a case and/or an individual in a case to "Ineligible" and add Failure Reason Codes when assessing eligibility for enrollment.

These specific situations are discussed in detail in the following subsections.

When overriding eligibility for enrollment (i.e., changing the status from "Eligible" to "Ineligible") as discussed in the previous paragraph, the CCIS must:

1. Begin the eligibility determination process using one of the following methods:
    a. From the Case Summary page or Case Profile Summary page, click "Assess Eligibility"; or
    b. From within a case, click the "Select…" drop-down box, select "Determine Eligibility" from the list and click "Go".
2. Click the "Program" drop-down box and select the appropriate child care program from the list on the Child Care Program page.
3. Click "Assess Eligibility."
4. Click the "Eligibility" drop-down box and select the appropriate eligibility status (i.e., "Ineligible") from the list.
5. Click "Update" under the Failure Reason Code table and add a Failure Reason by selecting the appropriate reason code(s) for the situation.
6. Click "Save".
7. Click the "Override Reason" drop-down box and select an option from the list. (The most commonly used option for a TANF case will be "Outside System Scope").
8. Enter "Override Comments" indicating the reason eligibility for enrollment was overridden.
9. Click "Individual Results"
10. Click the "Eligibility Status" drop-down box and select the appropriate eligibility status (i.e., "Ineligible Adult") for the p/c from the list.
11. Click "Update" for the p/c whose eligibility is being overridden and add a Failure Reason by selecting the appropriate reason code(s) for the situation.

12. Click “Save”.

13. Click the “Override Reason” drop-down box and select an option from the list. (The most commonly used option for a TANF case will be “Outside System Scope”).

14. Enter “Override Comments” indicating the reason eligibility was overridden for the p/c.

15. Click “Save and Return”.

16. Click “Eligibility Details” and validate that income information is correct.

17. Click “Return to Summary”.

18. Click “Confirm” when the desired results are achieved.

The following table lists all Failure Reason Codes associated with the TANF child care program and indicates the notice that is generated, the Docpiece ID, the regulatory cite and the short description as it is displayed in PELICAN CCW.

Notice Type	Docpiece ID	Failure Code	Regulatory Cite	Short Description
Ineligible	1100	001	§ 168.1(a)	Single p/c disability - Inelig - CIS
Ineligible	1101	400	§ 168.1(a)	CIS Budget Closed - Inelig
Ineligible	1102	402	§ 168.1(a)	Training - Inelig - CIS
Ineligible	1103	431	§ 168.1(a)	No Work Activity - Inelig - CIS
Ineligible	1104	403	§ 168.1(a)	Sanction - Inelig - CIS
Ineligible	1105	419	§ 168.1(a)	Work Req - Teen - Inelig - CIS
Ineligible	1106	421	§ 168.1(a)	CIS Ineligibility of Child - Inelig
Ineligible	1107	405	§ 168.1(a)	CIS Ineligibility - Inelig
Ineligible	1125	750	§ 168.1(a)	No Child in Family Comp - Inelig - CIS
Ineligible	1122	433	§ 168.1(a)	No "E" Status Parent in Family Comp - Inelig - CIS
Ineligible	1123	701	§ 168.1(a)	Child with No "E" Status Parent - Inelig - CIS
Ineligible	1129	754	§ 168.1(a)	N/D Status P/C and Teen Parent NOT Attending School - Inelig - CIS
Ineligible	1108	425	§ 168.11(b)	Ineligible Provider - Inelig - CIS
Ineligible	1109	404	§ 168.17(1)	Sanction - Child - Inelig - CIS
Ineligible	1110	002	§ 168.17(3)	Child Over Age - Inelig - CIS
Ineligible	1111	012	§ 168.17(4)	Verification - Immunization - Inelig - CIS
Ineligible	1112	415	§ 168.17(4)	Self-Declaration Expired - Immunization - Inelig - CIS
Ineligible	1113	036	§ 168.18(b)	No Need for Care/Response to Welcome Letter - Inelig - CIS
Ineligible	1114	426	§ 168.18(d)	P/C Owner/Operator - Inelig - CIS
Ineligible	1115	427	§ 168.18(e)	Publicly-funded Ed Prog - Inelig - CIS
Ineligible	1116	422	§ 168.19(2)(i)	P/C Available - Inelig - CIS
Ineligible	1117	423	§ 168.19(2)(ii)	Provider in Budget Group - Inelig
Ineligible	1118	424	§ 168.19(2)(iii)	Stepparent Available - Inelig - CIS
Ineligible	1119	040	§ 168.43	Verification - Child's Disability - Inelig - CIS
Ineligible	1120	414	§ 168.43	Self-Declaration Expired - Child Disability - Inelig - CIS
Ineligible	1124	013	§ 168.00	Joint Custody - Inelig - CIS
Ineligible	55	026		Rollup reason

Notice Type	Docpiece ID	Failure Code	Regulatory Cite	Short Description
AA	1200	402	§ 168.1(a)	Training - AA - CIS
AA	1201	419	§ 168.1(a)	Work Req - Teen - AA - CIS
AA	1202	421	§ 168.1(a)	CIS Ineligibility of Child - AA
AA	1203	405	§ 168.1(a)	CIS Ineligibility - AA
AA	1204	431	§ 168.1(a)	No Work Activity - AA - CIS
AA	1205	403	§ 168.1(a)	Sanction - AA
AA	1206	400	§ 168.1(a)	CIS Budget Closed - AA
AA	1244	750	§ 168.1(a)	No Child in Family Comp - AA - CIS
AA	1242	433	§ 168.1(a)	No "E" Status Parent in Family Comp - AA - CIS
AA	1243	701	§ 168.1(a)	Child with No "E" Status Parent - AA - CIS
AA	1207	001	§ 168.00	Single p/c disability - AA - CIS
AA	1248	754	§ 168.1(a)	N/D Status P/C and Teen Parent NOT Attending School - AA - CIS
AA	1208	425	§ 168.11(b)	Ineligible Provider - AA - CIS
AA	1209	404	§ 168.17(1)	Sanction - Child - AA - CIS
AA	1210	002	§ 168.17(3)	Child Over Age - AA - CIS
AA	1211	012	§ 168.17(4)	Verification - Immunization - AA - CIS
AA	1212	415	§ 168.17(4)	Self-Declaration Expired - Immunization - AA - CIS
AA	1213	011	§ 168.17(5)	Immunization - 90 Days - AA - CIS
AA	1214	033	§ 168.18(a) § 168.72(2)	Absence - AA - CIS
AA	1215	036	§ 168.18(b)	No Need for Care - AA - CIS
AA	1216	041	§ 168.18(c)	Break Expired - AA - CIS
AA	1217	426	§ 168.18(d)	P/C Owner/Operator - AA - CIS
AA	1218	427	§ 168.18(e)	Publicly-funded Ed Prog - AA - CIS
AA	1219	048	§ 168.18(f)	F2F - AA - CIS
AA	1220	043	§ 168.18(g)	Enrollment - AA - CIS
AA	1221	422	§ 168.19(2)(i)	P/C Available - AA - CIS
AA	1222	423	§ 168.19(2)(ii)	Provider in Budget Group - AA
AA	1223	424	§ 168.19(2)(iii)	Stepparent Available - AA - CIS

Notice Type	Docpiece ID	Failure Code	Regulatory Cite	Short Description
AA	1224	044	§ 168.20(e)	Co-pay Exceeds COC - AA - CIS
AA	1225	031	§ 168.20(a)&(b) § 168.21(a)	Delinquent Co-pay - CIS
AA	1226	040	§ 168.43	Verification - Child's Disability - AA - CIS
AA	1227	414	§ 168.43	Self-Declaration Expired - Child Disability - AA - CIS
AA	1249	035	§ 168.61	Suspension - 91st Day - AA - CIS
AA	1228	027	§ 168.00	Verification - Residence - AA - CIS
AA	1229	401	§ 168.00	Self-Declaration Expired - Address - AA - CIS
AA	1234	013	§ 168.00	Joint Custody - AA - CIS
AA	1235	014	§ 168.00	Verification - Maternity Leave - AA - CIS
AA	1236	019	§ 168.00	Verification - Income - AA - CIS
AA	1237	021	§ 168.00	Residency - AA - CIS
AA	1238	022	§ 168.00	Verification - Self-Employment - AA - CIS
AA	1239	025	§ 168.00	Verification - Training - AA - CIS
AA	1240	034	§ 168.00	Change in Custody - AA - CIS
AA	65	026		Rollup reason

The following Failure Reason Codes are those Failure Reason Codes that the CCIS must add and/or remove based upon the circumstances of the case.

Notice Type	Docpiece ID	Failure Code	Regulatory Cite	Short Description
Ineligible	1123	701	§ 168.1(a)	Child with No "E" Status Parent - Inelig - CIS
Ineligible	1129	754	§ 168.1(a)	N/D Status P/C and Teen Parent NOT Attending School - Inelig - CIS
AA	1243	701	§ 168.1(a)	Child with No "E" Status Parent - AA - CIS
AA	1248	754	§ 168.1(a)	N/D Status P/C and Teen Parent NOT Attending School - AA - CIS

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400.10.3.1 Child with No "E" Status Parent

This situation occurs in a 2-p/c case when all of the following conditions occur:

1. The parents are not married.
2. The parents share a common child.
3. The "E" status p/c is meeting the E&T requirements.
4. An "N" or "D" status p/c is either meeting the E&T requirements or has a disability.
5. The "N" or "D" status p/c has a child that is not a common child (i.e., sole parent) and is requesting care for that child.

In order for a child to be eligible for subsidized child care under the TANF child care program, the child must have an "E" status p/c who is meting the E&T requirements as discussed in **Manual Section "400.5.2 – Employment & Training (E&T) Requirement"**.

In this situation, the child of the "N' or "D" status p/c is not eligible for child care so the CCIS must override eligibility for enrollment for this child to "Ineligible" and add this Failure Reason.

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400.10.3.2 N/D Status P/C and Teen Parent NOT Attending School – Inelig – CIS

This situation occurs when a case consists of a mother, teen and a teen's child and the teen's mother (i.e., Head of Household (HOH)) is meeting the E&T requirements but the teen parent is not attending school as required.

There are two types of scenarios that impact the procedures the CCIS must follow when overriding eligibility for enrollment in this situation.

Scenario #1(a) is when a teen parent has "Care and Control" over his/her child(ren) established in CIS. PELICAN CCW sees the case as a 2-p/c case and the mother of the teen will be designated as the "Primary Caretaker". Scenario #1(b) is when the teen's mother (i.e., head of household) only has "Care and Control" over the teen parent's child(ren) established in CIS, PELICAN CCW sees the case as a single parent case, in which the mother is designated as the "Primary Caretaker".

If the case meets the conditions described in Scenarios #1(a) or (b) above, the CCIS must:

1. Check CIS to determine whether the teen parent is attending school as required.
2. Assess eligibility for enrollment.
3. Click the “Eligibility” drop-down box and select “Ineligible” from the list.
4. Click “Update” under the Failure Reason Code table and add this Failure Reason by selecting the reason code(s) and clicking “Save”.
5. Click the “Override Reason” drop-down box and select “Outside System Scope” from the list.
6. Enter “Override Comments” indicating the reason eligibility for enrollment was overridden.
7. Click “Individual Results”.
8. Click the “Eligibility Status” drop-down box for the mother (i.e., HOH) and select “Ineligible Adult” from the list.
9. Click “Update” for the mother (i.e., HOH) and add this Failure Reason by selecting the appropriate reason code(s) and clicking “Save”.
10. Click the “Override Reason” drop-down box and select “Outside System Scope” from the list.
11. Enter “Override Comments” indicating the reason eligibility was overridden for the p/c.
12. Click “Save and Return”.
13. Click “Eligibility Details” and validate that income information is correct.
14. Click “Return to Summary”.
15. Click “Confirm” when the desired results are achieved.

Scenario #2 is when an additional child or children of the teen's mother (i.e., siblings of the teen parent) are included in the case . In this situation, the CCIS must:

1. Check CIS to determine whether the teen parent is attending school as required.
2. Assess eligibility for enrollment.
3. Click "Individual Results"
4. Click the "Eligibility Status" drop-down box for the teen's child(ren) and select "Ineligible Child" from the list.
5. Click "Update" for the mother (i.e., HOH) and add this Failure Reason by selecting the appropriate reason code(s) and clicking "Save".
6. Click the "Override Reason" drop-down box and select "Outside System Scope" from the list.
7. Enter "Override Comments" indicating the reason eligibility was overridden for the p/c.
8. Click "Save and Return".
9. Click "Eligibility Details" and validate that income information is correct.
10. Click "Return to Table of Contents".
11. Click "Confirm" when the desired results are achieved.

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400.10.4 Resolving an AA

The CCIS must use the following procedures when using Failure Reason Codes to resolve an AA in PELICAN CCW:

1. Navigate to the Care Request page using one of the following methods:
    a. Click Case on the Main Navigation bar, then enter the record number in the Child Care Request field and click "Go"; or
    b. From within the case, click the Select drop-down box, select Child Care Request from the list and click "Go"; or
    c. From the Case Profile Summary page, click the Child Care Request hyperlink.
2. Select the "CC Request" checkbox for each child.
3. Click the "Reason Ending Care" drop-down box and reset it by selecting "Select…" from the list.
4. Click "Save".
5. Assess and confirm eligibility for enrollment.

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400.10.5 Changing a Child's Eligibility Status from "Not Requesting Child" to "Eligible Child"

When the CCIS must change a child's eligibility status from "Not Requesting Child" to "Eligible Child", the CCIS may use the Eligibility Override Summary page, however the easiest way to correct this issue is to rerun eligibility and correct the dates prior to confirming eligibility. The CCIS must complete the following steps in PELICAN CCW in order to resolve this issue:

1. Go to the Child Care Request screen and make sure that the CC Request has been checked and click Save.

Care Request — Select. . . — GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
		CCIS of Dauphin County	Open	Ongoing		

380: Data has changed. Please reassess and confirm eligibility

Individual	CC Request	Reason Ending Care	Age Appropriate Immunization	V	
	☑	Select...	Yes. Immunized	Self-Certified	
	☑	Select...	Yes. Immunized	Self-Certified	
	☑	Select...	Yes. Immunized	Self-Certified	
	☐	Voluntary Withdrawal	Yes. Immunized	Self-Certified	

2. Determine Eligibility *(Do Not Confirm eligibility yet)*
3. Go to the Individual Results screen

380: Data has changed. Please reassess and confirm eligibility

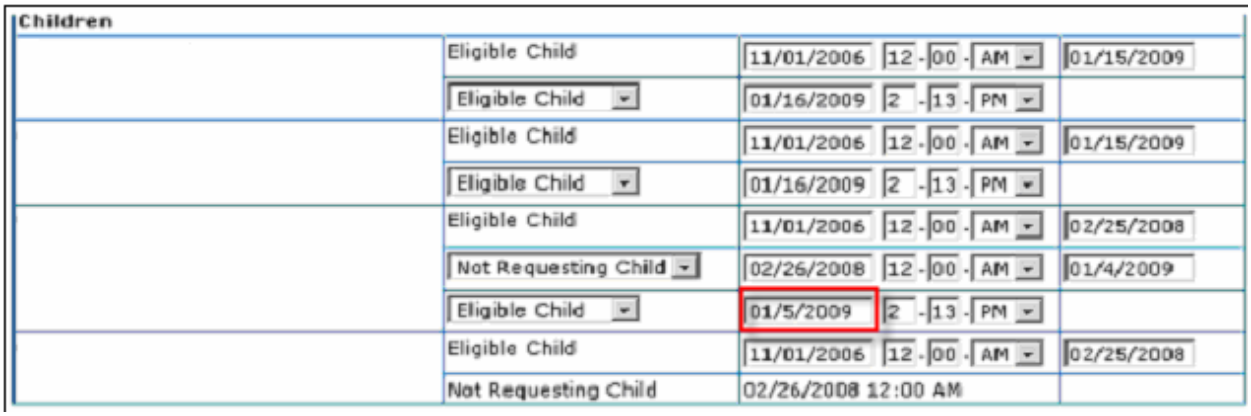
Individual Eligibility Result

Individual	Eligibility Status	Eligibility Begin Date	Eligibility End Date
Parent/Caretaker(s)			
	Eligible Adult	11/01/2006	01/15/2009
	Eligible Adult	01/16/2009	
Children			
	Eligible Child	11/01/2006 12 - 00 - AM	01/15/2009
	Eligible Child	01/16/2009 2 - 13 - PM	
	Eligible Child	11/01/2006 12 - 00 - AM	01/15/2009
	Eligible Child	01/16/2009 2 - 13 - PM	
	Eligible Child	11/01/2006 12 - 00 - AM	02/25/2008
	Not Requesting Child	02/26/2008 12 - 00 - AM	01/14/2009
	Eligible Child	01/15/2009 2 - 13 - PM	
	Eligible Child	11/01/2006 12 - 00 - AM	02/25/2008
	Not Requesting Child	02/26/2008 12:00 AM	

4. Using the 2nd child for the example – The parent requested care effective 01/05/2009.

   a. Beside the the "Not Requesting Child" segment enter the date of 01/04/2009 in the Eligibility End Date text box. *(These segments must always run in sequential order)*

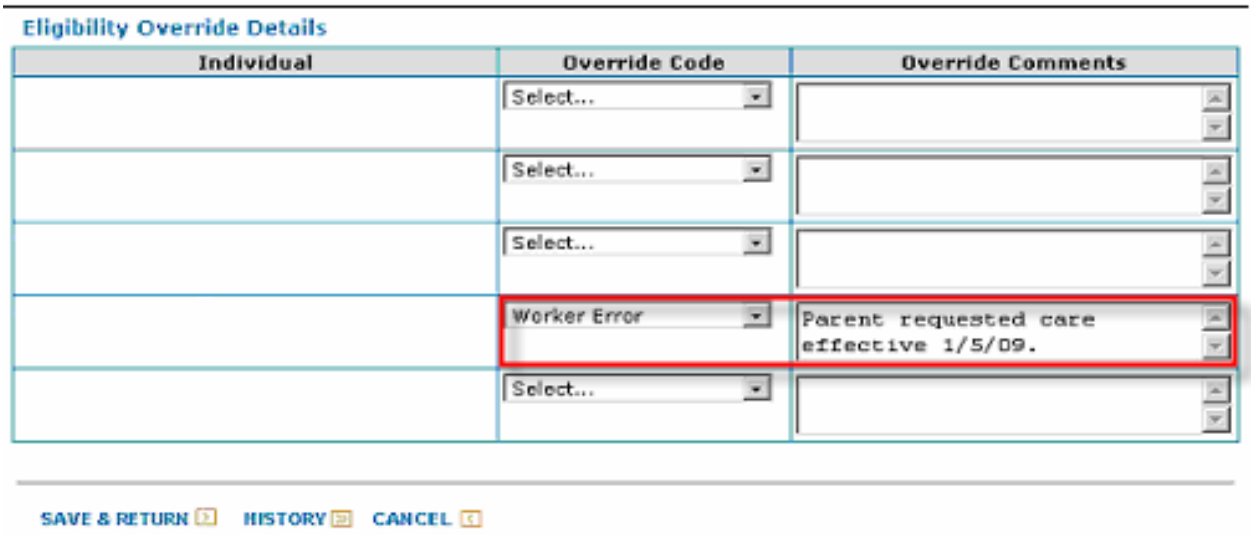
   b. Beside the "Eligible Child" segment enter the date of 01/05/2009 in the Eligible Begin Date text box.



Children

	Eligible Child	11/01/2006	12	00	AM	01/15/2009
	Eligible Child	01/16/2009	2	13	PM	
	Eligible Child	11/01/2006	12	00	AM	01/15/2009
	Eligible Child	01/16/2009	2	13	PM	
	Eligible Child	11/01/2006	12	00	AM	02/25/2008
	Not Requesting Child	02/26/2008	12	00	AM	01/4/2009
	Eligible Child	01/5/2009	2	13	PM	
	Eligible Child	11/01/2006	12	00	AM	02/25/2008
	Not Requesting Child	02/26/2008 12:00 AM				

5. Scroll down to the Eligibility Override Details & enter an Override Code and Override Comments, click on Save & Return.



Eligibility Override Details

Individual	Override Code	Override Comments
	Select...	
	Select...	
	Select...	
	Worker Error	Parent requested care effective 1/5/09.
	Select...	

SAVE & RETURN HISTORY CANCEL

6. Confirm eligibility

7. When you return to the Case Summary screen the child's eligible segment should be corrected.

Case Members

Individual Number	Individual Name	Relationship to Primary Caretaker	Participation Begin Date	Participation End Date	Eligibility Status	Eligibility Begin Date	Eligibility End Date
		Self	11/01/2006 12:00:00 AM		Eligible Adult	11/01/2006	
		Son	11/01/2006 12:00:00 AM		Eligible Child	11/01/2006	
		Son	11/01/2006 12:00:00 AM		Eligible Child	11/01/2006	
		Daughter	11/01/2006 12:00:00 AM		Eligible Child	11/01/2006	02/25/2008
					Not Requesting Child	02/26/2008	01/04/2009
					Eligible Child	01/05/2009	
		Daughter	11/01/2006 12:00:00 AM		Eligible Child	11/01/2006	02/25/2008
					Not Requesting Child	02/26/2008	

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400.10.6 Individual does not Appear on the Individual Eligibility Results page

When an individual does not appear on the Individual Eligibility Results page, it may be due to the existence of a C1 and C2 case in CIS.

A p/c may have a C1 case and a C2 case in CIS. If there is another family member within the household receiving TANF benefits, such as a niece, nephew or cousin, the niece, nephew or cousin may be placed in a separate case within the household (C2 case). The p/c for the C1 case most likely has care and control over the child (i.e., niece, nephew or cousin) in the C2 case and the child is eligible for care, just in a different case.

Refreshing the case and looking at the update will show the C2 case and the CCIS will then be able to pull a case and pay for care for the C2 child.

REMINDER: Check the "Joint Custody/Multiple Case" checkbox and enter an effective date on the Child Care Request page when creating the case.

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400.11 ENROLLMENT

The following subsections provide direction regarding the regulation, policy and procedures related to enrollment.

400.11.1 Searching for an Enrollment

The CCIS may search for an enrollment as follows:

1. Click "Case" on the Main Navigation bar.

   NOTE: An Enrollment search can also be done by clicking

2. Click "Enrollment Search" on the Sub Navigation bar.

3. Enter search criteria on the Enrollment Search page and then click "Search".

   NOTE: The begin date will default to today's date. This field will enable PELICAN CCW to look for enrollments from the current date forward.

   See the screen shot below.

pennsylvania PELICAN Child Care Works

Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

Enrollment Search

Provider ID **	-	Individual Number **	
Enrollments	Active Excluding Suspended	County **	Select...
Begin Date	04/10/2009	Office **	Select...
		State Funding Source	Select...

SEARCH RESET

UserID: t-test21 | Office: CCIS of Dauphin County

System Acceptance Test | Version 7.0.5.4

4. To view the Case Enrollment Summary page, click the Co/Record Number hyperlink.

   NOTE: If more than one page of matching records is found, scroll to the bottom of the Enrollment Search page and click "Next" to view the next page of results.

pennsylvania PELICAN Child Care Works

Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

Enrollment Search

Search Criteria

Office ID	CCIS of Dauphin County
Enrollments	Active Excluding Suspended
State Funding Source	TANF Training
Begin Date	04/10/2009

Co/Rec #	Office	Individual Number	Name	Care Level	Provider Location	Funding Program	Status	Effective Date	End Date
22	22			PRE		TANF Training - Regular	AUT	12/29/2008	
22	22			PRE		TANF Training - Regular	ELS	08/21/2008	
22	22			PRE		TANF Training - Regular	ELS	08/21/2008	
22	22			YOT		TANF Training - Regular	ELS	08/21/2008	
22	22			YSA		TANF Training - Regular	AUT	12/29/2008	
22	22			YOT		TANF Training - Regular	ELS	01/05/2009	
22	22			YOT		TANF Training - Regular	ELS	01/08/2009	
22	22			YOT		TANF Training - Regular	ELS	01/08/2009	
22	22			YSA		TANF Training - Regular	ELS	08/18/2008	

5. To modify your search criteria, scroll to the bottom of the Enrollment Search page and click "Reset" or change specific criteria as needed.

   NOTE: Click "Reset" to clear the Enrollment Search fields and the previous search results.

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400.11.2 Determining the Schedule

The CCIS must consider the type of work-related activity in which the p/c is participating when determining the schedule for a child. The total number of hours per week (hours/week) that is permitted varies depending upon the type of activity in which the p/c is participating; however, the ballpark figure is typically 30 hours/week.

If the p/c is participating in employment only, the CCIS must use the p/c's employment hours to determine the days and hours of the enrollment. The total number of hours per week associated with the enrollment may be 30 hours/week or more.

EXAMPLE: The p/c is working for 55 hours/week so the child may be enrolled for up to 55 hours/week depending upon the p/c's self-certification of child care need.

If the p/c is participating in training only, the CCIS must enroll the child for 30 hours/week even if it appears as if the p/c is not participating for the full 30 hours/week.

EXAMPLE: The p/c is training for 30 hours/week so the child may be enrolled for up to 30 hours/week depending upon the p/c's self-certification of child care need.

When the p/c is participating in a combination of employment and training activities, the CCIS must determine the child's schedule as follows:

1. Enroll the child for up to 30 hours/week when the employment hours are known to PELICAN CCW but the training hours are not (i.e., "0" hours).

   EXAMPLE: The p/c is working for 15 hours/week but the training hours/week are set to "0" in PELICAN CCW. The child must be enrolled for up to 30 hours/week depending upon the p/c's self-certification of child care need.

2. Enroll the child using the total number of hours the p/c is participating in employment and training activities when the total number of hours is known to PELICAN CCW. The total number of hours may be more than 30 hours/week.

   EXAMPLE: The p/c is working for 25 hours/week and training for 20 hours/week. The child must be enrolled for up to 45 hours/week depending upon the p/c's self-certification of child care need.

The p/c may self-certify the days and/or hours per week, the child needs care within the total number of hours discussed above.

If the p/c indicates an increased need for child care (days and/or hours), the CCIS must direct the p/c to contact the CAO worker to discuss the reason for the increased need.

The CCIS will process an increase in days and/or hours of care only upon receipt of an update from CIS, a revised AMR or a collateral contact with the CAO unless the increase is associated with travel time.

If the p/c indicates an increased need for care (i.e., hours of care only) due to travel to and/or from the work-related activity, the CCIS may increase the number of hours to meet the p/c's need. The CCIS must note this action in the case comments.

The CCIS will modify a child's enrollment when one of the following criteria applies only:

1. When the CCIS receives information from the CAO that indicates the number of days and/or hours of care should be increased or decreased; OR
2. When the p/c self-certifies a decrease in the need for care within the number of hours for which the family has been determined eligible based upon the total number of hours as discussed earlier in this section.

The CCIS may accept the following verification of an increased need for care:

1. An AMR that is dated within the past 30 days and contains the following information at a minimum:
   a. The employment, training or education begin date.
   b. The name of the employer, training or education institution or representative.
   c. The number of hours the p/c is expected to work or participate in training or education.
   d. The signatures of the p/c and a CAO representative.
2. A collateral contact with the CAO confirming the increased need.
3. An update from CIS indicating an increased need beyond the enrollment stabilization rules.

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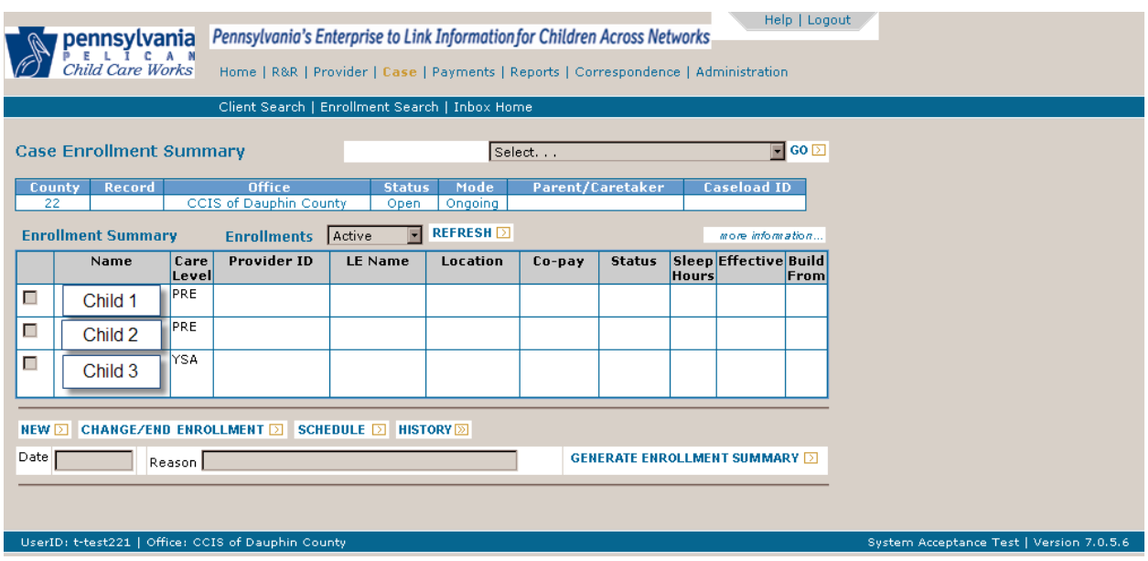
Return to Manual Section "400.8.1.1 – Procedures"

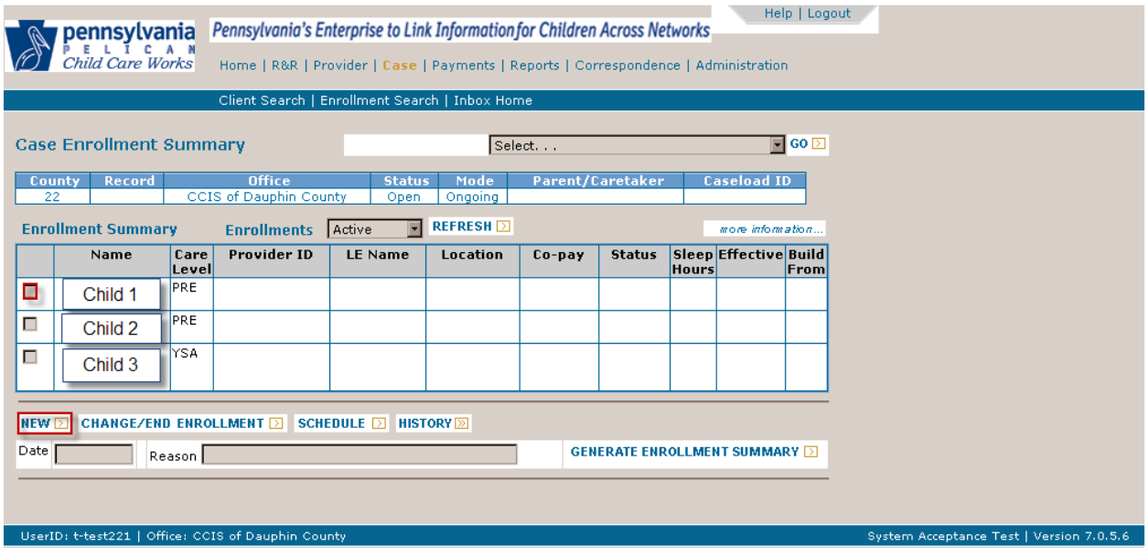
See Manual Section "400.27.3.29 – Questions – 400.11.2 – Determining the Schedule"

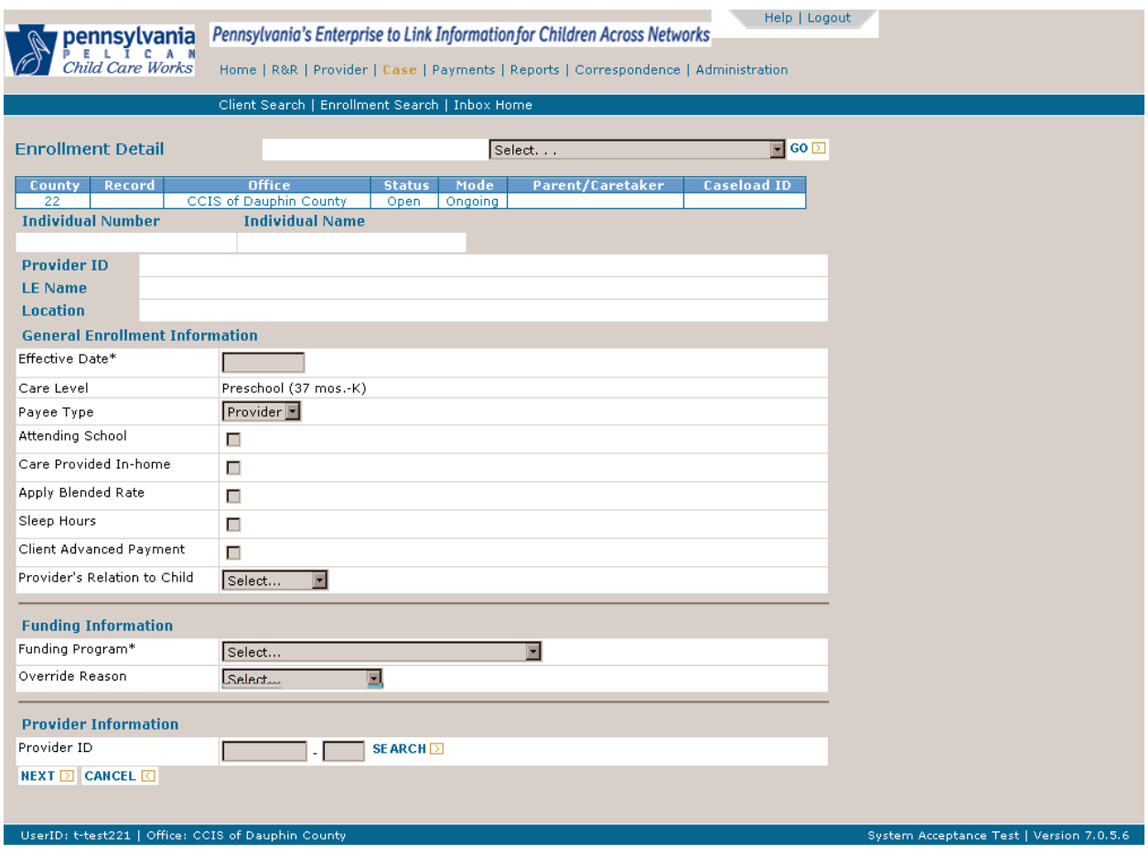
400.11.3 Entering a Pre-Enrollment

The CCIS may enter a pre-enrollment as follows:

1. Click "Case" on the Main Navigation bar, enter the Co/Record Number enrollment field and click "Go" or from within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go".
2. Select the checkbox(es) next to the child(ren) for whom you will be establishing an enrollment.
3. Click "New".







4. Enter the Enrollment Effective Date on the Enrollment Detail page.

   NOTE: Contact your Supervisor or Director if the enrollment must occur retroactively.

5. Make selections for information as appropriate.

    a. Selecting the "Attending School" checkbox creates two blank schedules for the child: (1) School Year and (2) Summer. If the child's schedule remains the same throughout the year, the CCIS should not select the "Attending School" checkbox.

    b. The "In-home Care" checkbox is used only to indicate that care is provided in the p/c's home.

    c. The "Apply Blended Rate" checkbox triggers payment of a blended rate during the school schedule if the provider accepts blended rates.

    d. The "Payee Type" determines to whom payment is directed. PELICAN CCW enforces the correct selection based on the "In-home Care" checkbox selection and the In-home Agreement type.

    e. The "Sleep Hours" checkbox only appears if a child has an existing enrollment. Selection of this checkbox applies special enrollment rules for accommodating the p/c's sleep hours.

    f. The child's relationship to the provider determines if the child is counted in the provider's capacity and must be selected when the enrollment is with a Relative/Neighbor provider.

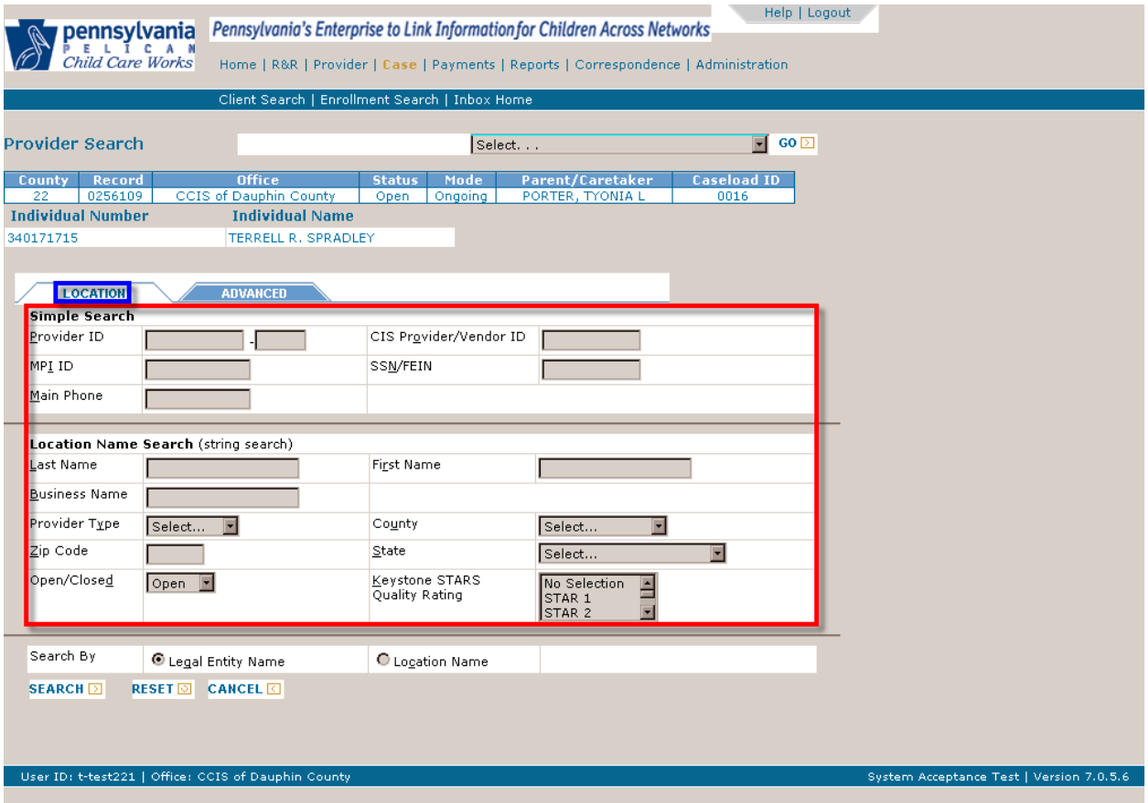
6. Click the Funding Program drop-down box and select the Funding Program from the list.

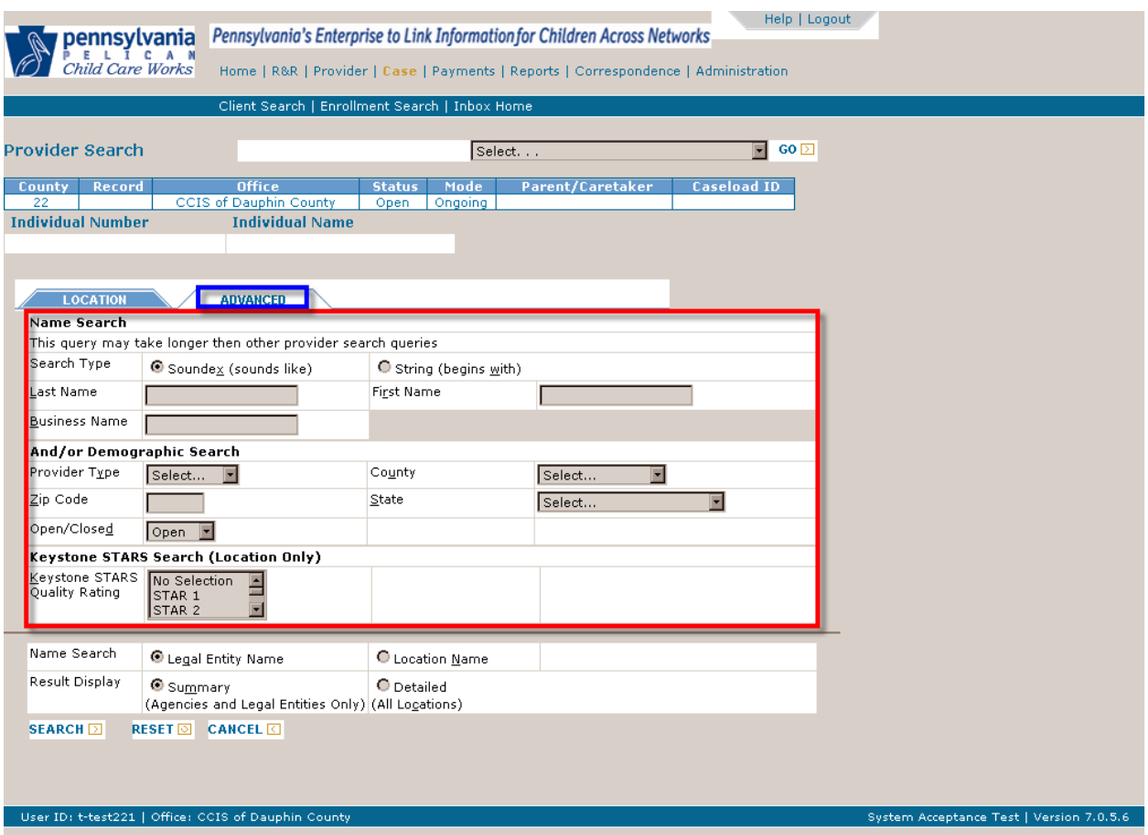
7. Determine whether the Provider ID is known.

    a. *YES* – Enter the Provider ID and go to Step (12).

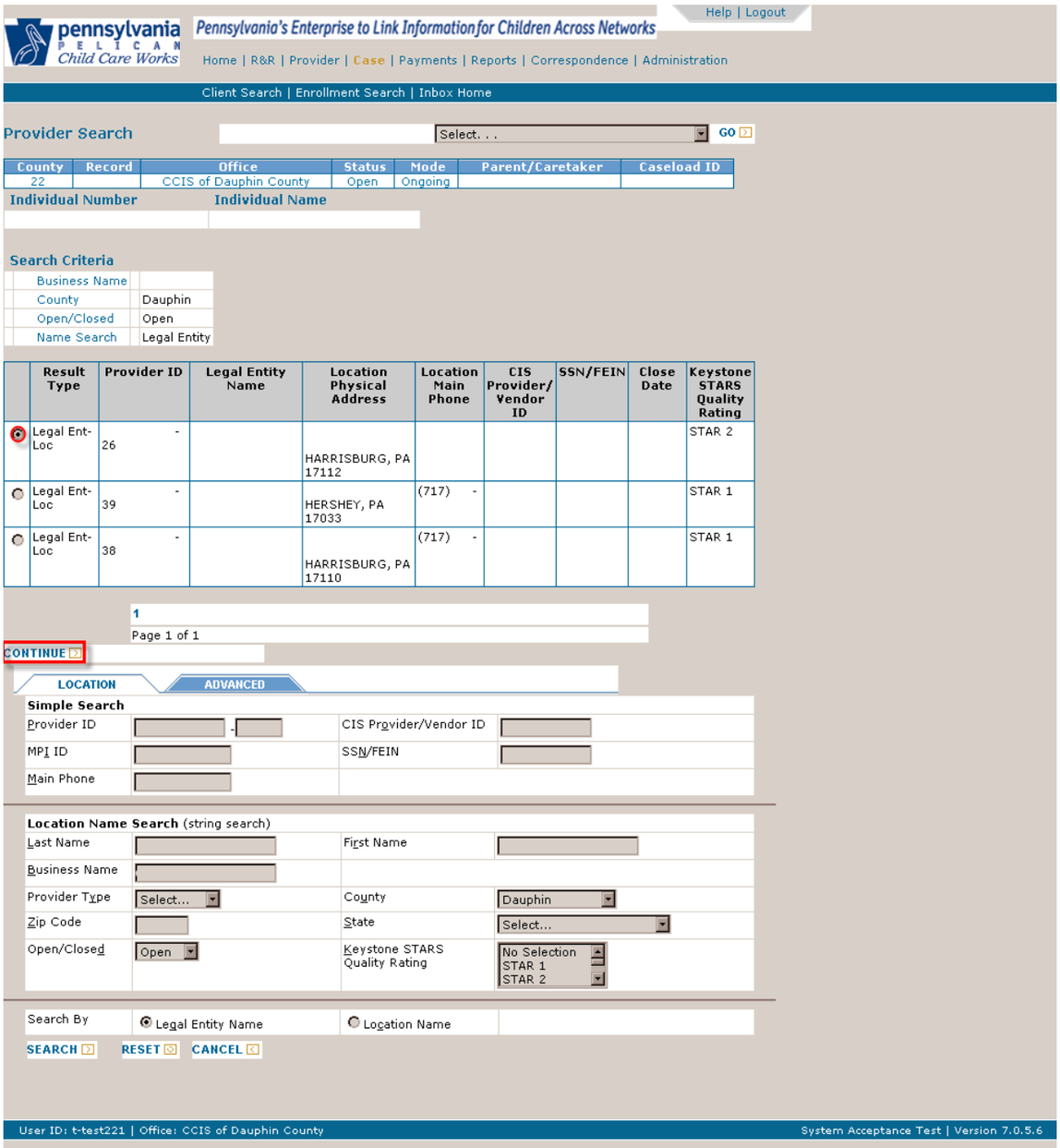
    b. *NO* – Click "Search" and go to Step (8).

    Determine whether to use the "Location" or "Advanced" search criteria based upon the information known about the provider.

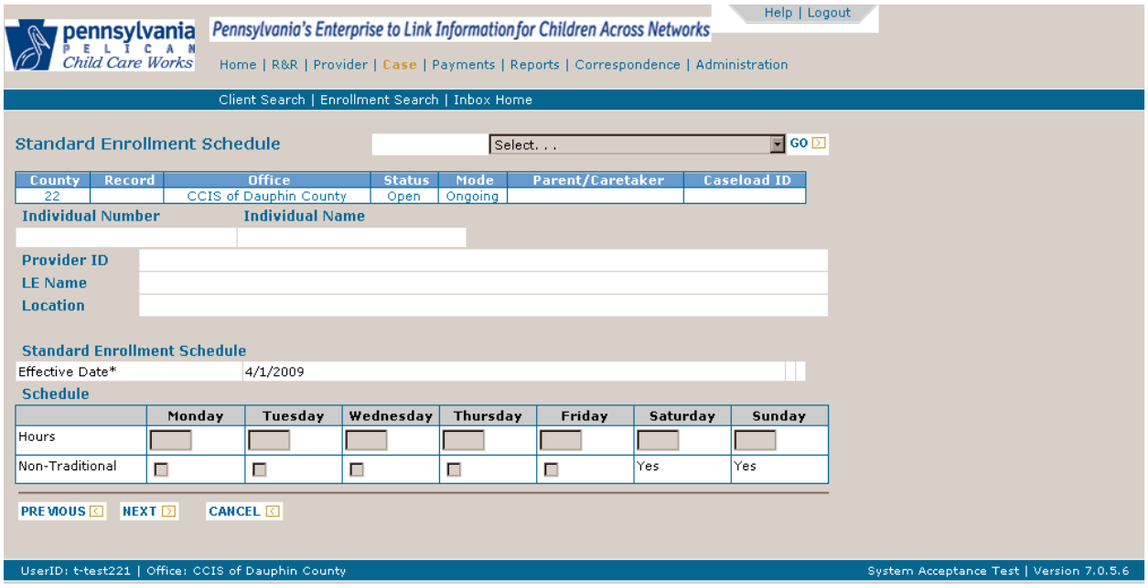




8. Enter the provider search criteria on the Provider Search page.
9. Click “Search”.
10. Click the radio button next to the appropriate provider in the results listing.
11. Click “Continue”.

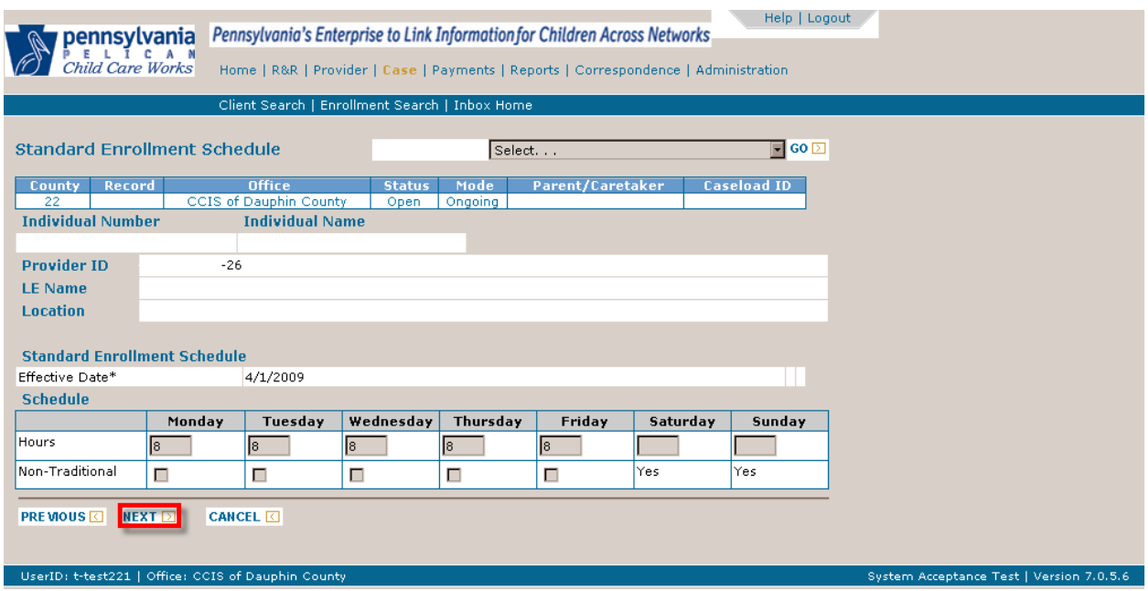


12. Click “Next” on the Enrollment Detail page.



13. Enter the standard enrollment schedule for the child.

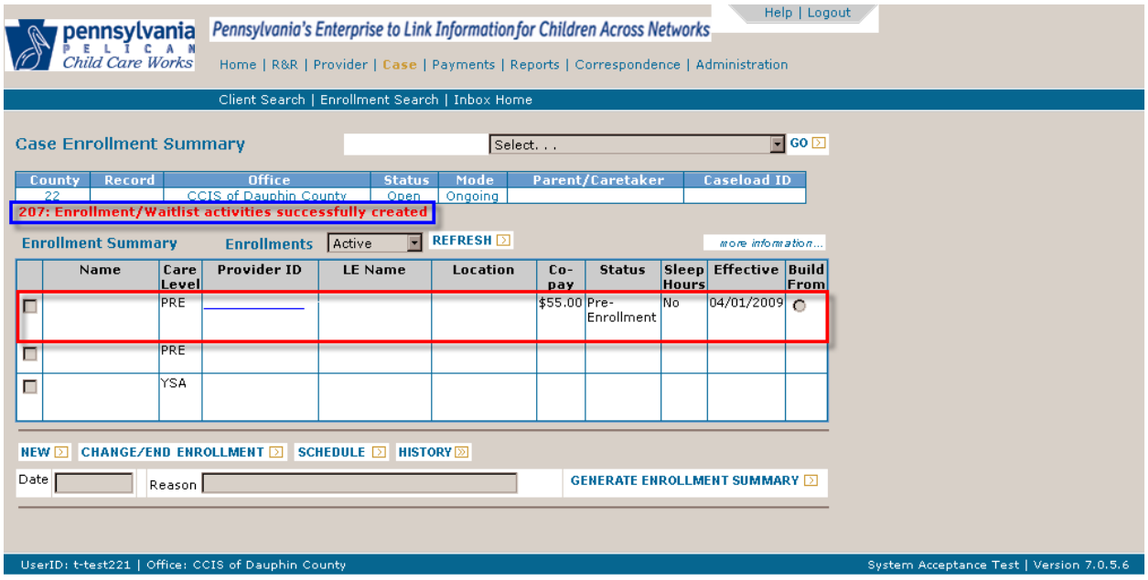
14. Click “Next”.



15. Repeat Steps (1) through (14) for each child selected. Once complete, PELICAN CCW displays a message indicating the enrollment was successfully created.

    NOTE: The status will be “Pre-Enrollment”.

    See the screen shot below.



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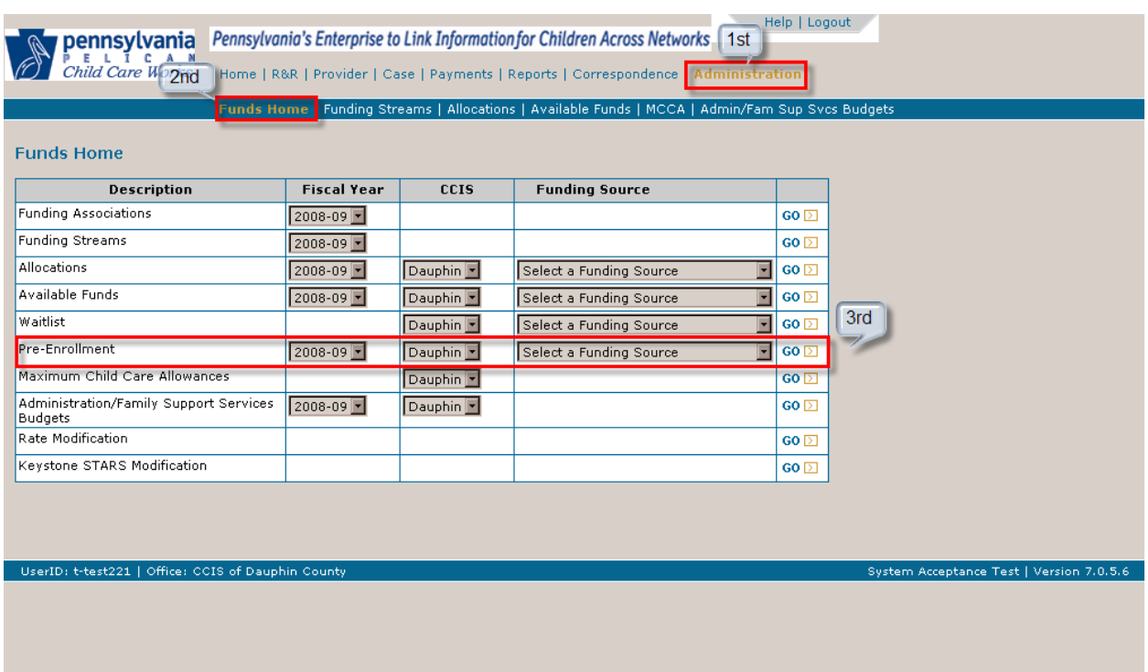
400.11.4 Authorizing a Pre-Enrollment

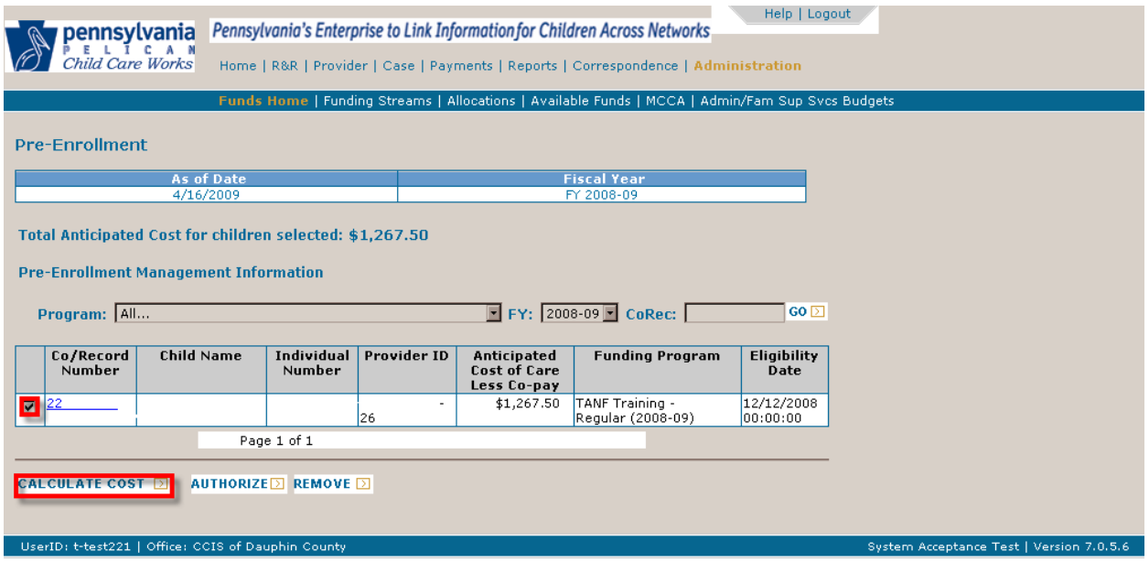
In order to authorize an enrollment from the Pre-Enrollment List, the CCIS must:

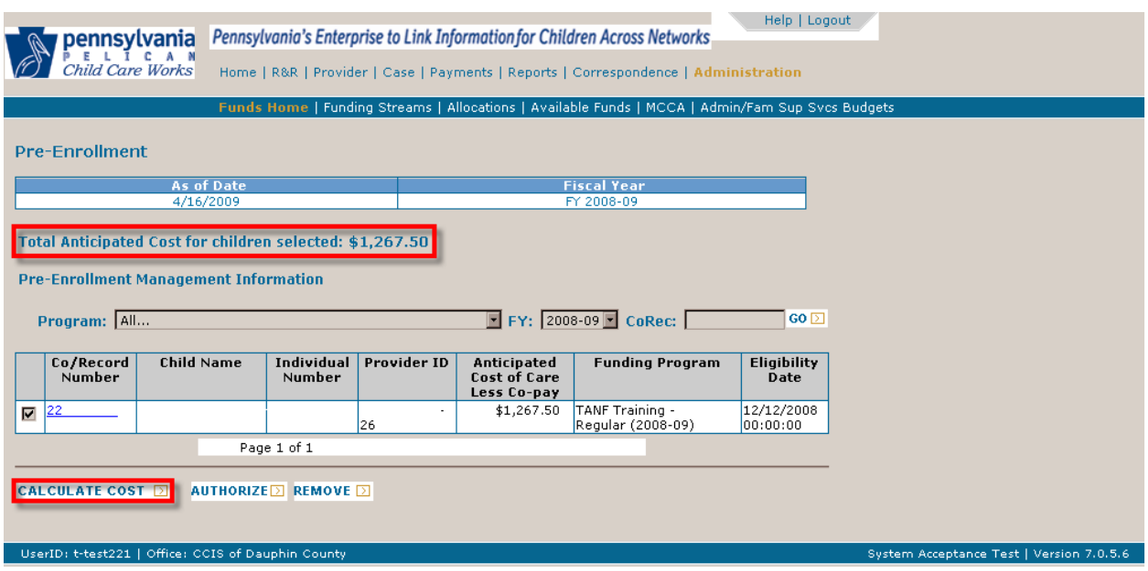
1. Click "Administration" on the Main Navigation bar.
2. Click "Funds" on the Sub Navigation bar.
3. Click "Pre-Enrollment" on the Sub Navigation bar or select the Funding Source and click "Go" next to the Pre-Enrollment row on the Funds Home page.



4. Select the checkbox next to the child(ren) to be authorized from the Pre-Enrollment List.

5. Click "Calculate Cost" for the total anticipated cost for the child(ren) selected.

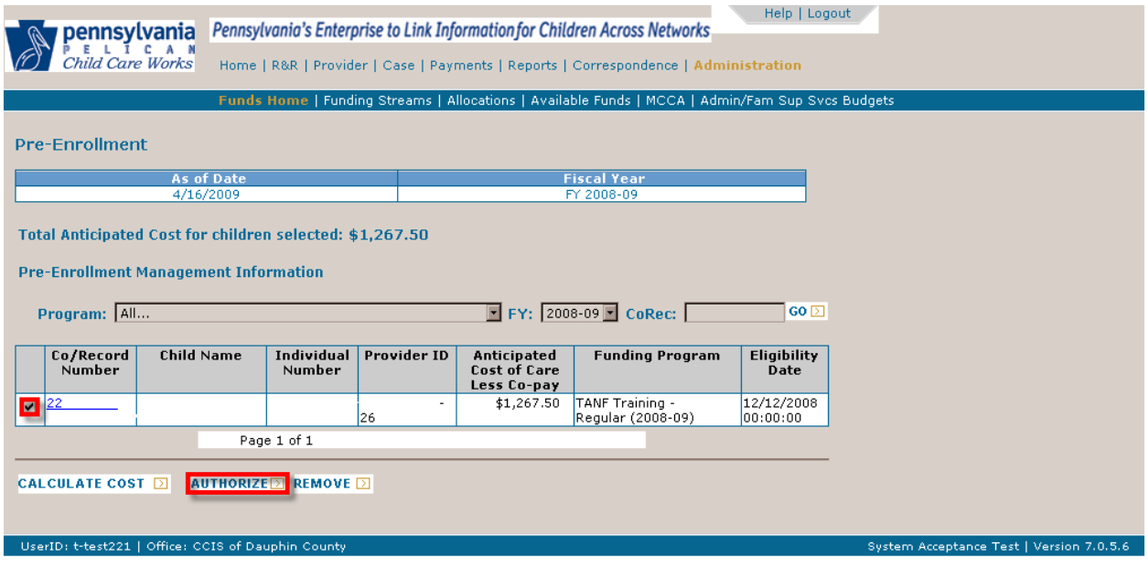




6. Click "Authorize".

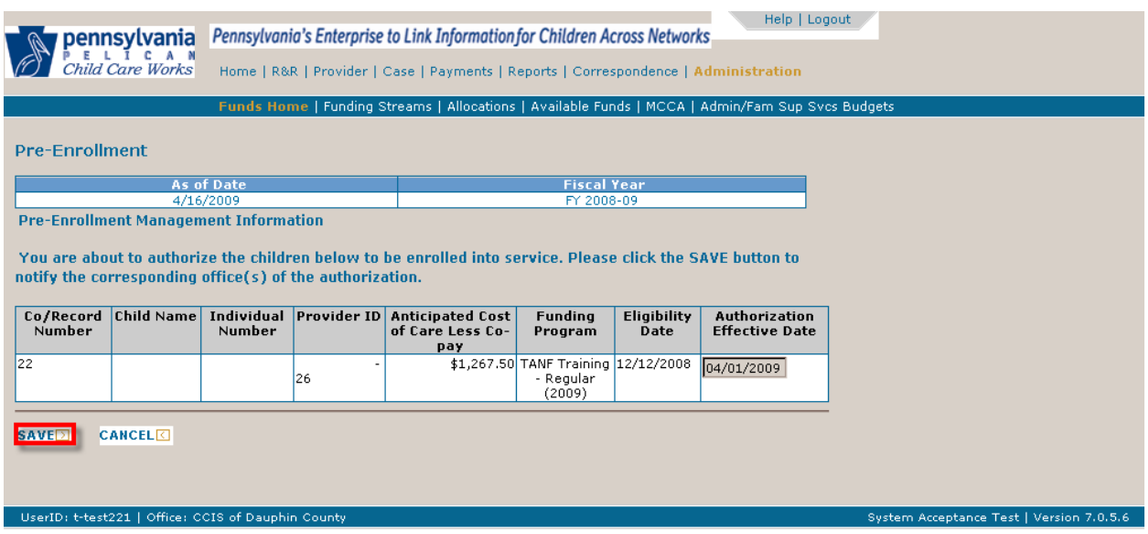
   NOTE: PELICAN CCW automatically generates a Funds Available Letter when a child's first enrollment is authorized from the Pre-Enrollment List.

   See the screen shot below.



7. Enter an Authorization Effective Date.

8. Click "Save".



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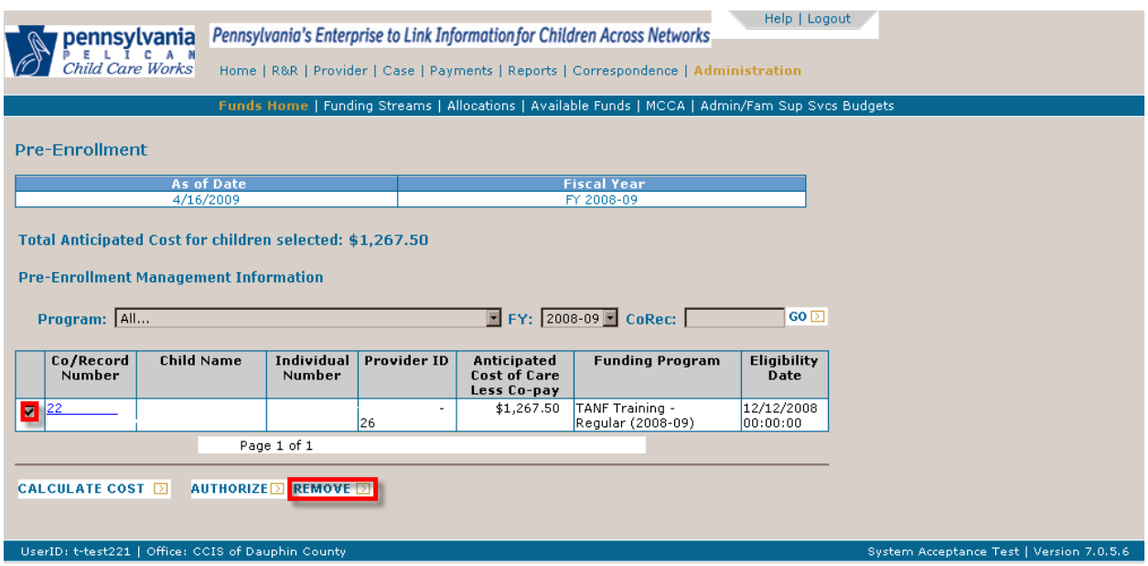
400.11.5 Removing a Child from the Pre-Enrolment List

In order to remove a child from the Pre-Enrollment List, the CCIS must:

1. Click “Administration” on the Main Navigation bar.
2. Click “Funds” on the Sub Navigation bar.
3. Click “Pre-Enrollment” on the Sub Navigation bar or select the Funding Source and click “Go” next to the Pre-Enrollment row on the Funds Home page.
4. Select the checkbox next to the child(ren) to be removed from the Pre-Enrollment List.
5. Click “Remove”.



6. Enter a Removal Effective Date and select a Reason for Removal.
7. Click “Save”.

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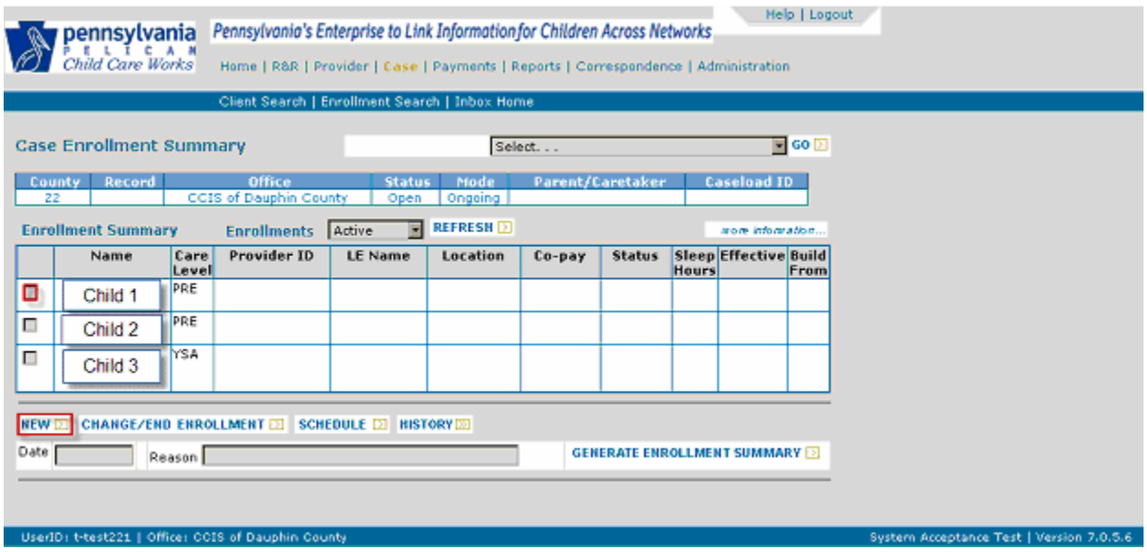
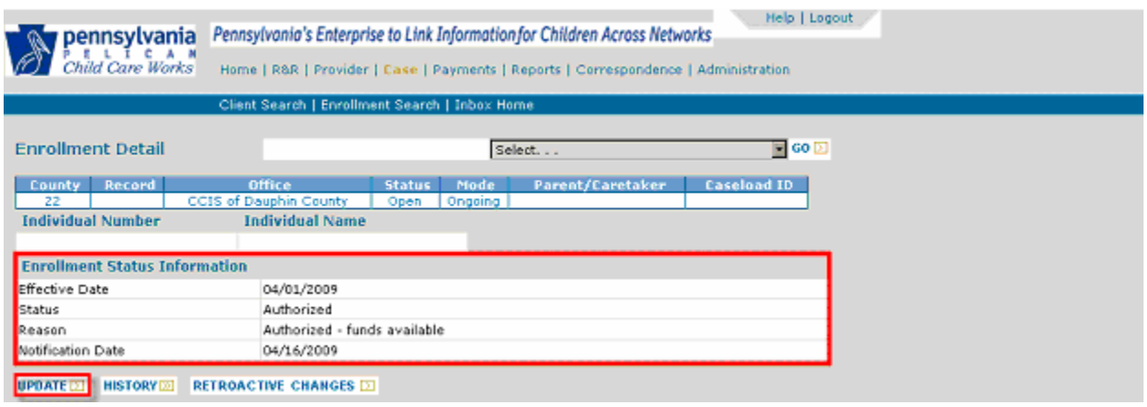
400.11.6 Creating an Enrollment

The CCIS may create an enrollment for a child by completing the following steps in PELICAN CCW:

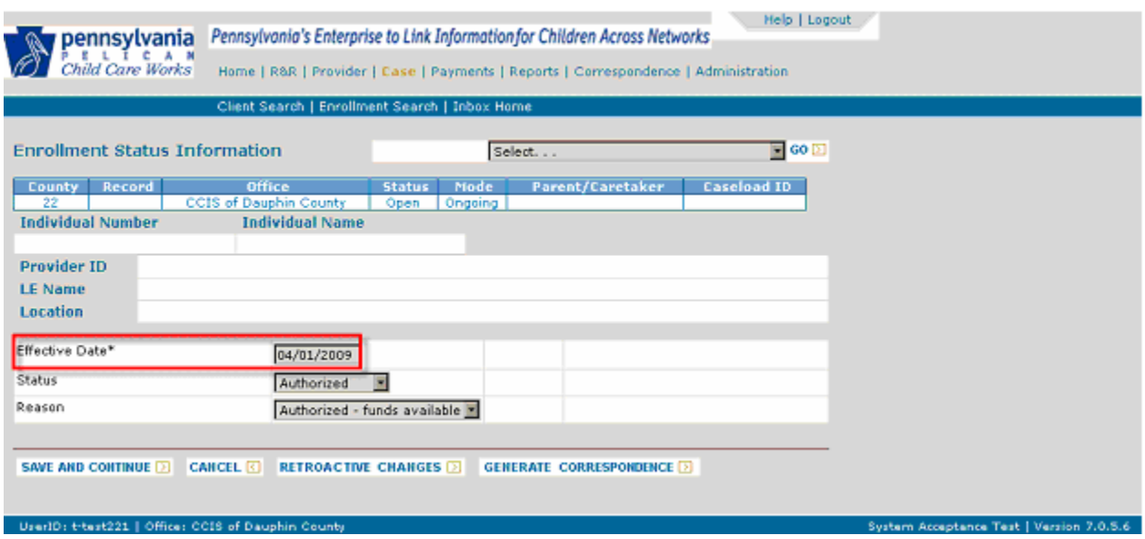
1. Click “Case” on the Main Navigation bar, enter the Co/Record Number in the Enrollment field and click “Go”.
2. Select the checkbox next to the enrollment(s) the CCIS must update.



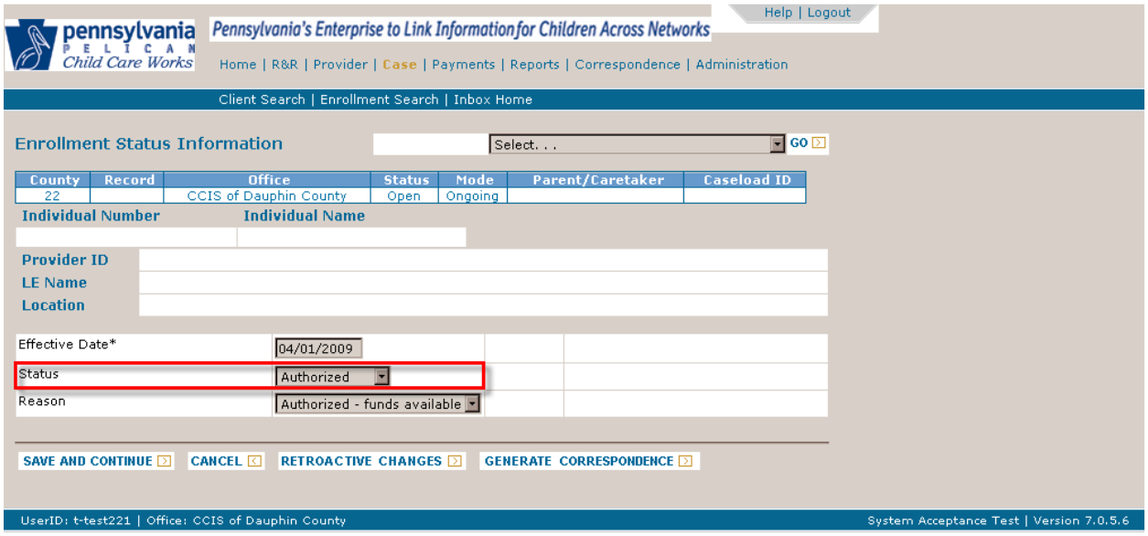
3. Click "Update" under Enrollment Status Information.

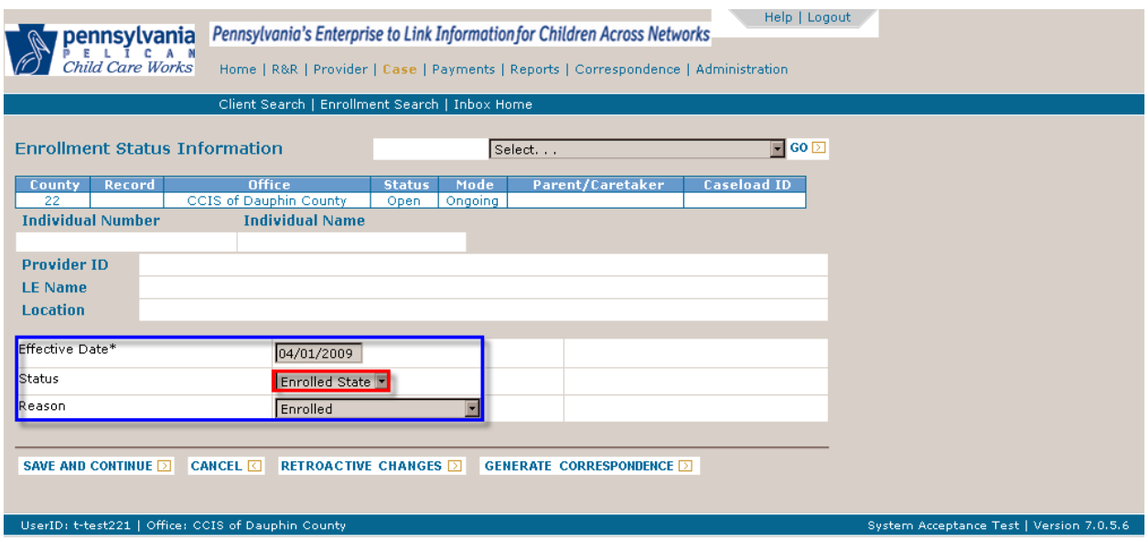


4. Review/update the date the enrollment status is effective in the Effective Date field.

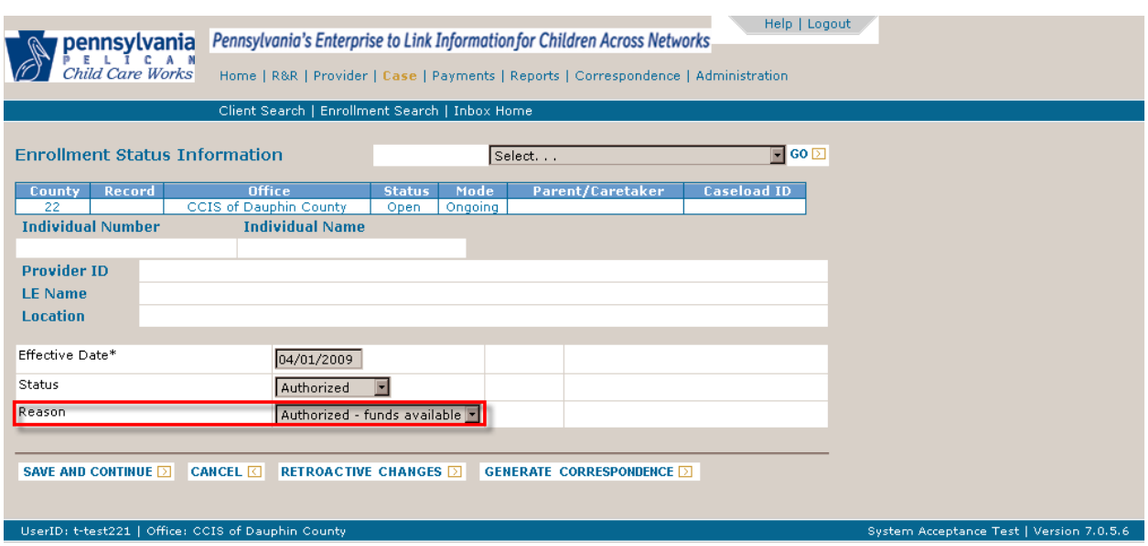


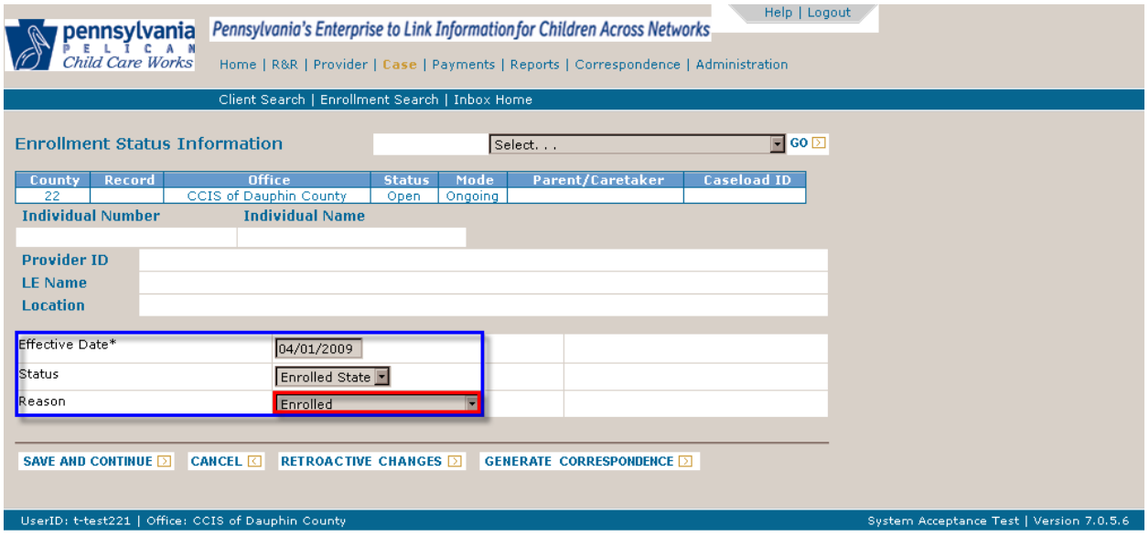
5. Change the status to "Enrolled State".



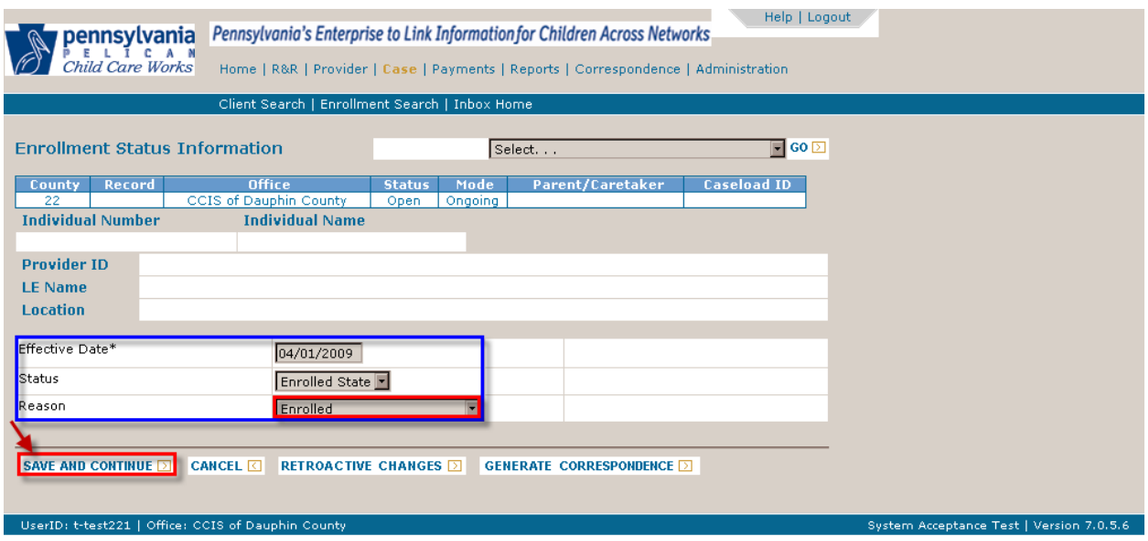


6. Select the appropriate reason for the change in status.





7. Click “Save and Continue”.



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Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

Enrollment Detail Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing		

Individual Number **Individual Name**

207: Enrollment Successfully updated

Enrollment Status Information

Effective Date	04/01/2009
Status	Enrolled State
Reason	Enrolled
Notification Date	04/16/2009

UPDATE HISTORY RETROACTIVE CHANGES

General Enrollment Information

Care Level	Preschool (37 mos.-K)
Sleep Hours	No
Client Advanced Payment	No

Description	Status	Effective Date
Attending School	No	04/01/2009
Care Provided In-home	No	04/01/2009
Apply Blended Rate	No	04/01/2009
Payee Type	Provider	04/01/2009

UPDATE HISTORY

Funding Program Information

Effective Date	04/01/2009
Funding Program	TANF Training - Regular

UPDATE HISTORY

Provider Information

Provider ID	
Legal Entity Name	
Location Description	
Provider Type	Center
Provider's Relationship to Child	None

UPDATE

CONTINUE RETURN TO SUMMARY

UserID: t-test221 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.0.5.6

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Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

Case Enrollment Summary Select. . . GO

County	Record	Office	Status	Mode	Parent/Caretaker	Caseload ID
22		CCIS of Dauphin County	Open	Ongoing		

Enrollment Summary **Enrollments** Active REFRESH more information...

	Name	Care Level	Provider ID	LE Name	Location	Co-pay	Status	Sleep Hours	Effective	Build From
☐		PRE	-26			$55.00	Enrolled State	No	04/01/2009	○
☐		PRE								
☐		YSA								

NEW CHANGE/END ENROLLMENT SCHEDULE HISTORY

Date Reason GENERATE ENROLLMENT SUMMARY

UserID: t-test221 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.0.5.6

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400.11.7 Building an Enrollment from an Existing Enrollment

The CCIS may build an enrollment for a child from an existing enrollment by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

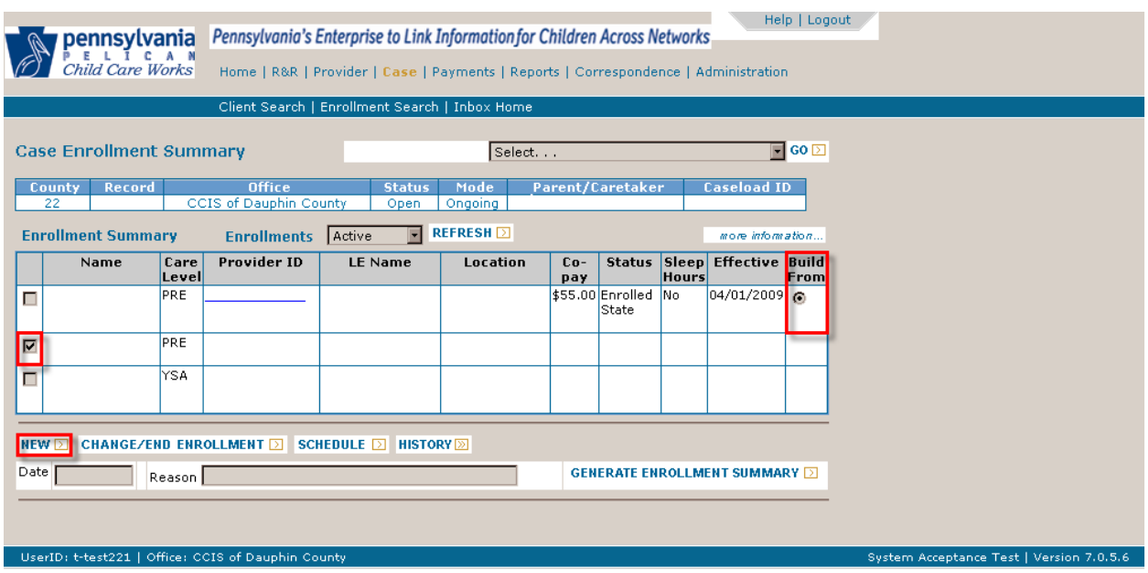
   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment field and click "Go".

   b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go".

2. Click the "Build From" radio button next to the enrollment the CCIS wishes to duplicate.

3. Select the checkbox next to the child for whom the CCIS wishes to create the duplicate enrollment.

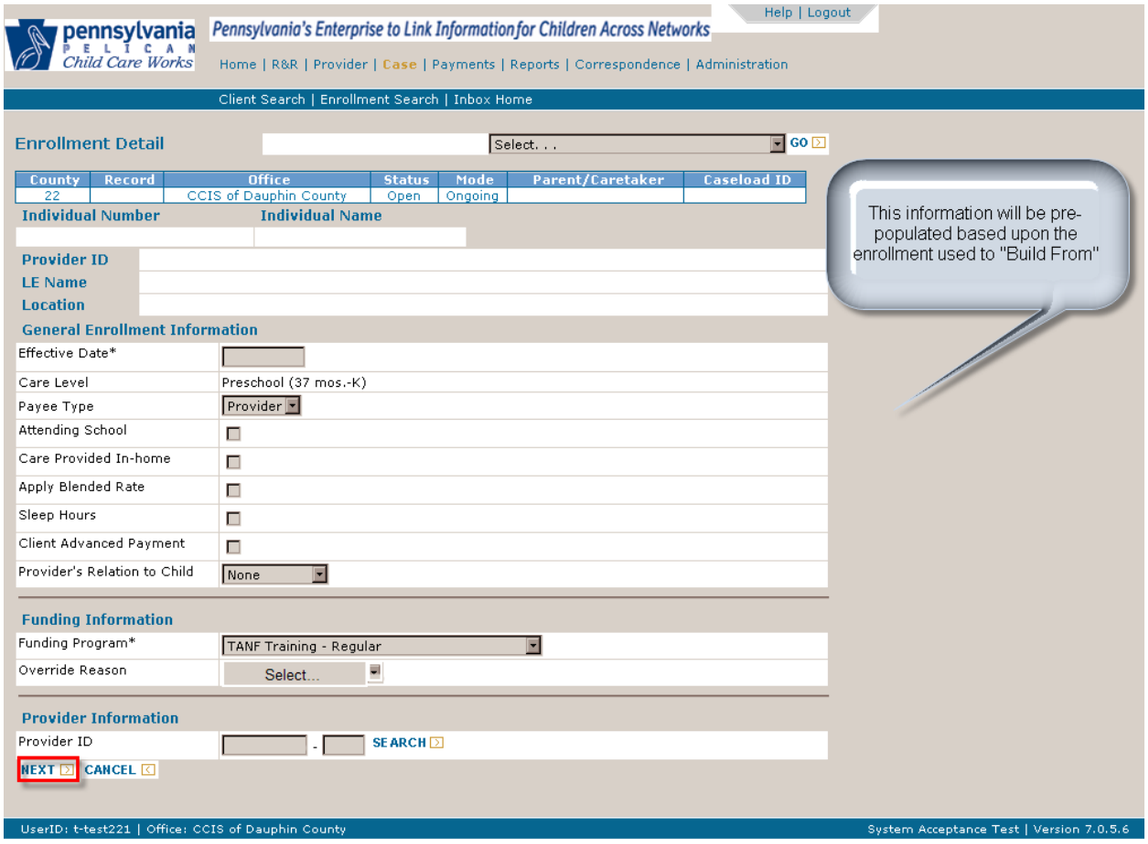
4. Click "New".



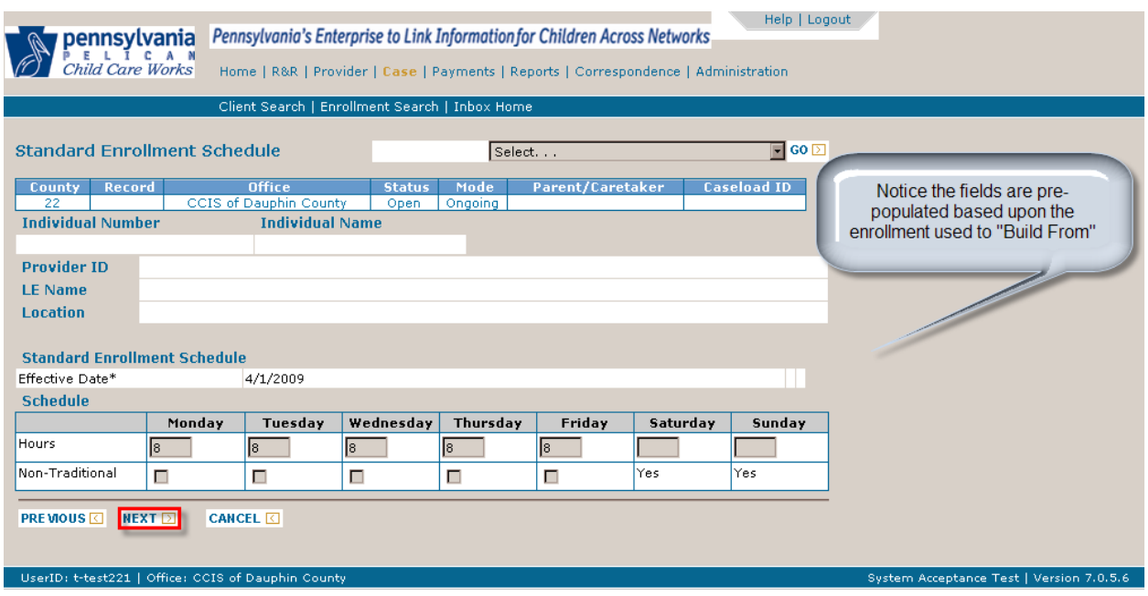
5. Enter the date the enrollment should begin in the "Effective Date" field.

6. Verify that all information is correct, including the general enrollment information, enrollment funding program and Provider ID.

7. Click "Next".



8. Verify the schedule and update, if necessary.
9. Click “Next”. The Case Enrollment Summary page is updated.



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400.11.8 Entering a Non-Standard Schedule

The CCIS may enter a non-standard schedule for a child by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

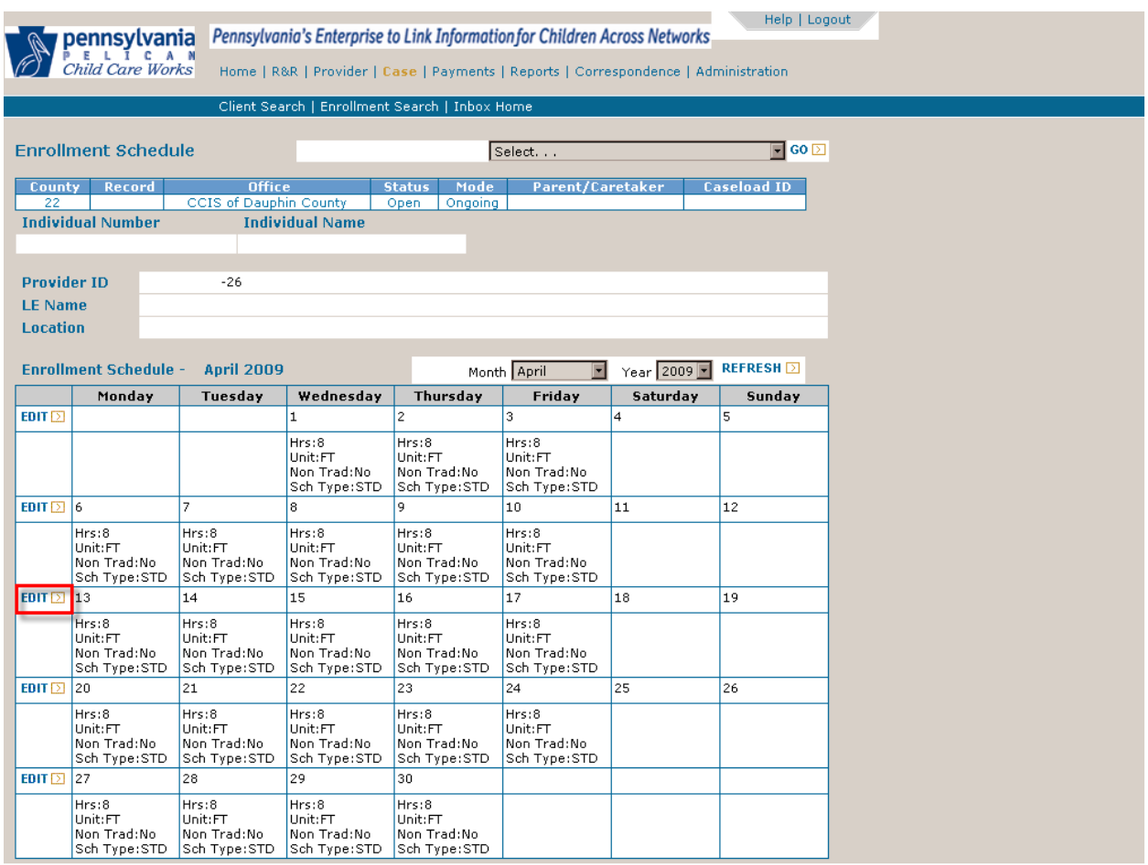
   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment field and click "Go".

   b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go".

2. Select the checkbox next to the enrollment(s) the CCIS must update.

3. Click "Schedule".

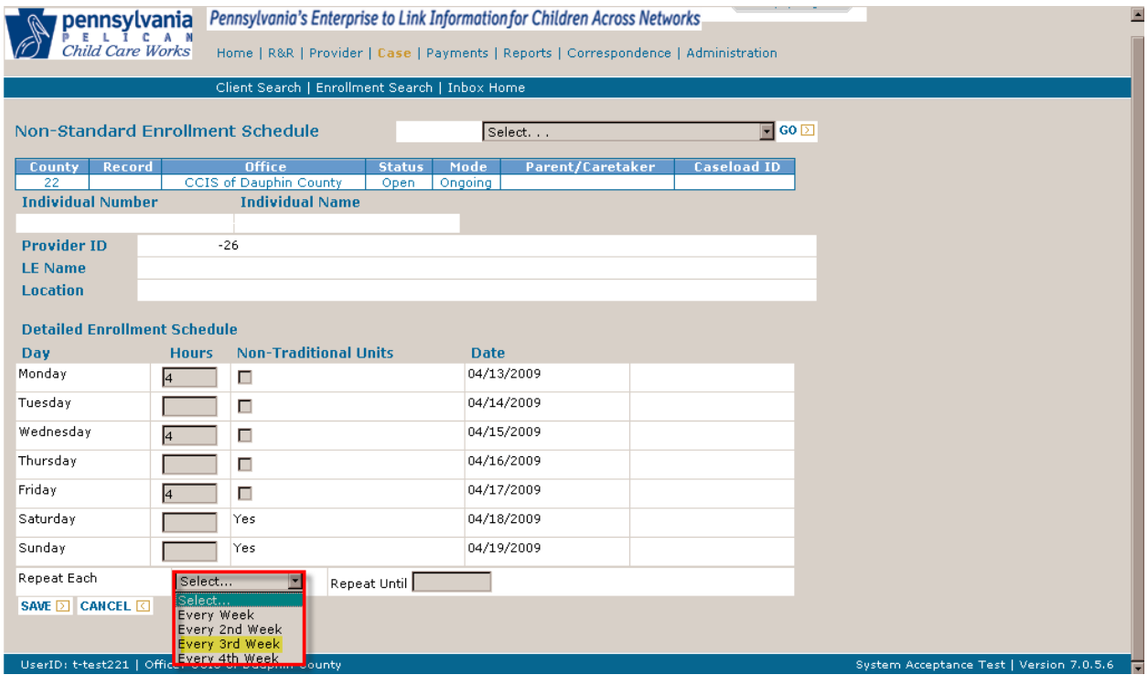
4. Click the "Edit" button in the calendar to the left of the week of the schedule the CCIS must update.



5. Enter the new hours

   NOTE: Enter "0" if the CCIS wishes to remove a day from the schedule.

See the screen shot below.



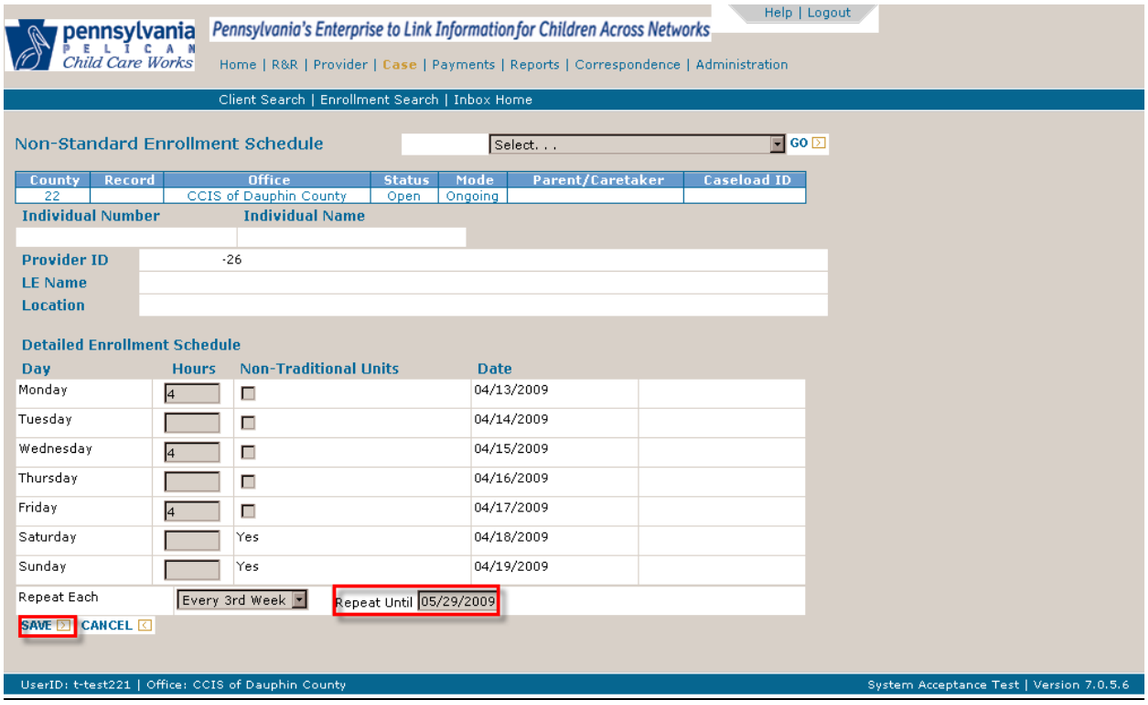
6. Click the "Repeat Each" drop-down box and select an option from the list.

   NOTES:

   - The choices in the "Repeat Each" drop-down box are "Every Week", "Every 2nd Week", "Every 3rd Week" and "Every 4th Week".
   - When the CCIS selects one of the "Repeat Each" options, the CCIS must also enter a date in the "Repeat Until" field. This will allow the non-standard schedule to continue as indicated through the date the CCIS specified.
   - The CCIS may use the "Every Week" option only for short-term changes to a schedule. PELICAN CCW limits the use of the "Repeat Each" option of "Every Week" to a maximum of 60 days. If a schedule change is long-term, the CCIS must make the correction on the standard schedule.
   - The "Cancel" checkbox appears when a non-standard schedule already exists. The CCIS must select this checkbox to revert this day's value back to the standard schedule. For additional information, see **Manual Section "400.11.14 – Reverting a Non-Standard Schedule to a Standard Schedule."**

7. Enter a date, if appropriate, in the "Repeat Until" field.

8. Click "Save".



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400.11.9 Copying a Non-Standard Schedule

The CCIS may copy a non-standard schedule for a child by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

    a. Click “Case” on the Main Navigation bar, enter the Co/Record Number in the Enrollment field and click “Go”.

    b. From within a case, click the “Select…” drop-down box, select “Enrollments” from the list and click “Go”.

2. Select the checkbox next to the enrollment(s) the CCIS must update.

3. Click “Schedule”.

4. Make any needed updates to the non-standard schedule, then in the table below the “Continue” button, select the checkbox next to the enrollment to which the CCIS wishes to copy the non-standard schedule.

5. Enter the “Copy To” Start Date (and End Date, if necessary).

6. Make any needed updates to the non-standard schedule, then in the table below the “Continue” button, select the checkbox next to the enrollment to which the CCIS wishes to copy the non-standard schedule.

7. Enter the "Copy To" Start Date (and End Date, if necessary).

8. Click "Copy Non-Standard Schedule".

   NOTE: The CCIS will receive a message "Schedule successfully copied", but the CCIS will not see the new schedule unless the CCIS moves to that record.

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400.11.10 Generating an Enrollment Summary

The CCIS must generate an Enrollment Summary when establishing a new enrollment for a child, when the case co-pay increases or decreases, when the child's schedule changes or when the child's enrollment will continue under a different Co/Record Number.

The CCIS may generate an Enrollment Summary for a child by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment field and click "Go".

   b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go".

2. From the Case Enrollment Summary page, select the checkbox next to the enrollment(s) for which the CCIS wishes to generate an Enrollment Summary.

   NOTE: The Enrollment Summary can be requested for a week in which the child has an active enrollment in "Enrolled State" status only. The default view of the Case Enrollment Summary page displays active enrollments.

3. At the bottom of the page, enter the date for which the CCIS wishes to generate an Enrollment Summary.

   NOTE: This date must be a Monday.

4. Enter a reason in the "Reason" field. (For example, "Co-pay Change", "Schedule Change", "New Enrollment", Duplicate Copy" or "New Case & Co/Record Number").

5. Click "Generate Enrollment Summary".

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400.11.11 Changing Providers

The CCIS may change the provider associated with a child's enrollment by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

    a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment field and click "Go".

    b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go".

2. From the Case Enrollment Summary page, select the checkbox next to the enrollment(s) for which the CCIS wishes to change the provider.

    NOTE: If you select more than one enrollment, PELICAN CCW will cycle through the pages so the CCIS may make updates to each enrollment.

3. Click "Change/End Enrollment".

4. Scroll down and click "Update" under Provider Information.

5. Enter the Transfer Effective Date.

6. Enter the Provider ID.

    NOTE: If the Provider ID is not known, click "Search". Once the provider is located, click the radio button for the provider and click "Continue".

7. Select the Provider's Relationship to the child.

    NOTES:

    - The "Provider's Last Paid Date" field is used only during rare circumstances when a overlap of service is needed.
    - If care is ending with the current provider on the service day before care begins with the new provider, the CCIS does not need to enter a date in the "Provider's Last Paid Date" field.

8. Click "Save and Continue".

    NOTES:

    - PELICAN CCW will display a confirmation message on the Enrollment Detail page.
    - Click "Continue" to go to the next enrollment or click "Return to Summary" to return to the Case Enrollment Summary page.
    - A provider transfer can occur only one time during the "life" of an enrollment. If the CCIS had previously performed a provider transfer in an enrollment, the CCIS must discontinue/close the existing enrollment and create a new enrollment with the newest provider.

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400.11.12 Updating Care Level

The CCIS may change the care level for a child by completing the following steps in PELICAN CCW:

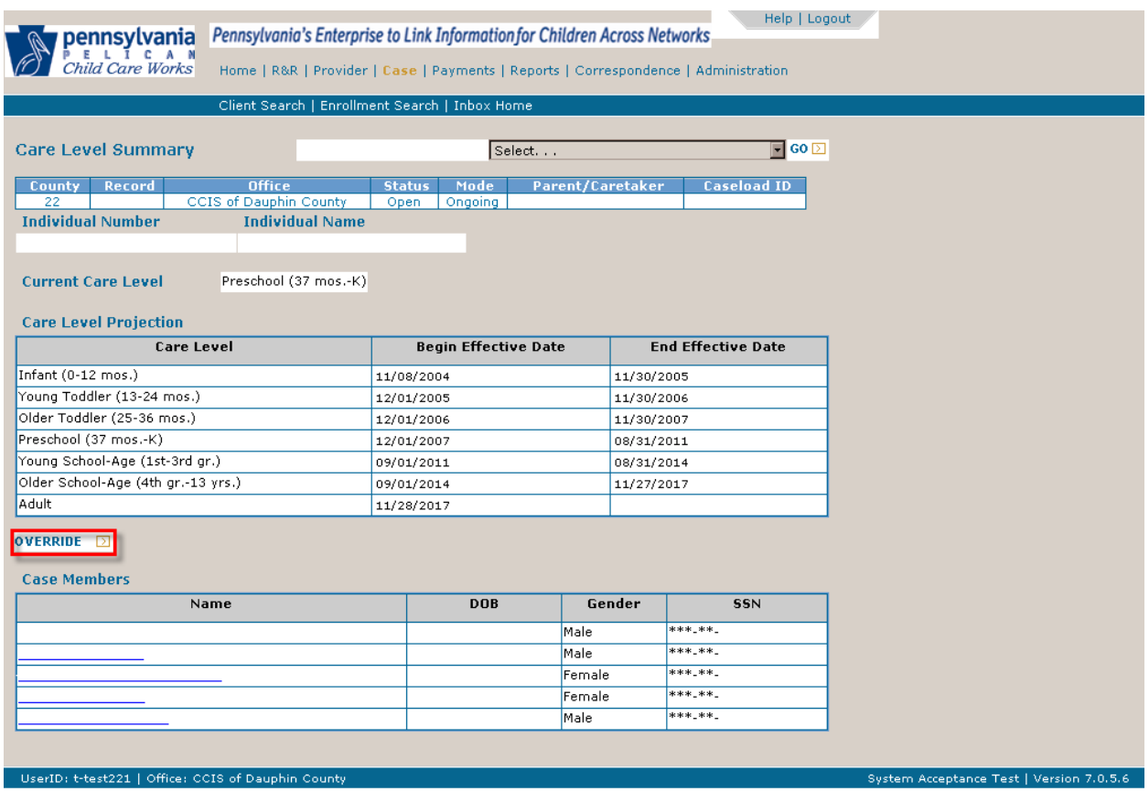
1. Navigate to the Case Enrollment Summary page using one of the following methods:

   c. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Care Level field and click "Go".

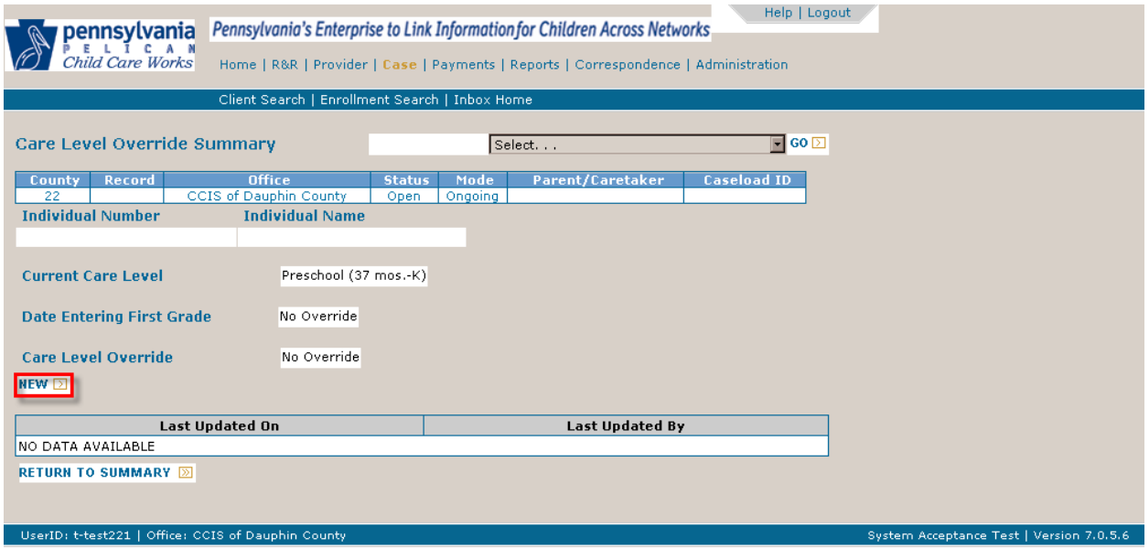
   d. From within a case, click the "Select…" drop-down box, select "Care Level" from the list and click "Go".

2. Click the Name hyperlink of the child who's care level must be updated.

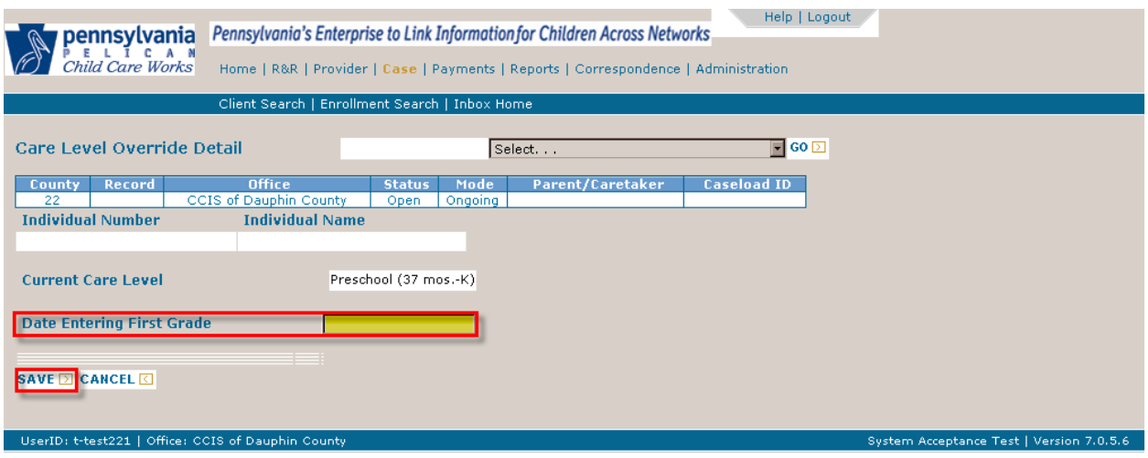
3. Click "Override".

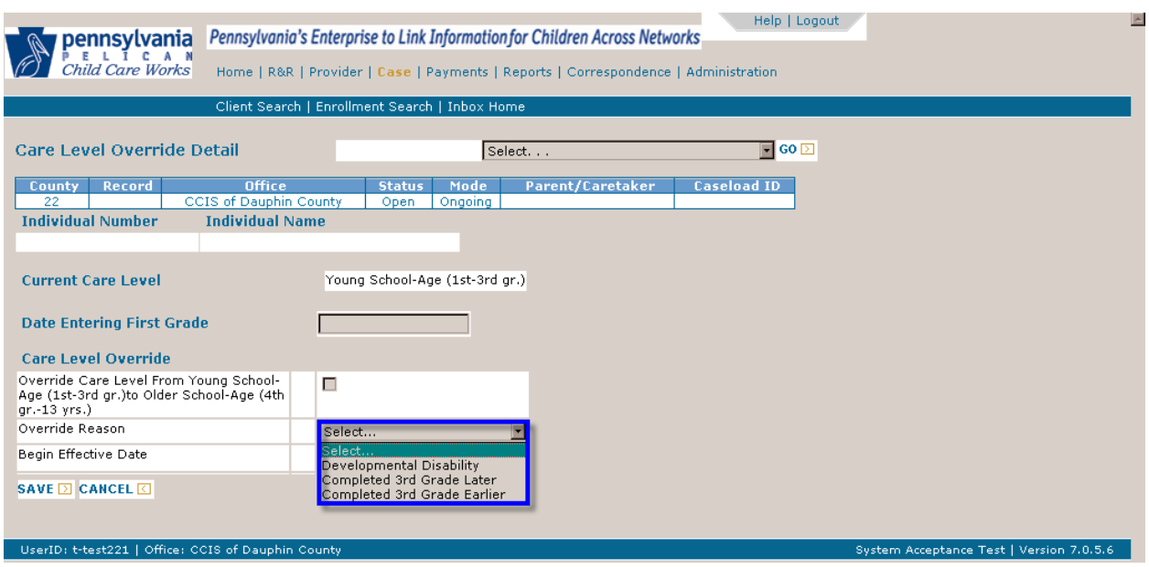


4. Click "New" to create a new segment.

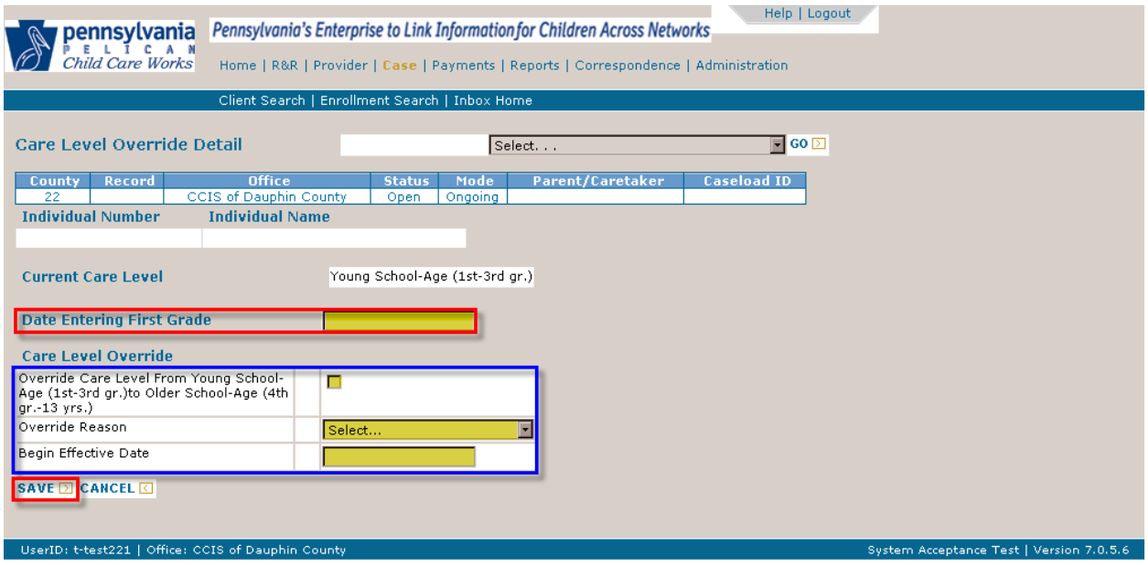


5. Enter the "Date Entering First Grade" or select the "Override Care Level" from the "Older School-Age" checkbox.





6. Enter a Begin Effective Date if overriding from Older School-Age to Younger School-Age.



7. Click "Save".

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400.11.13 Updating a Standard Schedule

The CCIS may update an enrollment for a child by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment row and click "Go;" OR

   b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go."

2. Select the checkbox of the enrollment the CCIS must update.

3. Click "Schedule" (below the Enrollment table).

4. Click "Standard Schedule" if the child's schedule will repeat in exactly the same manner each week.

   NOTE: Non-Standard schedules take precedence over schedules entered on the Standard Enrollment Schedule page. If the CCIS entered a prior non-standard schedule and that schedule is no longer valid, the CCIS must select the "Cancel" checkboxes on the non-standard enrollment schedule.

5. Enter the "Effective Date."

6. Enter the schedule.
7. Click "Save."

NOTE: If the CCIS attempts to enroll a child at a provider and certain conditions are true, PELICAN CCW will prevent the saving of the schedule or provide a warning message. For additional information, see **Manual Section "400.11.19 – Schedule Errors & Warnings."**

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400.11.14 Reverting a Non-Standard Schedule to a Standard Schedule

The CCIS may revert or change a non-standard schedule to a standard schedule in PELICAN CCW as follows:

1. Navigate to the Case Enrollment Summary page using one of the following methods:
   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment row and click "Go;" OR
   b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go."
2. Select the checkbox next to the enrollment schedule the CCIS must update.
3. Click "Schedule."
4. Click "Edit" on the week to be reverted to a standard schedule.
5. Select "Cancel" next to the date(s) the CCIS must revert back to a standard schedule.

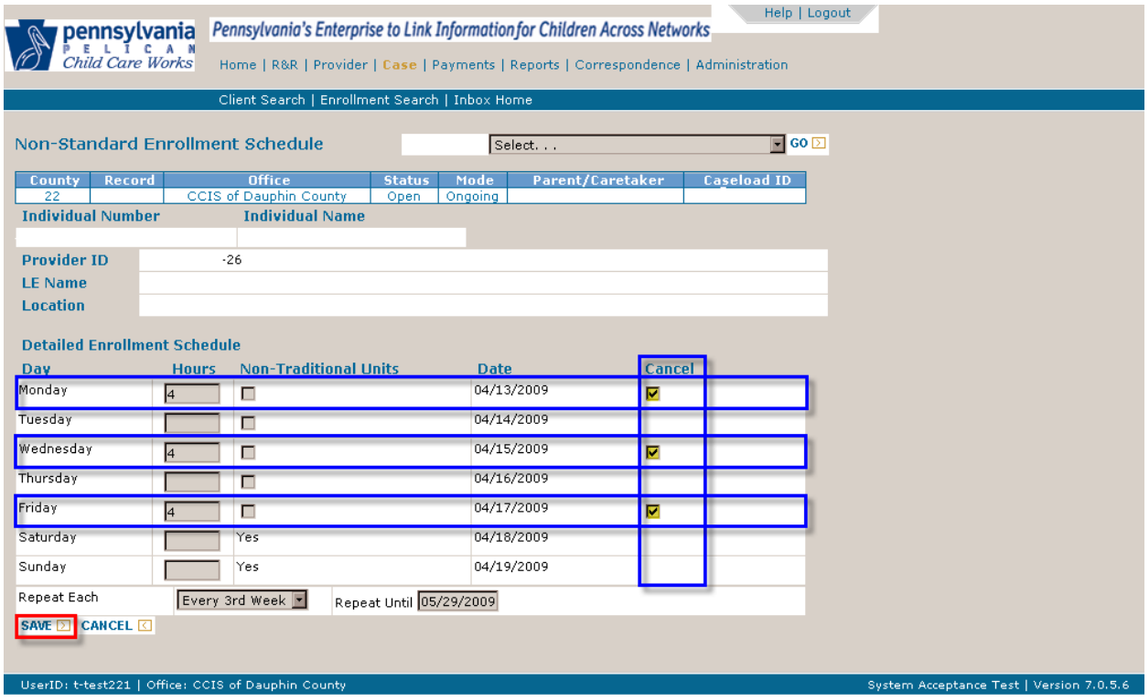
   NOTE: Using the "Cancel" checkbox will restore the day's value back to the standard schedule.

6. Select an option from the "Repeat Each" drop-down box.

   NOTE: If the CCIS knows the original repeat option, the CCIS must select it to clear the non-standard schedule. Regardless of the number of non-standard schedule days must be changed for the week, currently the CCIS must cancel all days for that week to prevent non-standard schedule overlap error messages. If the CCIS wishes to clear non-standard schedules for each week to follow, the CCIS must select all the "Cancel" checkboxes and select "Every Week" in the "Repeat Each" field. The CCIS must complete this for four weeks in a row to remove all non-standard schedules.

7. Click "Save."

NOTE: If the CCIS wishes to clear non-standard schedules for each week to follow, the CCIS must select all the "Cancel" checkboxes and select "Every Week" in the "Repeat Each" field. The CCIS must complete this for four weeks in a row to remove all non-standard schedules.



8. Repeat Steps (4) through (7) above to update the remaining weeks.

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Return to Manual Sections "400.11.8 – Entering a Non-Standard Schedule"

400.11.15 Suspending an Enrollment

Subsidy may be suspended if a child is unable to attend child care for more than 10 consecutive services days as follows:

1. For up to 13 days, during the AA period following a child's absence for 10 consecutive service days.

2. For up to 30 days while the p/c:

   a. Selects a new eligible provider following notification that the current provider is ineligible.

   b. Is on break from a CAO-approved work-related activity based upon the parent's choice, which may include maternity leave.

3. For up to 90 days when:

    a. The child is visiting the noncustodial p/c.

    b. The child is ill or hospitalized, preventing the child from participating in care.

    c. The child is absent because of family illness or emergency.

    d. The provider is closed because of failure to meet certification or registration requirements.

The child is no longer eligible for subsidized child care if he/she continues to be absent following the appropriate suspension period (i.e., 13 days, 30 days or 90 days).

The CCIS may suspend an enrollment for a child by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

    a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment row and click "Go;" OR

    b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go."

2. Select the checkbox next to the enrollment(s) the CCIS must update.

    NOTE: If the CCIS selects more than one enrollment, PELICAN CCW will cycle through the pages so the CCIS may make updates to each enrollment.

3. Click "Update" under Enrollment Status Information. This moves the user to the Enrollment Status Information page.

4. Enter the date the enrollment status is effective in the Effective Date field.

5. Change the status to "Suspended".

6. Select the appropriate reason for the change in status.

7. Click "Save and Continue".

    NOTE: PELICAN CCW will display a confirmation message on the Enrollment Detail page. The CCIS must click "Continue" to go to the next enrollment or click "Return to Summary" to return to the Case Enrollment Summary page.

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See Manual Section "400.27.3.30 – Questions – 400.11.15 – Suspending an Enrollment"

400.11.16 Ending an Enrollment

When a CIS budget closes and the case will not continue to receive subsidized child care under another child care program, the CCIS must ensure generation of the Child Care Stop Letter by discontinuing/closing the enrollment(s) using the reason "OIM Program Termination".

If the CCIS fails to manually end enrollments, PELICAN CCW will discontinue/close the enrollments during the nightly batch process using the reason "Ineligible"; however, no correspondence is generated by PELICAN CCW.

The CCIS may end an enrollment for a child by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

    a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment row and click "Go;" OR

    b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go."

2. Select the checkbox next to the enrollment(s) the CCIS must update.

    NOTE: If the CCIS selects more than one enrollment, PELICAN CCW will cycle through the pages so the CCIS may make updates to each enrollment.

3. Click "Update" under Enrollment Status Information. This moves the user to the Enrollment Status Information page.

4. Enter the date the enrollment status is effective in the Effective Date field.

5. Change the status to "Discontinued/Closed".

    NOTE: If the family does not respond to the Welcome Letter or has no need for care, the CCIS must change the status to "Removed".

6. Select the appropriate reason for the change in status.

7. Click "Save and Continue".

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See Manual Section "400.27.3.31 – Questions – 400.11.16 – Ending an Enrollment"

400.11.17 Enrollment Closes Inappropriately after the Nightly Batch

On occasion, PELICAN CCW will inappropriately close an enrollment during the nightly batch. Generally this occurs when there is a segment of "ineligibility" or "not requesting care" for the child exists.

When this occurs, the CCIS must complete the following steps in PELICAN CCW:

1. Navigate to the Case Summary page.
2. Review "Case Eligibility" to ensure eligibility exists for the period of time needed. If all case elements appear correct, check provider eligibility and ensure the following are true:
   a. A Provider Agreement record exists and the dates have not been changed.
   b. The provider is eligible and the "Subsidy Effective Date" is not in conflict with the child's enrollment date(s).
   c. The provider has not failed CareCheck.
3. If all case elements do not exist:
   a. Establish eligibility for the enrollment period, as appropriate.
   b. Use the Eligibility Override page when necessary.

The CCIS can prevent this from occurring by reviewing the eligibility status(es) of the child(ren) before creating an enrollment. Remember, a child must have a corresponding eligibility segment for an enrollment to occur and/or continue.

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400.11.18 Processing a Child No Longer Needing Care

The CCIS may process a child no longer needing care by completing the following steps in PELICAN CCW:

1. Navigate to the Child Care Request page using one of the following methods:

   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Child Care Request row and click "Go;" OR

   b. From within a case, click the "Select…" drop-down box, select "Child Care Request" from the list and click "Go;" OR

   c. From the Case Profile Summary page, click the Child Care Request hyperlink.

2. Clear the "CC Request" checkbox for the child(ren) for whom care is no longer needed.

3. Click the "Reason Ending Care" drop-down box and select an option from the list.

   NOTE: The CCIS must select "Voluntary Withdrawal" when the p/c initiates the removal of care. PELICAN CCW does not generate an AA with this option. If the CCIS determines the child does not need care, the CCIS must select the appropriate reason so PELICAN CCW will generate an AA.

4. Click "Save".

5. Assess and confirm eligibility for enrollment. For additional information, see "Online Help – Determining Eligibility".

   NOTES:

   - A child who no longer needs child care is not deleted from the family composition and therefore remains on the Individual Information Detail page.

   - Active enrollments for any child who is no longer requesting care are discontinued/closed during the nightly batch process.

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400.11.19 Schedule Errors & Warnings

If the CCIS attempts to enroll a child at a provider and any of the following conditions are true, PELICAN CCW will provide notification that one or more of the following conditions prevent PELICAN CCW from saving the schedule:

1. The provider has no rates entered as of the first scheduled day after the effective date entered for the provider.
2. The provider has no rate for the care level as of the first scheduled date after the effective date entered for the provider.
3. The provider has no rate for the unit of care (i.e., full-time (FT) or part-time (PT)) as of the first scheduled day after the effective date entered for the provider.
4. The provider has no provider type-specific rate as of the first scheduled day after the effective date entered for the provider.

If the CCIS attempts to enroll a child at a provider and any of the following conditions are true after the schedule effective date, PELICAN CCW will provide a warning indicating that one or more of the following conditions are true:

1. The enrollment is for a child attending school and the provider currently has a PT school year rate but does not have a FT rate for the summer.
2. The enrollment is for a child attending school and the provider currently has a FT summer rate but does not have a PT school year rate.
3. A birthday for the child falls between the effective date and the end of the fiscal year, and the rate for the future care level does not exist for the provider.

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400.11.20 Short-Term Care

The CCIS must offer short-term and alternate child care to families receiving TANF. The purpose of this type of child care is to fully support the p/c who is participating in an employment and/or training program. The following types of short-term care arrangements are available:

1. Short-term care for children who are currently enrolled in the subsidized child care program, such as "Alternate Care". Alternate Care is child care for children who need alternate care arrangements because their regular provider is closed, sick or otherwise not available. The CCIS will pay for alternate care even if the CCIS is already paying the child's regular provider for a paid closed day.

2. Short-term care for children not enrolled in the subsidy program, such as "Drop-in Care", "Extended School Break Care" and "Emergency Care", that will mainly involve school-age children who do not normally need child care, but may need occasional care during the school year when school is closed.

    a. Drop-in Care is occasional care provided on days when school is closed for a day or two (i.e., during single-day school holidays such as President's Day; or teacher in-service days).

    b. Extended School Break Care is care provided for approximately a week during longer school breaks such as the Christmas holidays, spring break or school strikes.

    c. Emergency Care is care needed immediately with little or no advance planning. Examples of emergency care are school snow days or days a child is sick and unable to attend school.

The basic requirements to be eligible to receive short-term care are the same as those currently observed in the TANF child care program. Parents must meet the following eligibility criteria:

- Receive TANF and be eligible to receive child care
- Have an eligible child
- Need care in order to attend a work/training activity
- Pay a co-pay, if applicable
- Meet the face-to-face requirement (a phone call may be substituted for a face-to-face meeting)

Providers must meet the standard qualifications to participate in the subsidized child care program, including:

- Be certified, registered or a relative/neighbor (R/N)
- Be at least 18 years of age
- Not be a member of the budget group
- Not reside with the child needing care
- R/N providers must participate in CareCheck
- Have a current Provider Agreement with the CCIS

The CCIS must make payments directly to providers for days the child attends.

NOTE: When paying for short-term care, the CCIS will pay for attended days, not enrolled days.

The **CCIS Referral for Short-Term Care form** is used by the County Assistance Office staff and Employment and Training contractors to identify and refer TANF families not already working with a CCIS but who need short-term child care to the CCIS.

CAO and E&T staff will discuss short-term care needs with parents and gather from-end information for those families that indicate a need for short-term care. The CAO will then forward to the appropriate CCIS staff the information and completed referral form.

The CCIS staff must timely contact the family and gather additional information before making a decision to have the case pushed or pulled from CIS. CCIS agencies should discuss the need for short-term care with TANF families that receive care for some, but not all of their age appropriate children.

OCDEL will track participation by children in short-term care in order to better anticipate future needs for this service. In order to accomplish this, cases containing children in short-term child care must be tracked through use of a unique caseload number assignment.

It is important to note that this caseload number should only be sued for cases containing children participating in short-term child care who do not have siblings already participating in the child care subsidy program.

Once this caseload number is established, it cannot be used for any other business purpose by the CCIS.

Each CCIS must designate a caseload number or numbers (if designating more than one) within its existing office organization for the sole purpose of housing cases containing children participating in short-term child care.

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See Manual Section "400.27.3.32 – Questions – 400.11.20 – Short-Term Care"

400.11.21 Stabilization

Families receiving TANF child care are eligible to receive up to 30 hours of care per week while attending their CAO-approved work-related activities.

Enrollments for TANF recipients are stabilized as follows:

1. Working only
   a. The actual number of employed hours are used for enrollment.
   b. These hours may be greater than or less than 30 hours per week.
2. Training only - 30 hours are used for enrollment.
3. Both working and training
   a. If the total hours are known, use this total number for enrollment.
   b. If work hours are known but the training hours are not, 30 hours is used for enrollment.

The p/c may self-certify the days and hours care is needed within the 30 hours per week that are permitted.

NOTE: The total number of hours per week may be greater than 30 for parents/caretakers who are working only or are both working and training.

If the p/c indicates an increased need for care, the CCIS must direct the p/c to contact the CAO worker to discuss the increased need. An increase in days and/or hours of care will be processed only upon receipt of an update from CIS, a revised AMR or collateral contact with the CAO.

If the p/c indicates an increased need for care solely due to travel to and/or from the work-related activity or to and/or from the child care facility, the CCIS may increase the number of hours to meet the p/c's needs. The CCIS must note this increase in the case comments. A p/c can self-certify a decrease in the need for care within the number of hours for which the family has been determined eligible.

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See Manual Section "400.27.3.33 – Questions – 400.11.21 – Stabilization"

400.11.22 Selecting a Funding Program

The CCIS must use the table below to ensure the appropriate enrollment funding program is used for child care payment. If multiple Program Status Codes exist on one case, the CCIS must always use the "paid" before "unpaid" AND follow the hierarchy provided in the table below when selecting the enrollment funding program.

Activity Type	Program Status Code	Enrollment Funding Program
Paid	00	TANF - Working - Regular
	01	
	07	
	08	
	09	
	56	TANF - Work Support - Working Regular
	57	General Assistance/Work Support 2
	58	
	59	
	53	TANF - Training - Regular
	04	TANF - State MOE - Regular
	06	
	71	
	72	
Unpaid	00	TANF - Training - Regular
	04	
	06	
	07	
	08	
	09	
	53	
	56	TANF - Work Support - Training Regular
	57	General Assistance/Work Support 2
	58	
	59	

As stated earlier, if one p/c in a 2-p/c case is in a "paid" activity and the other is in an "unpaid" activity, the CCIS must choose the "paid" enrollment funding program.

EXAMPLE: TANF case consisting of a mother who is participating in a "Paid 04" and a father who is participating in an "Unpaid 56". The CCIS must use "TANF – State – MOE – Regular as the enrollment funding program.

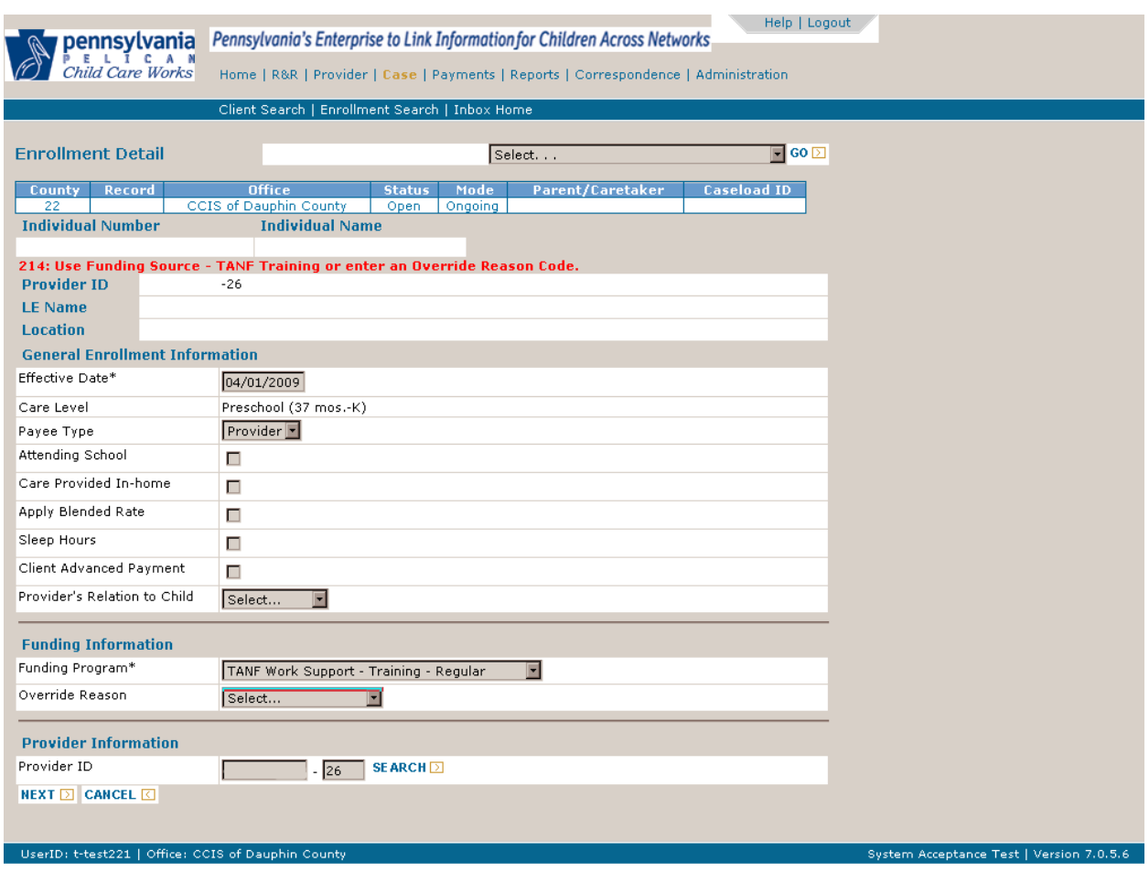
If each p/c is participating in a "paid" activity, the CCIS must use the following hierarchy of "paid" enrollment funding programs:

1. TANF – Working – Regular
2. TANF – Work Support – Working – Regular
3. General Assistance/Work Support 2
4. TANF – Training – Regular
5. TANF – State MOE – Regular

<u>EXAMPLE:</u> TANF case consisting of a mother who is participating in a "Paid 04" and a father who is participating in a "Paid 00". The CCIS must use "TANF – Working – Regular as the enrollment funding program.

PELICAN CCW automatically limits the enrollment funding program choices based on the activity type and program status code(s) associated with the case and displays an error message if an enrollment funding program is selected that does not correspond to the activity type and program status code(s).

PELICAN CCW will also generate an alert if a mismatch exists unless an override reason for the enrollment funding program is selected.



If, and only if, the program status code or activity changes from TANF "unpaid" to "paid", or vice versa, PELICAN CCW updates the enrollment funding program and sends an alert to the worker providing notification of the change.

As mentioned earlier, PELICAN CCW does not change the enrollment funding program if the enrollment funding program has been overridden. When an override or enrollment funding program change occurs, the original funding program automatically ends with an effective date of the day before the begin date of the new enrollment funding program.

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Return to Manual Section "400.5.8 – Program Status Codes"

Return to Manual Section "400.8.5.9 – CAO Program Eligibility page"

Return to Manual Section "400.15.8 – Enrollment Funding"

See Manual Section "400.27.3.34 – Questions – 400.11.22 – Selecting a Funding Program"

400.11.23 Overriding Enrollment Funding

PELICAN CCW will not automatically update a funding program for a TANF parent when there is an "Override Reason" chosen in the "Funding Program" field. If an "Override Reason" exists in a current "Funding Program", please follow the steps provided to remove the "Override Reason".

When the CCIS discovers that PELICAN CCW is not automatically updating an enrollment funding program when the PSC changes, the CCIS must complete the following steps in PELICAN CCW:

1. From the Case Home Page, enter the Co/Record Number in the "Enrollment" field.
2. Click "Go".
3. Select the child's enrollment that must be updated. If more than one child's enrollment must be updated, select all of the enrollments that apply.
4. Scroll down to find "Funding Program Information".

5. Click "Update".
6. Enter the effective date for the funding program change. If the date is currently entered correctly, proceed to Step (7).
7. Select any funding program (except the correct one) from the drop-down box.
8. Enter the "Override Reason" from the drop-down box.
9. Click save & continue. If you receive a warning, save through it.
10. Go back into funding program information and click "Update". The effective date should not need to be changed.
11. Select the correct funding program.
12. Reset the "Override Reason by selecting "Select…" in the "Override Reason" drop-down box.
13. Click "Save and Continue".
14. Repeat the steps above for each child, if there is more than one child's enrollment that must be updated.

The CCIS can prevent this error by ensuring an "Override Reason" is not entered in the "Funding Program" field.

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400.11.24 Making Retroactive Changes

A Supervisor or Director may make retroactive changes to an enrollment by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:
   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Enrollment row and click "Go;" OR
   b. From within a case, click the "Select…" drop-down box, select "Enrollments" from the list and click "Go;" OR
2. Select the checkbox next to the enrollment(s) the CCIS must update.

   NOTE: If the CCIS selects more than one enrollment, PELICAN CCW will cycle through the pages so the CCIS may make updates to each enrollment.
3. Click "Update" under Enrollment Status Information. This moves the user to the Enrollment Status Information page.
4. Click "Change/End" enrollment.
5. Click "Retroactive Changes".
6. Print the Enrollment Maintenance page for reference.

7. Update the dates or delete the statuses by clicking the "Delete" checkbox OR enter a new "Effective Date".

   NOTE: It is recommended that the Supervisor or Director change one segment at a time beginning with the most current segment.

8. Click "Save and Continue".

   NOTES:

   - When an enrollment is moved back to an "Authorized Status" using status deletion(s), a "Generate Correspondence" button is displayed. This button can be used to generate a new Funds Available Letter notifying the p/c of the ability to enroll the child(ren).
   - Discontinued enrollments are not included in the encumbrance recalculation so following deletion of a discontinued segment, the Supervisor or Director must force the recalculation of encumbrance.

9. When required per the "Note" in Step (7), the Supervisor or Director must perform the appropriate steps based on when the change was made effective as follows:

   a. Retroactive Change made in the Previous Fiscal Year

      i. Navigate to the Standard Schedule page.

      ii. Change the effective date of the schedule to 7/1 of the current fiscal year.

      iii. Click "Save". PELICAN CCW will update the encumbrance.

   b. Retroactive Change made in the Current Fiscal Year

      i. Navigate to the Standard Schedule page.

      ii. Note the scheduled hours that are displayed.

      iii. Change the scheduled hours for one day in the week.

         NOTE:

         Ensure the hours are consistent with the existing schedule. Full-time schedules should remain full-time. Part-time schedules should remain part-time schedules. (e.g., do NOT change the hours from 5 hours to 4 hours).

      iv. Click "Save".

      v. Click "Standard Schedule".

      vi. Change the hours back to the scheduled hours you noted in Step 8(b)(i) above.

      vii. Click "Save". PELICAN CCW will update the encumbrance.

The procedures listed above may be used only prior to the books close date. After the book close date, if the enrollment needing back-dating begins in a prior fiscal year, the Supervisor or Director must use the Cross Fiscal Year enrollment process.

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400.11.25 Cross Fiscal Year Enrollment Process

This process is only for Supervisors and Directors. This process must be used after the books have closed to establish a cross fiscal year (Cross FY) enrollment and pay providers retroactively for the previous fiscal year using current fiscal year funding. This process assumes eligibility was already established for the duration of the enrollment.

In order to designate a Cross FY enrollment using the funding program override, the Supervisor or Director must:

1. Determine the type of Cross FY enrollment to create by choosing from the following options to create:

    a. A Cross FY enrollment using Cross FY functionality to back date an existing enrollment into the previous fiscal year or create a new enrollment in the previous fiscal year with a different provider.

    b. A second (overlapping) enrollment using Cross FY functionality if it is for the same provider in both fiscal years and the portion of the enrollment needing overlap is in "Discontinued/Removed" status in the previous fiscal year.

    c. An overlapping, "Sleep Hours" enrollment using Cross FY functionality if it is for the same provider in both fiscal years and any of the following is true:

        i. The intended enrollment is for sleep hours; or

        ii. The enrollment needing overlap is in "Suspended" status in the previous fiscal year; or

        iii. A portion of an enrollment needing overlap is in "Waitlist" status, "Pre-Enrolled" status, or "Authorized" status (e.g., PRE effective 6/1) AND there are days before the status was changed to "Enrolled State" status (e.g., ELS effective 6/15).

        NOTE: If the enrollment was not intended for sleep hours, the Supervisor or Director must ensure the sleep hours enrollment is discontinued.

2. Navigate to the Case Enrollment Summary page.
3. In the Enrollment Summary table, select the checkbox next to the child needing an enrollment and click "New".
4. On the Enrollment Detail page, enter the Effective Date of the enrollment that was in the previous fiscal year.

   NOTE: If the provider is the same across both fiscal years, PELICAN CCW automatically discontinues this inserted Cross FY segment either when the fiscal year ends (effective 7/1) OR, when the original enrollment first became effective (WL or PRE status) in the previous fiscal year. However, PELICAN CCW does not discontinue "Sleep Hours" enrollments.
5. Enter relevant general enrollment information attributes.
6. Select the funding program using the "Funding Program" drop-down box.

   NOTE: PELICAN CCW limits the number of days in the past an enrollment can be established based on funding source.
7. Select "Cross Fiscal Year" from the "Override Reason" drop-down box.
8. Enter the correct provider information.
9. Click "Next" to proceed to the schedule and complete the enrollment.
10. Discontinue any "Sleep Hours" enrollments using the appropriate end effective date in either the previous or current fiscal year.

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400.12 CO-PAY

Only an employed TANF family will have a co-pay assessed. The p/c is required to pay the co-pay toward the cost of child care. The co-pay is due on the first day of the service week and each week thereafter, regardless of the day the child is enrolled.

PELICAN CCW requires a co-pay to be effective on a Monday; therefore, if the first service day of the week is a day other than Monday the co-pay will not be assigned to the first week of care. If a child's enrollment at a provider ends on a day other than Monday, the co-pay is assigned for that week regardless of the number of days the child attends. PELICAN CCW will not calculate a co-pay for a child who is not enrolled during the week (i.e., non-standard, non-patterned schedule). The CCIS may not charge the p/c a co-pay in any of these circumstances.

EXAMPLES:

JULY 2009							
Week	**Sun**	**Mon**	**Tues**	**Wed**	**Thurs**	**Fri**	**Sat**
1				**1**	**2**	**3**	**4**
2	**5**	**6**	**7**	**8**	**9**	**10**	**11**
3	**12**	**13**	**14**	**15**	**16**	**17**	**18**
4	**19**	**20**	**21**	**22**	**23**	**24**	**25**
5	**26**	**27**	**28**	**29**	**30**	**31**	

1. **Child enrolled effective 7/1. Schedule is Monday, Wednesday & Friday. Co-pay = $10/week. Total Co-pay for Service Period = $40.**

2. **Child enrolled effective 7/7. Schedule is Monday, Wednesday & Friday for Weeks (1), (3) & (5) only. Co-pay = $10/week. Total Co-pay for Service Period = $20.**

3. **Child enrolled effective 7/9. Schedule is Thursday & Friday for Weeks (2) & (4) only. Co-pay = $10/week. Total Co-pay for Service Period = $10.**

If the co-pay is decreased as the result of an update, a partial redetermination or a full redetermination, the reduced co-pay is due the Monday following the date of the update or redetermination. A co-pay may be decreased at any time but a co-pay may be increased only at the time of a full redetermination. If the co-pay is increased as the result of a full redetermination, the increased co-pay is due on the first Monday following the 13-day notice period.

If the co-pays for one month are equal to or exceed the monthly payment for care, the family is not eligible for subsidized child care with that provider.

When establishing a co-pay effective date, PELICAN CCW applies the following logic in all types of cases (i.e., TANF, Former TANF (FT), Low-income (LI) and Head Start/Prekindergarten (HS/PK) :

1. A co-pay effective date must occur on a Monday.

2. Case mode/status dictates whether a 13-day advance notice period is included when determining the co-pay effective date.

   a. For Intake/Pending cases, PELICAN CCW assigns co-pay effective the 1st Monday following the date eligibility for enrollment is assessed and confirmed by the CCIS.

      EXAMPLE:

      The CCIS receives an application on 5/13 and enters the information in PELICAN CCW and the case is Intake/Pending. The CCIS receives verification in response to the Missing Information Letter on 5/28 and, on 5/30, enters the verification in PELICAN CCW, assesses and confirms eligibility for enrollment. PELICAN CCW correctly establishes a co-pay effective date of 6/2/08.

   b. For Open/Ongoing cases in which the co-pay increases (during Redetermination only), PELICAN CCW assigns a co-pay effective 13 days plus Monday following the date eligibility for enrollment is assessed and confirmed by the CCIS.

      EXAMPLE:

      The CCIS completes a redetermination on 5/6 that increases the co-pay. PELICAN CCW correctly establishes a co-pay effective date of 5/19.

   c. For Open/Ongoing cases in which a co-pay was established and that co-pay increases during a change in child care program from TANF Paid (i.e., the p/c is working and paying a co-pay) to FT, PELICAN CCW incorrectly enforces co-pay stabilization rules and does not increase the co-pay under any circumstances. In instances where the co-pay increases, the CCIS must place the case in Redetermination mode so PELICAN CCW can properly assess the increased co-pay amount and establish an effective date.

   d. For Open/Ongoing cases in which the co-pay decreases, PELICAN CCW assigns a co-pay effective that Monday if eligibility for enrollment is assessed and confirmed on a Monday or the following Monday if the date eligibility for enrollment is assessed and confirmed is not a Monday.

      EXAMPLES:

      1. The CCIS completes a redetermination on 5/6 that decreases the co-pay. PELICAN CCW correctly establishes a co-pay effective date of 5/12.

      2. The CCIS receives verification of a decrease in income on 5/15, enters that information in PELICAN CCW, assesses and confirms eligibility for enrollment. The co-pay is decreased. PELICAN CCW correctly establishes a co-pay effective date of 5/19.

3. A co-pay effective date is determined in the same manner regardless of the child care program.

4. If a co-pay effective date falls on a State holiday, the effective date is moved to the following Monday.

   EXAMPLE:

   The CCIS completes a redetermination on 5/12 that increases the co-pay. PELICAN CCW correctly establishes a co-pay effective date of 6/2 since 5/26 is a State holiday.

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See Manual Section "400.27.3.35 – Questions – 400.12 – Co-pay"

400.12.1 Assessing & Updating a Co-pay

The CCIS may assess a co-pay by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Co-pay row and click "Go;" OR

   b. From within a case, click the "Select…" drop-down box, select "Co-payment" from the list and click "Go;" OR

2. In the Case Co-pay Summary section, click the radio button next to the case co-pay the CCIS must update.

3. Click "Assess and Update". This opens the Case Co-pay Detail page.

4. Enter the expected co-pay amount.

5. Enter an "Override Reason Code".

6. Enter a new "Effective Date".

7. Click "Continue".

8. Update the "Enrollment Co-payment Assessment Amount" for all relevant enrollments.

   NOTE: The amount divided between all enrollments listed in the Enrollment Co-payment Assessment section must equal the expected co-pay amount.

9. Click "Save".

NOTE: When the CCIS assesses and confirms eligibility for enrollment, PELICAN CCW removes all existing overrides. PELICAN CCW will issue an alert to the primary worker indicating that "one or more user-overridden future co-pay segments have changed. When the CCIS assesses and confirms eligibility for enrollment in Open/Ongoing mode, PELICAN CCW stabilizes the co-pay unless the co-pay amount decreases. PELICAN CCW will apply an increase in the co-pay only when eligibility for enrollment is assessed and confirmed in Open/Redetermination mode.

When the CCIS overrides the case co-pay, the CCIS must override the co-pay again, each time the CCIS assesses and confirms eligibility for enrollment because PELICAN CCW automatically removes the override when eligibility for enrollment is assessed and confirmed.

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400.12.2 Assessing a Co-pay between Enrollments

The CCIS may assess a co-pay between enrollments by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:
   a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Co-pay row and click "Go;" OR
   b. From within a case, click the "Select…" drop-down box, select "Co-payment" from the list and click "Go;" OR
2. In the Case Co-pay Summary section, click the radio button next to the case co-pay the CCIS must update.
3. Click "Assess" under the "Co-pay Assessment" table. This opens the Case Co-pay Detail page.
4. Enter the expected co-pay amount.
5. Enter the amount for one or more children for the applicable enrollment segment.
6. Enter an "Override Reason Code", as applicable.

   NOTE: The amount divided between all enrollments listed in the Enrollment Co-payment Assessment section must equal the expected co-pay amount.
7. Click "Save".

   NOTE: The amount divided between all enrollments listed in the Enrollment Co-payment Assessment section

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400.12.3 Stabilization

If a co-pay is decreased as the result of an update received from CIS or if the case is placed in full redetermination mode by the CAO, the reduced co-pay is due on the first day of the service week following the date the update was received or the date of the redetermination. A co-pay is increased only as the result of a redetermination.

When the TANF E&T status code changes from an unpaid activity to a paid activity, co-pay stabilization is falsely applied and the co-pay continues to be assessed at $0. The CCIS must override the $0 co-pay to the appropriate co-pay amount based upon the income displayed in PELICAN CCW at the time the CCIS receives the update from CIS.

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See Manual Section "400.27.3.36 – Questions – 400.12.3 – Stabilization"

400.12.4 Delinquency

As specified in § 168.21 (relating to ineligibility for failure to pay co-pay), "Ineligibility for child care payment results when the TANF budget group is employed and fails to pay the required co-pay toward the cost of child care. The TANF budget group is ineligible until overdue co-pays are paid or satisfactory arrangements to pay overdue co-pay are made with the provider."

A co-pay is considered delinquent if it is not paid by the last day of the service week. The provider is required to notify the CCIS of the delinquent co-pay on the day it is delinquent or by the next business day following the delinquency. On the day the provider notifies the CCIS of the co-pay delinquency, the CCIS will send an AA to the p/c.

When a family that was previously determined ineligible due to delinquent co-pays appears in the CIS Inbox, the CCIS will:

1. Determine whether the delinquent co-pay(s) have been paid or satisfactory arrangements have been made with the provider to pay delinquent co-pays.
2. If the delinquent co-pay(s) were paid or satisfactory arrangements were made to pay, the CCIS must enter a resolution date in PELICAN CCW, click save, assess and confirm eligibility for enrollment.

3. If the delinquent co-pay(s) were not paid and satisfactory arrangements were not made to pay, the CCIS must enter a future resolution date of the 30th calendar day following the e date the CCIS authorized the child from the Pre-Enrollment list and send the Initial Co-pay Delinquency Letter (manual letter).

4. If the p/c fails to pay the delinquent co-pay(s), the CCIS must:

    a. Remove the future resolution date in PELICAN and click "Save".

    b. Uncheck the child care request field using the reason of "Delinquent co-pay," click save, assess and confirm eligibility for enrollment. This will generate an AA.

    c. Locally print the AA, include a copy of the 2nd Co-pay Delinquency Letter (manual letter) and send both to the p/c.

    d. The CCIS will not pay for any care in this situation.

5. If the p/c and/or the CCIS is unable to locate the provider to whom the prior delinquent co-pay is owed to verify the delinquency was satisfied, the CCIS must enter a "Resolution Date", click "Save", assess and confirm eligibility for enrollment.

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See Manual Section "400.27.3.37 – Questions – 400.12.4 – Delinquency"

400.12.4.1 Entering a Co-pay Delinquency

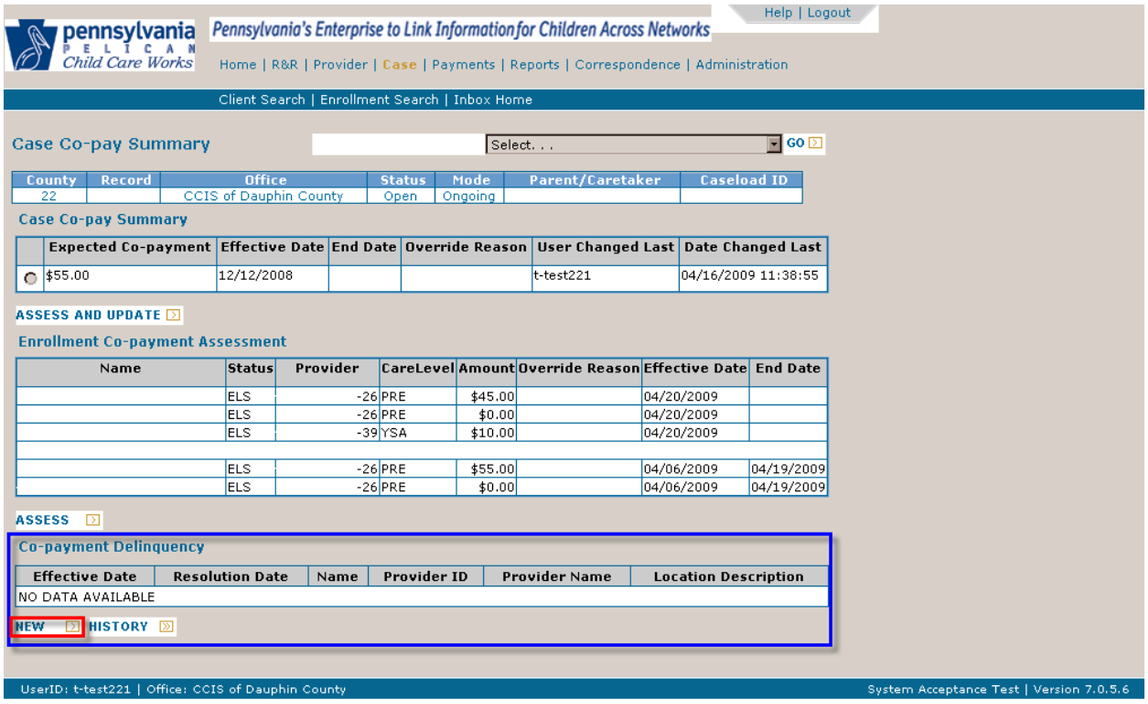
The CCIS may enter a co-pay delinquency by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

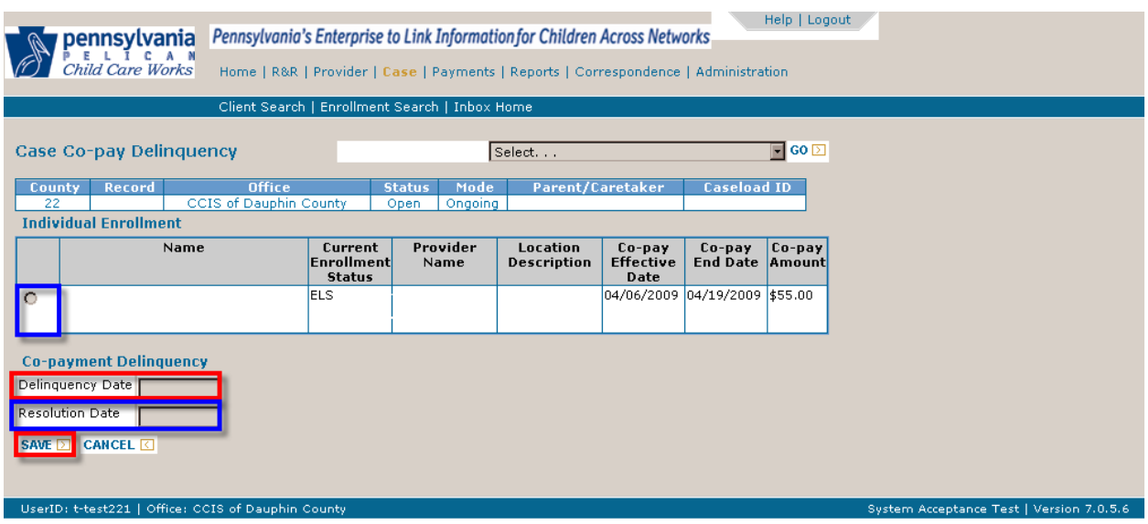
    a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Co-pay row and click "Go;" OR

    b. From within a case, click the "Select…" drop-down box, select "Co-payment" from the list and click "Go;" OR

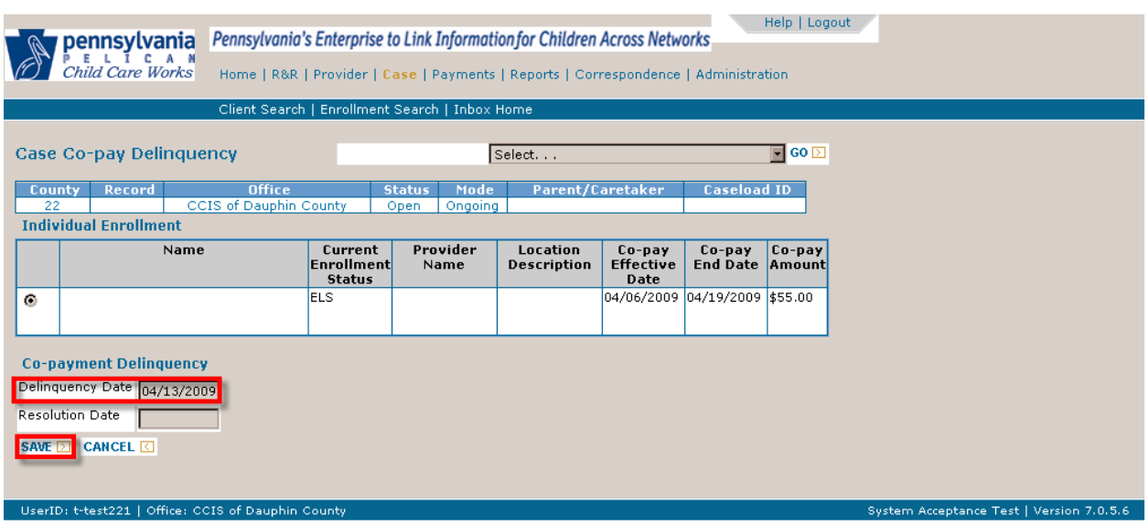
2. Click "New".



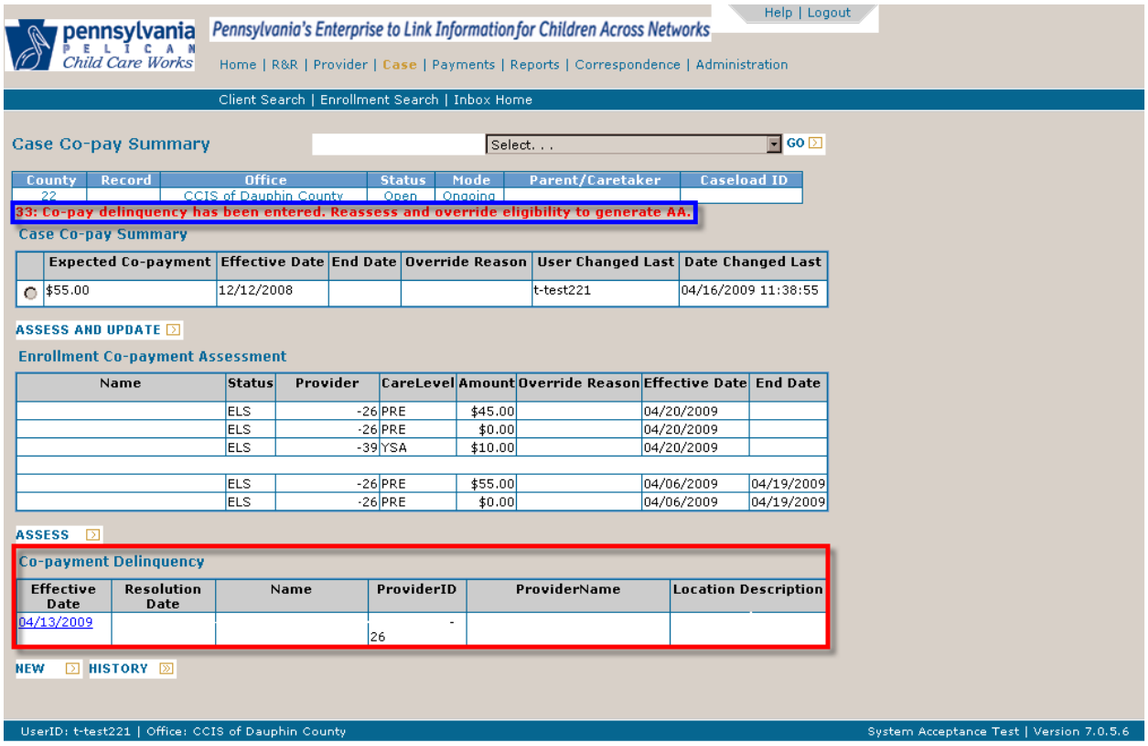
3. Click the radio button for the enrollment to which the co-pay delinquency is associated.



4. Enter the "Delinquency Date".



5. Click "Save".



6. Click the "Select…" drop-down box, select "Child Care Request" from the list and click "Go".
7. Clear the "CC Request" checkbox for all children in the family.
8. Click the "Reason Ending Care" drop-down box and select "Delinquent Co-pay" from the list.
9. Click "Save".
10. Reassess and confirm eligibility for enrollment.
11. Return to the Case Summary page.
12. Select "Case Comment" from the drop-down box.
13. Enter a case comment, including the Correspondence ID for the notice.
14. Set a tracking date for the date that the AA is due as a reminder to either resolve the co-pay delinquency, or terminate subsidized child care for the case.

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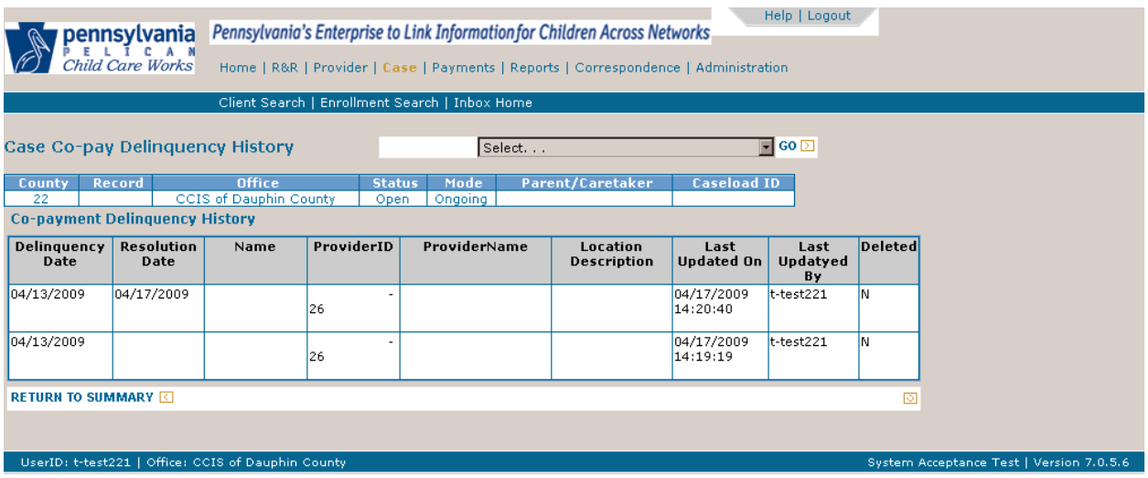
400.12.4.2 Viewing Co-pay Delinquency History Records

To view the co-pay delinquency history records, the CCIS must click "History". By default, PELICAN CCW lists the topmost co-pay delinquency record first. The CCIS must click the hyperlinks to view the histories of other co-pay delinquency records.



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400.12.4.3 Resolving a Co-pay Delinquency

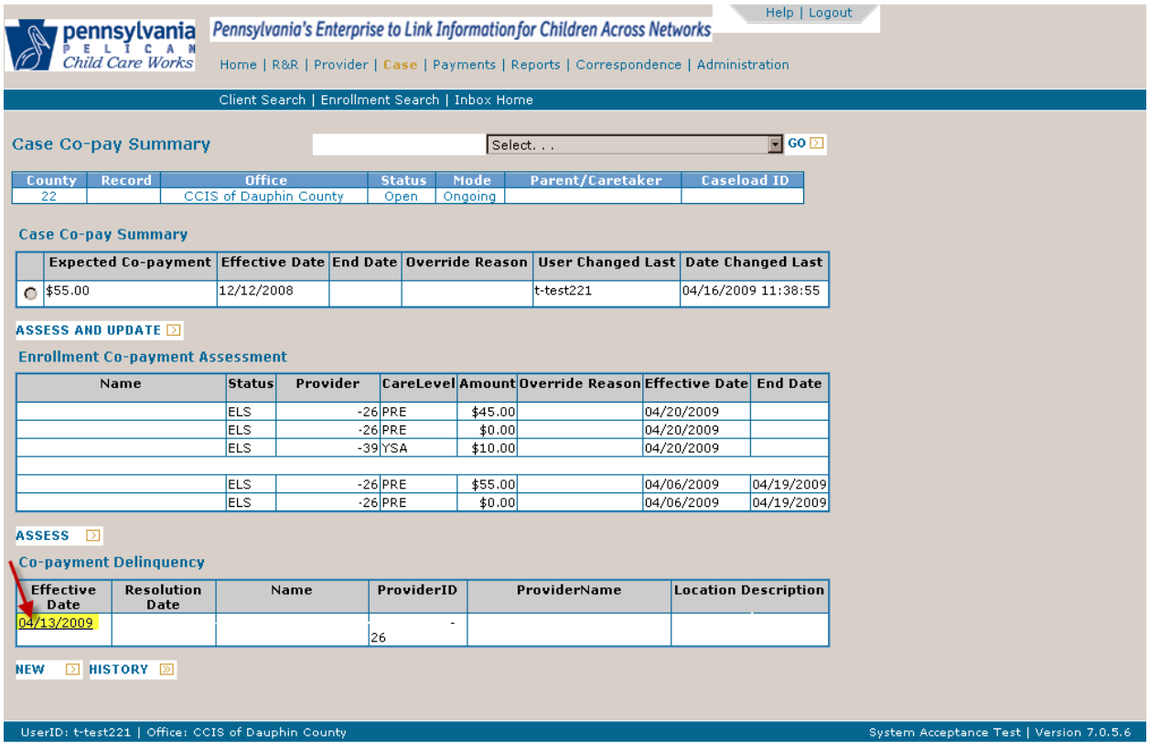
The CCIS may resolve a co-pay delinquency by completing the following steps in PELICAN CCW:

1. Navigate to the Case Enrollment Summary page using one of the following methods:

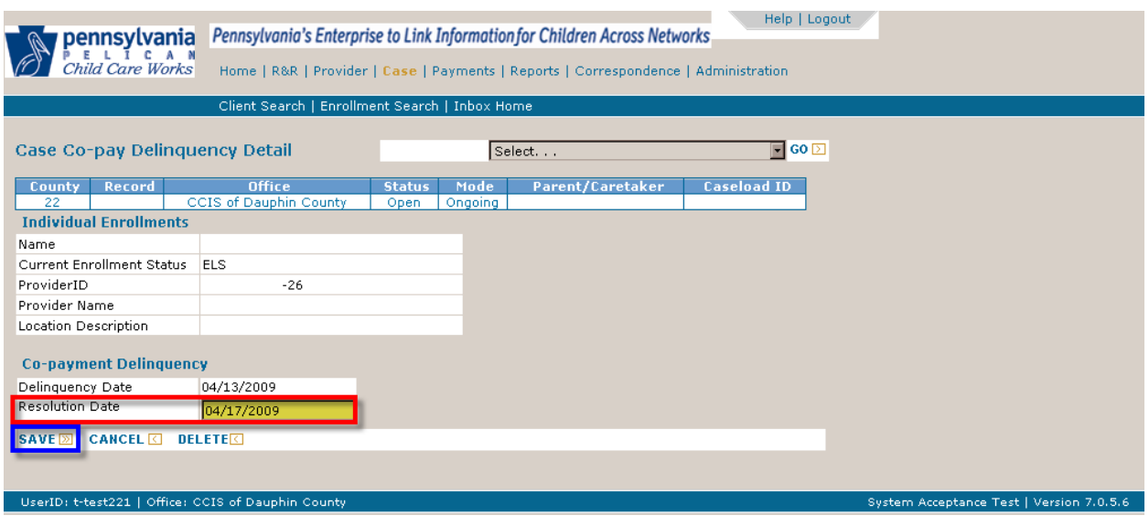
    a. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the Co-pay row and click "Go;" OR

    b. From within a case, click the "Select…" drop-down box, select "Co-payment" from the list and click "Go;" OR

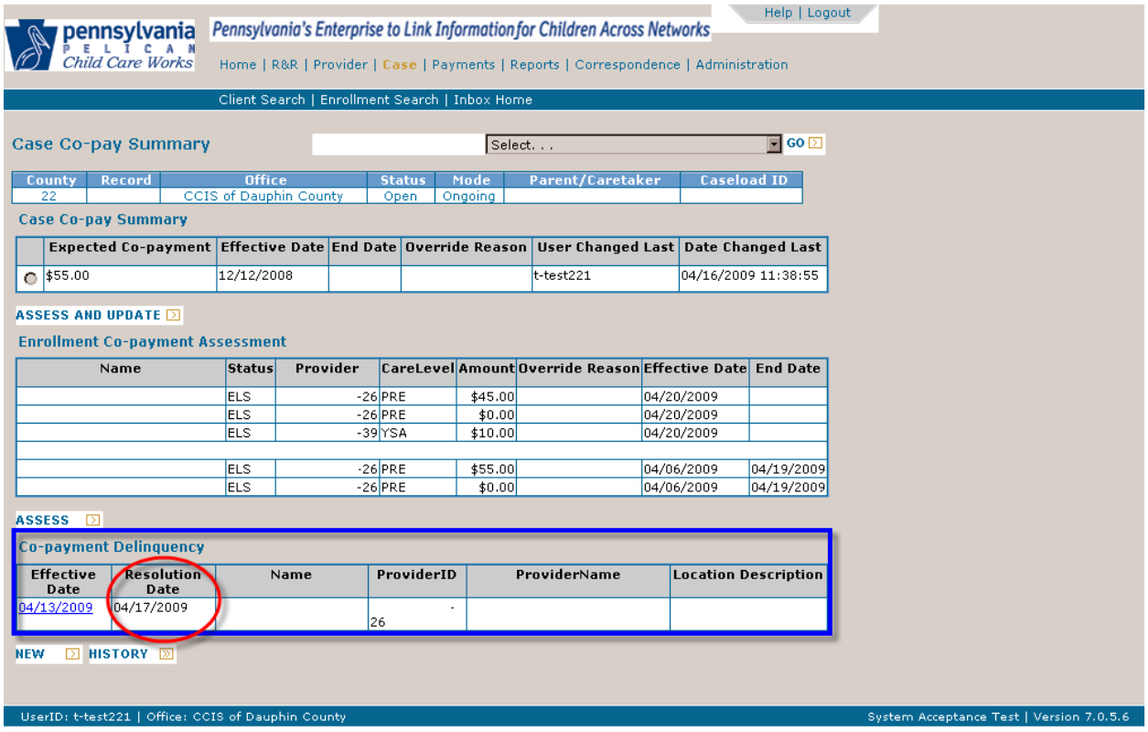
2. Click the "Effective Date" hyperlink.



3. Enter the "Resolution Date".



4. Click "Save".



5. Click the "Select…" drop-down box, select "Child Care Request" from the list and click "Go".
6. Select the "CC Request" checkbox for all children in the family.
7. Click the "Reason Ending Care" drop-down box and reset it by selecting "Select…" from the list.
8. Click "Save".
9. Reassess and confirm eligibility for enrollment.
10. Return to the Case Summary page.
11. Select "Case Comment" from the drop-down box.
12. Enter a case comment as to the outcome of the delinquency.

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400.12.5 Co-pay Exceeds Cost of Care

The CCIS must consider the following questions prior to failing a case due to co-pay exceeding the cost of care. If the CCIS answers "No" to any of the following questions, the CCIS may not determine the case ineligible.

1. **Are there only four Mondays in the month?**

   EXAMPLE:

AUGUST 2009							
Week	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1							1
2	2	3	4	5	6	7	8
3	9	10	11	12	13	14	15
4	16	17	18	19	20	21	22
5	23	24	25	26	27	28	29
6	30	31					

   Child enrolled effective 8/3. Schedule is Monday, Wednesday & Friday. Cost of Care = $45. Co-pay = $10/week. Total Co-pay for Service Period = $50; however, the last week's co-pay in August should be counted as the first week's co-pay in September. Total Adjusted Co-pay for Service Period = $40.

2. **Is the co-pay assigned to the child with the highest cost of care?**

   EXAMPLE:

   Case consists of mother and three children. Two of the children are enrolled in a child care center Monday through Friday at $25/day. The youngest is a newborn that is cared for by an R/N on Friday at $10/day and is cared for by the father (not residing in the home) Monday through Thursday. Co-pay = $15/week. Total Cost of Care = $1040 ($1,000 for Child 1 & 2 + $40 for youngest child). Cost of Care for the youngest child = $40. Total Co-pay for Service Period = $60. Case is ineligible if co-pay is assigned to the youngest child, but is eligible if assigned to one of the other children.

3. **Is the co-pay split among the children and/or across providers appropriately?**

   EXAMPLE:

   Case consists of mother and three children. Two of the children are enrolled in a child care center Monday through Friday at $25/day. The youngest is a newborn that is cared for by an R/N on Friday at $10/day and is cared for by the father (not residing in the home) Monday through Thursday. Co-pay = $15/week. Total Cost of Care = $1040 ($1,000 for Child 1 & 2 + $40 for youngest child). Cost of Care for the youngest child = $40. Total Co-pay for Service Period = $60. Case is ineligible if co-pay is not split among children and across providers.

When the CCIS believes there is an issue regarding the co-pay exceeding the cost of care, the CCIS must ensure that the co-pay is assessed between children appropriately by completing the following steps in PELICAN CCW:

1. Navigate to the Co-pay Detail page.
2. Review the co-pay amount.
3. Split the co-pay between the children in the case and assign the largest portion of the co-pay segment to the youngest child in regulated care or the child with the most expensive cost of care.
4. Review the Maximum Child Care Allowances (MCCA) to ensure the segment assigned is less than the MCCA rate.

The CCIS can prevent this error by distributing the co-pay between the children in the family and assigning the largest portion of the co-pay segment to the youngest child in regulated care or the child with the most expensive cost of care. Remember that regulated providers are more likely to charge more; therefore, higher assessed co-pays should be given to children in regulated care.

The CCIS must also release and view all Enrollment Summaries to assure co-pay does not exceed the cost of care.

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400.12.6 Waiver

A TANF budget group determined prospectively ineligible for TANF benefits as a result of starting employment will have the co-pay waived as specified in **§ 168.71(1)(ii)(A)** (relating to monthly payment determinations). The co-pay is waived from the first day of employment until the date of the discontinuance of TANF benefits.

A TANF budget group determined prospectively eligible for TANF benefits when a p/c is starting employment will also have the co-pay waived as specified in **§ 168.71(1)(ii)(B)**. The co-pay is waived from the first day of employment until the last day of the calendar month in which the first pay is received.

The co-pay waiver process for TANF employed cases is not automated within the PELICAN CCW system when a p/c begins employment. The CCIS must manually set the co-pay to $0 for these cases and change the effective date as set forth in **§168.71(1)(ii)**.

The co-pay waiver process for the TANF budget group is applicable only to those TANF cases which include a p/c who is:

1. Newly employed and continues to be eligible for TANF benefits; OR
2. Not paying a co-pay at the time TANF benefits end.

When a case meets the above conditions, the CCIS must waive the co-pay as follows:

1. Co-pay Established when TANF Ends **(i.e., the Co-pay Effective Date is set and the CCIS sent the Confirmation Notice to the p/c notifying the p/c of the co-pay amount and effective date)** – The TANF co-pay waiver does not apply to TANF cases in which the p/c is working and paying a co-pay at the time TANF benefits end.

2. Co-pay Not Established when TANF Ends **(i.e., the CCIS has *NOT* sent the Confirmation Notice to the p/c notifying the p/c of the co-pay amount and effective date)** – Co-pay is waived for a TANF budget group determined prospectively ineligible for TANF benefits as a result of a parent starting employment. The co-pay waiver period begins on the 1st day of employment and ends on the date TANF benefits end. PELICAN CCW will establish the new co-pay effective date on the Monday following the date eligibility for enrollment is assessed and confirmed under FT.

3. Co-pay Not Established, TANF Ends then End Date is Lifted **(i.e., the CCIS has *NOT* sent the Confirmation Notice to the p/c notifying the p/c of the co-pay amount and effective date)** – Co-pay is waived for a TANF budget group determined prospectively ineligible for TANF benefits as a result of a parent starting employment. The co-pay waiver period begins on the 1st day of employment and ends on the date TANF benefits end. PELICAN will establish the new co-pay effective date on the Monday following the date eligibility for enrollment is assessed and confirmed under FT. However, when the CCIS later receives an update that lifts the TANF end date, the CCIS must modify the co-pay effective date to the Monday following the last day of the calendar month in which the 1st pay is received.

4. Co-pay Not Established and TANF Continues **(i.e., the CCIS has *NOT* sent the Confirmation Notice to the p/c notifying the p/c of the co-pay amount and effective date)** – Co-pay is waived for a TANF budget group determined prospectively eligible for TANF benefits as a result of a p/c starting employment. The co-pay waiver period begins on the 1st day of employment and ends on the last day of the calendar month in which the 1st pay is received.

5. Co-pay Not Established but a Co-pay Effective Date is Set and TANF Continues Temporarily **(i.e., the CCIS has *NOT* sent the Confirmation Notice to the p/c notifying the p/c of the co-pay amount and effective date)** – Co-pay is waived for a TANF budget group determined prospectively eligible for TANF benefits as a result of a p/c starting employment. The co-pay waiver period begins on the 1st day of employment and ends on the last day of the calendar month in which the 1st pay is received. However, when the CCIS establishes the co-pay waiver period and later receives an update indicating that TANF is closing prior to the co-pay effective date, the CCIS must shorten the co-pay waiver period. The CCIS must modify the co-pay waiver period to end on the date TANF benefits end.

The intent of the co-pay waiver period is that it typically encompasses a 13-day notification period. The CCIS may not add a 13-day notification period to the waiver period.

However, if the CCIS receives a late update and the remainder of the co-pay waiver period is less than 13 days or if the co-pay waiver period has expired, the CCIS must give the p/c 13 days advance notice of the change in co-pay.

When determining the co-pay waiver period, the co-pay is "established" once the CCIS sends the Confirmation Notice to the p/c notifying the p/c of the amount of the co-pay and the effective date. Once the co-pay is established, the waiver period that is set stands regardless of whether additional updates are received that could potentially modify the waiver period.

EXAMPLES:

1. **The CCIS receives a TANF case in the CIS Inbox on 2/11/08. The p/c has a future start date for employment on 2/19/08. First pay is expected on 3/13/08. There is also a future end date for TANF effective 3/3/08 because the employment income will cause the case to become ineligible for TANF. The CCIS assesses and confirms eligibility for enrollment on 2/19/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/25/08. The CCIS changes the co-pay effective date to 3/10/08 (the Monday following the date TANF ends) and sends the Confirmation Notice to the p/c. Later, the CCIS receives an update lifting the TANF end date. The waiver period of 2/19/08 – 3/10/08 stands. The CCIS should not modify the waiver period to end on 4/7/08.**

2. **The CCIS is providing subsidy for a TANF case. The p/c is participating in an unpaid activity. The CCIS receives an update from CIS on 2/11/08 that indicates the p/c will start working on 2/19/08 and receive the 1st pay on 2/22/08. The income from employment will cause the case to become ineligible for TANF as of Sunday, 3/28/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/11/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/25/08 (13 days plus Monday). The CCIS changed the co-pay effective date to 3/31/08, overrode the co-pay amount to $0 and sent the Confirmation Notice. Later, on 2/22/08, the CCIS receives another update in which the TANF end date has been lifted. The CCIS assess and confirms eligibility for enrollment on 2/22/08 in response to the update. TANF continues. The waiver period of 2/19/08 – 3/31/08 stands. The CCIS should not modify the waiver period to end on 3/2/08.**

When waiving the co-pay, the CCIS must manually generate a Confirmation Notice to notify the p/c of the waiver period, the co-pay effective date and the co-pay amount. The CCIS must also enter a case comment that indicates the following:

1. The circumstances of the case, which cause the case to be eligible for a co-pay waiver.
2. The begin date of the co-pay waiver period.
3. The end date of the co-pay waiver period.
4. The co-pay effective date.
5. The amount of the co-pay.

The following are the general procedures required when waiving a co-pay for a TANF case when the p/c begins working:

1. Determine whether the case is potentially eligible for the co-pay waiver.
2. Assess and confirm eligibility for enrollment following receipt of a new case in the CIS Inbox or receipt of an update in the Update Inbox and complete the following steps:
    a. Determine whether the co-pay waiver applies.
    b. Establish the waiver period and ensure the co-pay effective date is correct based upon the circumstances of the case. Manually override the co-pay to $0 and change the effective date if necessary.

        EXAMPLE:

        Open/Ongoing TANF-Training case since 7/23/07. The CCIS receives an update on 5/19/08. The p/c began working on 5/12/08 and will receive the 1st pay on 6/6/08. The CCIS assesses and confirms eligibility for enrollment on 5/20/08. PELICAN CCW incorrectly establishes a co-pay effective date of 6/2/08. The waiver period is 5/12/08-7/7/08.

    c. Manually generate a Confirmation Notice based upon the circumstances of the case.
    d. Set a tracking date alert to ensure the co-pay begins following expiration of the waiver period.
    e. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

The following sections offer specific procedures to follow based upon the circumstances of the case when the co-pay has not been "established" only:

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See Manual Section "400.27.3.38 – Questions – 400.12.6 – Waiver"

400.12.6.1 TANF Ends

The co-pay waiver period begins on the 1st day of employment and ends on the date TANF benefits end.

EXAMPLE #1 – Intake/Pending Case:

The CCIS receives a TANF case in the CIS Inbox on 2/11/08. The p/c has a future start date for employment on 2/19/08. There is also a future end date for TANF effective 3/3/08 because the employment income will cause the case to become ineligible for TANF. The CCIS assesses and confirms eligibility for enrollment on 2/19/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/25/08.

The CCIS must:

1. Determine the date TANF ends (3/3/08) and note the date of the following Monday (3/10/08).
2. Change the co-pay effective date to 3/10/08 (the Monday following the date TANF ends).
3. Manually override the co-pay amount to $0.
4. Set a tracking date alert to ensure the co-pay begins on the effective date as expected.
5. Manually generate a Confirmation Notice using the short description "Co-pay Waiver/Prosp. Ineligible."
6. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.
7. Reassess and confirm eligibility for enrollment on 3/4/08 upon receipt of the alert (assess case under FT).
8. Enter a case comment indicating the actions taken when changing the child care program.

EXAMPLE #2 – Open/Ongoing Case:

The CCIS is providing subsidy for a TANF case. The p/c is participating in an unpaid activity. The CCIS receives an update from CIS on 2/11/08 that indicates one of the p/cs will start working on 2/19/08 and the income from employment will cause the case to become ineligible for TANF as of Sunday, 3/2/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/19/08. In this instance, PELICAN correctly establishes a co-pay effective date of 3/3/08 (the Monday following the date TANF ends).

The CCIS must:

1. Manually generate a Confirmation Notice using the short description "Co-pay Waiver/Prosp. Ineligible."
2. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.
3. Reassess and confirm eligibility for enrollment on 3/3/08 upon receipt of the alert (assess case under FT).
4. Enter a case comment indicating the actions taken when changing the child care program.

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400.12.6.2 TANF Ends, End Date is Lifted, Waiver Period Lengthened

The co-pay waiver period begins on the 1st day of employment and ends on the date TANF benefits end. However, when the CCIS later receives an update that lifts the TANF end date, the CCIS must modify the co-pay effective date to the Monday following the last day of the calendar month in which the 1st pay is received.

EXAMPLE:

The CCIS is providing subsidy for a TANF case. The p/c is participating in an unpaid activity. The CCIS receives an update from CIS on 2/11/08 that indicates one of the p/cs will start working on 2/25/08 and receive the 1st pay on 3/7/08. The income from employment will cause the case to become ineligible for TANF as of Sunday, 3/2/08.

The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/11/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/25/08 (13 days plus Monday). **The CCIS changed the co-pay effective date to 3/3/08 and overrode the co-pay amount to $0, but did not manually generate a Confirmation Notice.**

Two days later, on 2/13/08, the CCIS receives another update in which the TANF end date has been lifted. The CCIS assess and confirms eligibility for enrollment on 2/13/08 in response to the update. TANF continues. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 3/3/08 (13 days plus Monday).

The CCIS must:

1. Change the co-pay effective date to 4/7/08 (the 1st Monday in the month following the month in which the 1st pay is received).
2. Manually override the co-pay amount to $0.
3. Set a tracking date alert to ensure the co-pay begins on the effective date as expected.
4. Manually generate a Confirmation Notice using the short description "Co-pay Waiver/Prosp. Eligible."
5. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

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400.12.6.3 TANF Ends, End Date is Lifted, Waiver Period Shortened

The co-pay waiver period begins on the 1st day of employment and ends on the date TANF benefits end. However, when the CCIS later receives an update that lifts the TANF end date, the CCIS must modify the co-pay effective date to the Monday following the last day of the calendar month in which the 1st pay is received.

EXAMPLE:

The CCIS is providing subsidy for a TANF case. The p/c is participating in an unpaid activity. The CCIS receives an update from CIS on 2/11/08 that indicates one of the p/cs will start working on 2/19/08 and receive the 1st pay on 2/22/08. The income from employment will cause the case to become ineligible for TANF as of Sunday, 3/28/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/11/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/25/08 (13 days plus Monday). **The CCIS changed the co-pay effective date to 3/31/08 and overrode the co-pay amount to $0, but did not manually generate a Confirmation Notice.**

On 2/12/08, the CCIS receives another update in which the TANF end date has been lifted. The CCIS assess and confirms eligibility for enrollment **on 2/12/08** in response to the update. TANF continues. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 3/10/08 (13 days plus Monday).

The CCIS must:

1. Change the co-pay effective date to 3/3/08 (the 1st Monday in the month following the month in which the 1st pay is received).
2. Manually override the co-pay amount to $0.
3. Set a tracking date alert to ensure the co-pay begins on the effective date as expected.
4. Manually generate a Confirmation Notice using the short description “Co-pay Waiver/Prosp. Eligible.”
5. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

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400.12.6.4 TANF Continues

The co-pay waiver period begins on the 1st day of employment and ends on the last day of the calendar month in which the 1st pay is received.

EXAMPLE #1 – Intake/Pending Case

The CCIS receives a TANF case in the CIS Inbox on 2/4 with a future start date for employment of 2/11/08. The p/c will receive the 1st pay on 3/3/08. The CCIS assesses and confirms eligibility for enrollment on 2/8/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/11/08. The CCIS must:

1. Change the co-pay effective date to 4/7/08 (the 1st Monday in the month following the month in which the 1st pay is received) and manually override the co-pay amount to $0.
2. Set a tracking date alert to ensure the co-pay begins on the effective date as expected.
3. Manually generate a Confirmation Notice using the short description "Co-pay Waiver/Prosp. Eligible."
4. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

EXAMPLE #2 – Open/Ongoing Case

The CCIS is providing subsidy for a TANF case and receives an update from CIS on 2/4/08 that indicates one of the p/cs will start work on 2/11/08 and the case continues to be eligible for TANF. The p/c will receive the 1st pay on 3/3/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/8/08. In this instance, PELICAN CCW incorrectly establishes a co-pay effective date of 2/25/08. The CCIS must:

1. Change the co-pay effective date to 4/7/08 (the 1st Monday in the month following the month in which the 1st pay is received) and manually override the co-pay amount to $0.
2. Set a tracking date alert to ensure the co-pay begins on the effective date as expected.
3. Manually generate a Confirmation Notice using the short description "Co-pay Waiver/Prosp. Eligible."
4. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

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400.12.6.5 TANF Continues Temporarily

The co-pay waiver period begins on the 1st day of employment and ends on the last day of the calendar month in which the 1st pay is received. **However, the CCIS receives another update in a few days or weeks indicating TANF is actually ending.**

EXAMPLE:

The CCIS is providing subsidy for a TANF case and receives an update from CIS on 2/13/08 that indicates one of the p/cs will start work on 2/25/08 and the case continues to be eligible for TANF. The p/c will receive the 1st pay on 3/1/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/15/08.

The CCIS changes the co-pay effective date to 4/7/08, manually overrides the co-pay amount to $0 and sends the Confirmation Notice to the p/c.

A few weeks later, on 3/3/08, the CCIS receives another update from CIS that indicates TANF is ending effective 4/10/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 3/5/08 and the case continues to be eligible for TANF until 4/10/08.

In this instance, the co-pay waiver period stands. The CCIS must:

1. Enter a case comment indicating the circumstances of the case **and that the original co-pay waiver period stands**.
2. Reassess and confirm eligibility for enrollment on 4/11 upon receipt of the alert (assess case under FT).
3. Enter a case comment indicating the actions taken when changing the child care program.

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400.12.6.6 TANF Ends prior to the Co-pay Effective Date

The co-pay waiver period begins on the 1st day of employment and ends on the last day of the calendar month in which the 1st pay is received. **However, the CCIS receives another update in a few days or weeks indicating TANF is actually ending prior to the co-pay effective date.**

EXAMPLE:

The CCIS is providing subsidy for a TANF case and receives an update from CIS on 2/13/08 that indicates one of the p/cs will start work on 2/25/08 and the case continues to be eligible for TANF. The p/c will receive the 1st pay on 3/1/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 2/15/08. **The CCIS changes the co-pay effective date to 4/7/08, manually overrides the co-pay amount to $0 and sends the Confirmation Notice to the p/c.**

A few weeks later, on 3/3/08, the CCIS receives another update from CIS that indicates TANF is ending effective 3/27/08. The CCIS assesses and confirms eligibility for enrollment in response to the update on 3/3/08 and the case continues to be eligible for TANF until 3/27/08. **In this instance, the co-pay waiver period stands.** The CCIS must:

1. Enter a case comment indicating the circumstances of the case **and that the original co-pay waiver period stands.**
2. Reassess and confirm eligibility for enrollment on 3/28/08 upon receipt of the alert (assess case under FT).
3. Enter a case comment indicating the actions taken when changing the child care program.

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400.12.6.7 Late Update – Waiver Period Expired

If the CCIS receives a late update and the co-pay waiver period has expired, the CCIS must give the p/c 13 days advance notice of the change in co-pay.

EXAMPLE:

The CCIS receives an update on 5/6/08 indicating the p/c began employment on 3/3/08 and received the 1st pay on 3/7/08. The CCIS assesses and confirms eligibility for enrollment on 5/6/08.

The co-pay waiver period begins on 3/3/08 and ends on 4/7/08. Because the waiver period has expired, the co-pay effective date must be 5/19/08 (the Monday following a 13-day notification period).

In this instance, PELICAN CCW correctly establishes a co-pay effective date of 5/19/08.

The CCIS must:

1. Manually generate a Confirmation Notice using the short description "Co-pay Increase."
2. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

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400.12.6.8 Late Update – Waiver Period is less than 13 days

If the CCIS receives a late update and the remainder of the co-pay waiver period is less than 13 days, the CCIS must give the p/c 13 days advance notice of the change in co-pay.

EXAMPLE:

The CCIS receives an update on 4/29/08 indicating the p/c began employment on 4/7/08 and received the 1st pay on 4/25/08. The CCIS assesses and confirms eligibility for enrollment on 4/29/08 in response to the update.

The co-pay waiver period begins on 4/7/08 and ends on 5/5/08. Because the waiver period is less than 13 days, the co-pay effective date must be 5/12/08 (13 days plus Monday following the date the CCIS assesses and confirms eligibility for enrollment).

In this instance, PELICAN CCW correctly establishes a co-pay effective date of 5/12/08.

The CCIS must:

1. Manually generate a Confirmation Notice using the short description "Co-pay Increase."
2. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

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400.12.6.9 Late Update – Waiver Period is more than 13 days

If the CCIS receives a late update and the remainder of the co-pay waiver period is more than 13 days, the 13 days advance notice requirement is satisfied by sending the Confirmation Notice to the p/c 13 days prior to the change in co-pay.

EXAMPLE:

The CCIS receives an update on 4/21/08 indicating the p/c began employment on 4/7/08 and received the 1st pay on 4/18/08. The CCIS assesses and confirms eligibility for enrollment on 4/21/08 in response to the update.

The co-pay waiver period begins on 4/7/08 and ends on 5/5/08. Because the waiver period is at least 13 days, the co-pay effective date would be 5/5/08.

In this instance, PELICAN CCW correctly establishes a co-pay effective date of 5/5/08.

The CCIS must:

1. Manually generate a Confirmation Notice using the short description "Co-pay Waiver/Prosp. Eligible."
2. Enter a case comment indicating the circumstances of the case, which cause the case to be eligible for a co-pay waiver; begin and end dates of the co-pay waiver period; the co-pay effective date; and the amount of the co-pay.

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400.13 MANAGING THE UPDATE INBOX

When there is a change made to a CIS case, data is transferred to PELICAN CCW in the nightly batch process. PELICAN CCW automatically reviews the data and updates the case based on the information transferred from CIS. All updates from CIS display in the Update Inbox. The Update Inbox is available to all workers in the CCIS office and multiple users can search the Update Inbox at the same time.

There are three types of updates that will occur from CIS:

1. Informational – No update appears in the Update Inbox and no alert is sent.

   EXAMPLES:

   - Household information.
   - Medical benefits that are captured in PELICAN CCW, but are not used.

2. Information of Importance – An update appears in the Update Inbox, but no alert is sent.

   EXAMPLES:

   - Disability information.
   - Unearned income.
   - Education.
   - Relationships.

3. Enrollment Specific – An update appears in the Update Inbox and an alert is sent.

   EXAMPLES:

   - Employment information.
   - Program Status or Activity Type.
   - CIS Budget closing or reopening.

The CCIS must review the Update Inbox daily. When an update is received related to a TANF, FS or GA case, the CCIS must process the update within 5 business days. When processing the update, the CCIS role is to:

1. Validate the continued need for child care.
2. Assess eligibility for enrollment.
3. Reassess the co-pay when the Activity Type changes from “Unpaid” to “Paid”.
4. Validate the schedule and make changes, as appropriate.

When a change is made in CIS, the updates will automatically transfer into the Update Inbox if PELICAN CCW notifies CIS that the case already exists and is open. If the update is an enrollment specific update, PELICAN CCW also sends an alert to the primary worker describing the type of update that occurred for a specific case or individual. From the Update Inbox, the worker views the cases that were updated along with the success of the update and launches into the PELICAN CCW case to take the appropriate action(s). In addition to open cases, updates can occur to cases that have been newly created in PELICAN CCW, but eligibility for enrollment has no been assessed and confirmed (i.e., cases in Pending/Intake). Cases that undergo a CIS redetermination are also viewed in the Update Inbox.

From the Update Inbox, the CCIS will:

1. View the update(s) and reassess eligibility for enrollment when applicable.
2. Process CIS redeterminations.
3. Process changes in child care programs.

The alerts are designed to inform the worker that enrollment specific updates have occurred and eligibility for enrollment must be assessed. The Update Inbox provides the success of the data transfer between CIS and PELICAN CCW along with the specific data that was updated in the case. The CCIS should use the alerts to work through the Update Inbox and use the Update Inbox to review the details of the case and access the case in PELICAN CCW.

Cases that appear in the Update Inbox that are not associated with an alert should be processed after the cases that had alerts are completed.

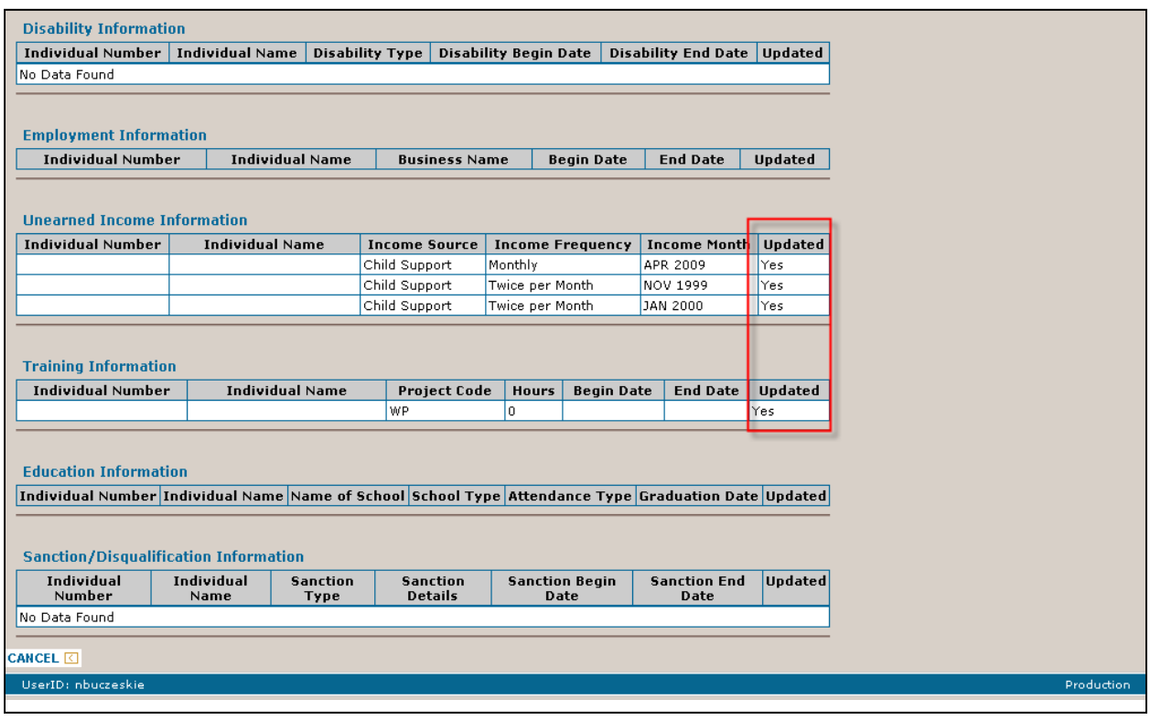
The Update Inbox is accessed from the Case Home page by clicking Update Inbox from the Sub Navigation bar. The Update Inbox shows the updated cases assigned to the worker's caseload(s) and displays the following:

1. PELICAN CCW cases associated with the CIS update (by the PELICAN CCW Co/Record Number and Primary Caretaker).
2. Transfer Status and the date it was received (i.e., the night the batch was run).
3. Assigned caseload.
4. Reviewed status.
5. Priority of the update.
6. Cases by date (oldest to newest).

The Update Inbox defaults to all cases not marked as "Reviewed". The CCIS has the option of selecting the "Reviewed" indicator once a case has been processed and/or reviewed. PELICAN CCW automatically marks low priority updates as "Reviewed" and does not display these updates with the default inbox search criteria. All cases remain in the Update Inbox for 60 days. If there are individuals in PELICAN CCW linked to multiple CIS cases, all cases are updated and displayed.

The Update Inbox only displays CIS cases that have been updated. If an individual is shared in an open TANF case and an open FS case, both cases would appear in the Update Inbox if that individual's information was updated. However, if an individual is shared in an open FS case and an open LI case, only the FS case would appear in the Update Inbox even though both cases were updated. When a "Failed" update is transferred successfully, PELICAN CCW automatically marks previous "Failed" transfers in the Update Inbox as "Reviewed".

After a search is complete, the CCIS may view the information that CIS updated by clicking the Co/Record Number hyperlink. This will open the CIS Case Summary page. The "Updated" column will indicate which fields/information CIS updated.



Disability Information

Individual Number	Individual Name	Disability Type	Disability Begin Date	Disability End Date	Updated
No Data Found					

Employment Information

Individual Number	Individual Name	Business Name	Begin Date	End Date	Updated

Unearned Income Information

Individual Number	Individual Name	Income Source	Income Frequency	Income Month	Updated
		Child Support	Monthly	APR 2009	Yes
		Child Support	Twice per Month	NOV 1999	Yes
		Child Support	Twice per Month	JAN 2000	Yes

Training Information

Individual Number	Individual Name	Project Code	Hours	Begin Date	End Date	Updated
		WP	0			Yes

Education Information

Individual Number	Individual Name	Name of School	School Type	Attendance Type	Graduation Date	Updated

Sanction/Disqualification Information

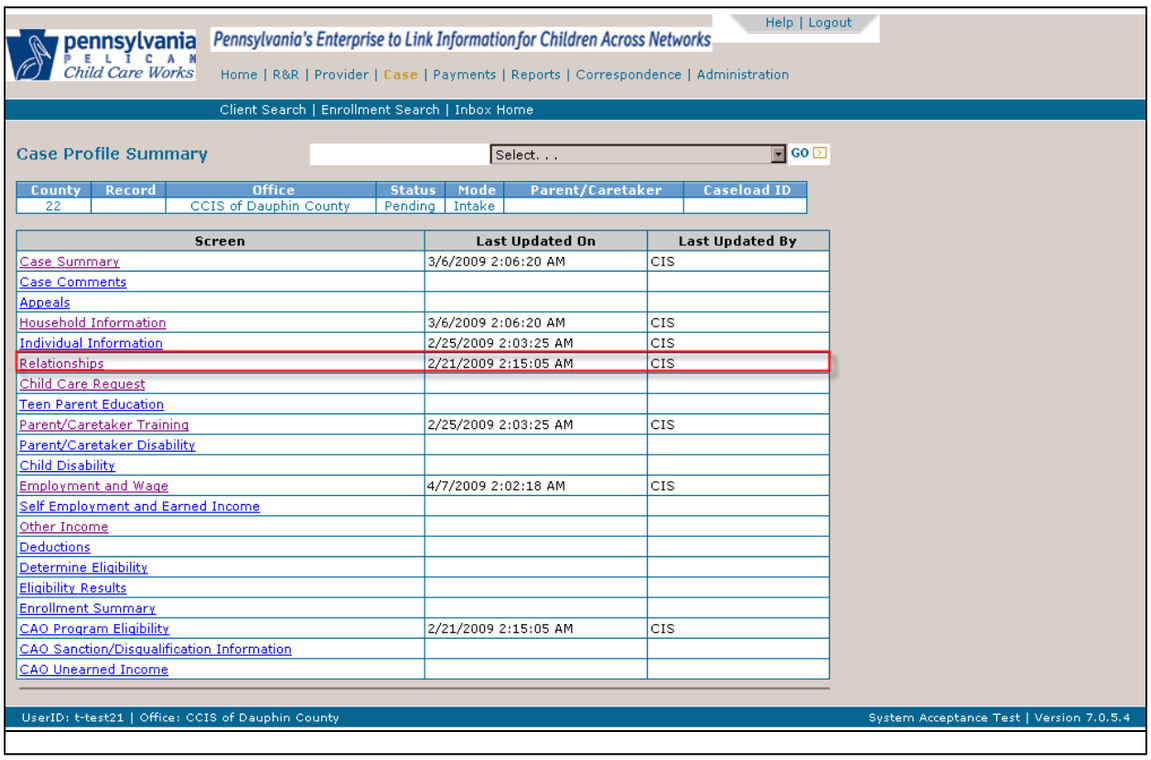
Individual Number	Individual Name	Sanction Type	Sanction Details	Sanction Begin Date	Sanction End Date	Updated
No Data Found						

CANCEL

UserID: nbuczeskie Production

If the "Update" column indicates "No", this means that the CIS information did not update the case in PELICAN CCW. If the "Update" column indicates "Yes", this means that the CIS information was processed by PELICAN CCW and that PELICAN CCW updated the case information.

Not all updated data is recorded on the CIS Case Summary page so it is possible to see "No" indicated in the "Update" column when CIS information changed the data in the PELICAN CCW case. The CCIS may determine what data was updated by viewing the Case Profile Summary page, specifically the "Last Updated By" and "Last Updated On" fields.



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See Manual Section "400.27.3.39 – Questions – 400.13 – Managing the Update Inbox"

400.13.1 Update Statuses

Statuses signal the CCIS worker to take appropriate actions on cases in the Update Inbox. Not all statuses require action.

PELICAN CCW automatically assigns a transfer status to cases processed during the nightly batch. While the statuses are similar to the CIS Inbox, there are different reasons for the assigned statuses. The Update Inbox is looking at the success of new information being applied to existing cases, not at creating a new case.

Common statuses include:

1. Failed – Indicates that the case was not updated because of incomplete or incorrect case data updates from CIS.

   NOTE: When a "Failed" transfers successfully, PELICAN CCW automatically marks previous "Failed" transfers in the Update Inbox as "Reviewed".

2. Processed with Failures – Indicates that not all of the case data successfully updated or was provided, although portions of the information may have been updated.

   EXAMPLE:

   CIS sent an update that added a new individual to the case. The individual was enrolled in training, but not all of the training information was available in CIS. The individual is added to the case even though the training information did not update completely.

   The CCIS must:

   a. Investigate further to determine the information that did not update.

   b. Realize the "Project Begin Date" for the training was not available in CIS, PELICAN CCW used the "Appointment Date". If the "Appointment Date" was unavailable, PELICAN CCW used the date of the update. A subsequent update from CIS may correct the date.

   c. Contact the CAO or the PELICAN CCW Help Desk Representative to create a PCR, as specified by policy, to correct the failure(s) and process the updates.

3. Processed – Indicates the updates to all of the case data were successful.

4. Unprocessed – Indicates the updates for the case were not processed during the nightly batch.

   NOTE: This is a transient status that is assigned by PELICAN CCW during the update process and is rarely seen.

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400.13.2 Update Priority

PELICAN CCW assigns a priority to the update during the nightly batch process. The update is assigned either a "High", "Medium" or "Low" priority based upon the information that is updated by CIS. Some updates impact eligibility for enrollment because CIS eligibility has changed for the budget and/or individuals in the budget. Other updates have no impact on eligibility for enrollment and are simply informational (i.e., change in telephone number). Informational updates require no additional action on behalf of the CCIS.

A priority is only assigned to updates that have "Processed" or "Processed with Failures" status. If more than one category is updated, PELICAN CCW will assign the highest priority to the update.

EXAMPLE: An update is transferred from CIS to PELICAN CCW indicating a change in address and training information. The change in address is assigned a "Medium" priority; whereas, the change in training information is assigned a "High" priority. Therefore, PELICAN CCW will assign the total update a "High" priority.

The Update Inbox also allows the CCIS to sort or search the cases by priority, giving the CCIS the ability to prioritize workloads.

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400.13.3 Searching the Update Inbox

The CCIS may search the Update Inbox by completing the following steps in PELICAN CCW:

1. Select "Case" on the Main Navigation bar and select "Inbox Home" on the Sub Navigation bar.
2. Select the "Cases" hyperlink under the "Update Inbox" section.

   NOTE: The Update Inbox defaults to the caseworker's assigned User ID.
3. Determine the type of search the CCIS wishes to perform:

   NOTES:

   - If performing a search for a specific individual or case – Move to Step (4).
   - If performing a general search – Skip to Step (5).
4. Enter the individual or case search criteria.
5. Enter the "From Date".

   NOTE: The "From Date" defaults to the last day when the update batch ran in PELICAN CCW. This field enables PELICAN CCW to look for updates from the date entered forward.

6. Select the desired transfer status from the "Status" drop-down menu (the "Select…" option returns cases in all transfer statuses).

   NOTES:

   - The "Review Status" defaults to "Not Reviewed".
   - PELICAN CCW automatically marks "Failed" updates as "Reviewed" when a "Processed" update is received from CIS.
   - PELICAN CCW automatically marks all updates for a case as "Reviewed" when eligibility for enrollment is assessed and confirmed.

7. Select the desired priority from the "Priority" drop-down menu (the "Select…" option returns all priorities).

   NOTE: PELICAN CCW automatically marks "Low" priority updates as "Reviewed".

8. Click "Search".

9. Click the PELICAN CCW Co/Record Number hyperlink to view the CIS Case Summary page.

   NOTE: To return to the Update Inbox, click the "Cancel" button at the bottom of the CIS Case Summary page.

10. To modify the search criteria, scroll to the bottom of the Update Inbox page, enter additional or different information and click "Search".

The CCIS may perform a search of the Update Inbox in PELICAN CCW on all cases updated within the last 60 days.

Transfers occurring on the weekend automatically appear in the default search criteria on the following Monday. If a holiday falls on a business day, the CCIS must enter a "From Date" for the business day prior to the holiday.

The "Caseload" search is not limited to the worker's caseload. The CCIS may search another worker's caseload if a worker is covering for another worker that is out of the office. The default search results are listed by "Date Received" in descending order from the oldest to the newest. The search results may also be sorted by:

- Priority
- Primary Caretaker
- Co/Record Number
- Status
- Caseload

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400.13.4 Processing Updates

The CCIS may process updates by completing the following steps in PELICAN CCW:

1. View the workload assignment alerts to identify the type of updates received from CIS.
2. View updated cases in the Update Inbox and click the PELICAN CCW "Case ID" hyperlink to open the CIS Case Summary page.
3. Review the CIS Case Summary page and complete the steps as follows:
    a. When the "Updated" column in all sections displays a "No" complete the following steps:
        i. Click the PELICAN CCW "Case ID" hyperlink to open the Case Profile Summary page.

            NOTE:

            Record the date the update was received. Updates could affect the following pages:

            - Household Information, with the exception of changes in address and telephone number.
            - Individual Information.
            - Relationships.

            These updates are not displayed on the CIS Case Summary page.

        ii. View the "Last Updated On" column for the date that matches the "Date Received" in the Update Inbox.

            E. If the update dates match, view the updated information by clicking the screen hyperlink(s). PELICAN CCW will instruct the CCIS to assess eligibility for enrollment if required.

            F. If there are no matching dates, no action is required.

                NOTE:

                Previous dates in the "Last Updated On" column should have been processed. Note the date on the eligibility screens to determine when eligibility for enrollment was last assessed.

b. When the "Updated" column for the "Eligibility Information" section(s) displays a "Yes" complete the following steps:

i. If an individual has been added or deleted and the effective date is future-dated:

A. Do not assess eligibility for enrollment – no current action is required.

B. PELICAN CCW automatically generates a workload alert on the date the CCIS must assess eligibility for enrollment.

ii. If an individual already exists:

A. View the Case Profile Summary page.

B. View updated information by clicking the screen hyperlink(s).

C. Assess eligibility for enrollment according to enrollment rules.

c. When the "Updated" column for any of the remaining section(s) displays a "Yes" complete the following steps:

i. View the Case Profile Summary.

ii. View the updated information by clicking the screen hyperlink(s).

iii. Assess eligibility for enrollment according to enrollment rules.

4. Once an update has been processed, the CCIS must click the "Reviewed" checkbox in the Update Inbox and then click "Save". This will allow the CCIS to organize the updates the CCIS has completed.

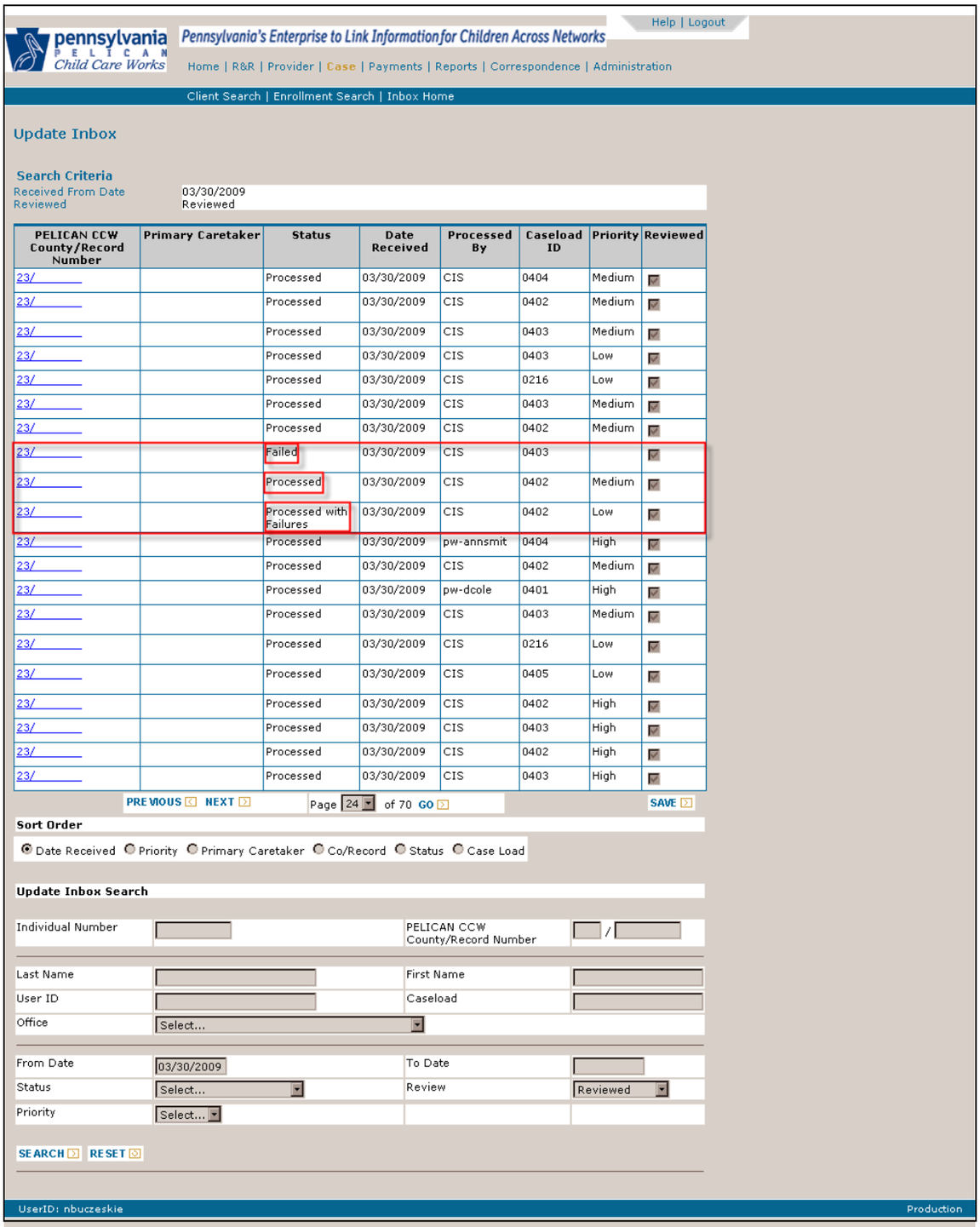
PELICAN CCW applies the following statuses to updates:

1. Failed
2. Processed with Failures
3. Processed
4. Unprocessed

"Failed" status means that an update was <u>not</u> applied in PELICAN CCW because of incomplete or incorrect case data.

"Processed with Failures" status indicates some necessary information is missing (i.e., place of employment, income, disability, unearned income, education or training). This status requires the same procedures as the "Processed" status, but the CCIS must also work closely with the CAO and the p/c to obtain the missing or incomplete information.

"Processed" status means an update was successfully applied in PELICAN CCW.



The following subsections provide the procedures the CCIS must use to work through cases with a "Failed," "Processed with Failures" or "Processed" transfer status.

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400.13.4.1 Failed Status Procedure

The CCIS must complete the "Failed" Status Procedure as follows:

1. Click the Co/Record Number hyperlink for the "Failed" update.
2. Note the Failure Reasons and click "Cancel" to return to the Update Inbox. The CCIS may want to print a copy of the screen to provide to the Help Desk Representative.
3. Repeat Steps (1) and (2) above for each "Failed" update.
4. Contact the CAO and provide the Failure Reason Code. If the CAO has not resolved the issue and the p/c personally requests care, call the Help Desk Representative to enter a PCR.
5. (Optional) For each reported "Failed" update, use the Reviewed checkbox and click "Save" to indicate that contact was initiated.

   NOTE: When a case received in the CIS Inbox has a "Failed" transfer status, the case will remain in the CIS Inbox as "Not Reviewed" until the user manually marks the update as "Reviewed;" or a "Processed" update is received from CIS. This will automatically mark all prior "Failed" updates as "Reviewed."

   EXAMPLES:

   1. Case 49/XXXXXXX receives an update in the Update Inbox as Failed on 1/1. The update is not marked as Reviewed. On 1/3 another update is received as Processed. PELICAN CCW will automatically mark the Failed update from 1/1 as Reviewed.
   2. Case 49/XXXXXXX receives an update in the Update Inbox as Failed on 1/1. The update is not marked as Reviewed. On 1/3 another update is received as Processed with Failures. PELICAN CCW will NOT automatically mark the Failed update from 1/1 as Reviewed.
6. Follow the procedures for the remaining statuses in the Update Inbox.

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400.13.4.2 Processed with Failures Status Procedure

The CCIS must complete the "Processed with Failures" Status Procedure as follows:

1. Click the Co/Record Number hyperlink for the "Processed with Failures" update.
2. Determine if the Failure Reasons involve the CAO (i.e., invalid or missing data), according to policy. Complete the following steps depending upon whether the Failure Reasons involve the CAO:
   a. When the reason involves the CAO, contact the CAO according to policy guidelines to coordinate an update if necessary, then move to Step (3) below.
   b. When the reason does not involve the CAO, move to Step (3) below.
3. Navigate to the Update Inbox, click the "Reviewed" checkbox and click "Save."

   NOTE: If the "Processed with Failures" Reason does not restrict the CCIS user from assessing eligibility for enrollment, PELICAN CCW will automatically mark the case as "Reviewed" in the Update Inbox when the CCIS user confirms eligibility for enrollment.

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400.13.4.3 Processed Status Procedure

The CCIS must complete the "Processed" Status Procedure as follows:

1. Click the Co/Record Number hyperlink for the "Processed" update.
2. Navigate to the Update Inbox, click the "Reviewed" checkbox and click "Save."

   NOTE: PELICAN CCW will automatically mark the case as "Reviewed" in the Update Inbox when the CCIS user assesses and confirms eligibility for enrollment.

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400.13.5 Processing Failure Reasons

When more than one failure reason exists, follow the actions according to the priority listed below. Use one set of actions to correct all of the failures:

1. Conflicting or Overlapping Data.
2. Invalid Data.
3. A Budget could not be Identified for Case Creation.
4. Budget C (or U) does not Exist.
5. P/C could not be Derived.
6. Missing Data.
7. Training Specific.

If a failure reason is preventing the CCIS from assessing eligibility for enrollment, the CCIS should complete the actions as soon as possible to correct the failure and process the case. If a failure reason does not prevent the CCIS from assessing eligibility for enrollment, the CCIS must complete the actions to process the case and correct the failure so that the information is correct on an on-going basis.

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400.13.5.1 Conflicting or Overlapping Data

This Failure Reason results when an individual eligibility begin date from CIS is in conflict with the CIS individual eligibility dates in PELICAN CCW. The CCIS must complete the following steps to resolve this Failure Reason:

1. Recognize that the Failure Reason occurred for a pushed “Reopen” case.
2. Before doing the refresh, compare the eligibility begin dates for the individuals’ segments on the CIS Case Summary page (the page shows the updates not applied), the CAO Program Eligibility page (the page shows the updates applied) and the CIS screens (the screens show the actual CIS data).

3. Verify that all of the individual's eligibility segments displayed in CIS that are not negated appear on the CIS Case Summary page. (Segments that are not negated do not have an end date that is one day prior to the begin date. Negated segments are not sent to PELICAN CCW currently).
    a. If all non-negated segments appear, refresh the case.
    b. If one or more non-negated segments do not appear, do not refresh the case. Stop and contact the Help Desk Representative to have the representative create a PCR.
4. Once the refresh is successful, assess eligibility for enrollment, confirm results and process appropriately.

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400.13.5.2 Invalid Data

This failure reason results when the following occur:

1. Cash Disability Type if not valid for disability.
2. Valid pay stubs were not found for Unearned Income.
3. School Type is not valid for Education.
4. Hours is not valid for Education.
5. Employment is not valid.
6. State is not valid for employment.
7. Grant Amount begin date should be greater than XX/XX/XXXX.
8. Effective Begin Date may not be more than 30 days in the future.
9. Pay Date may not be in the future.
10. Pay Date may not be less than Income Begin Date.
11. Pay Date may not be less than Employment Begin Date.
12. Cannot replace actual income with estimated income.
13. Primary Caretaker participation cannot be ended for the individual.

The CCIS must complete the following steps to resolve this Failure Reason:

1. Assess eligibility for enrollment.
2. If the case is eligible for subsidized child care, complete the following steps:
    a. Confirm the results and process appropriately.
    b. Contact the CAO to correct the invalid data.
3. If the case is ineligible due to the failure reason(s), complete the following steps:
    a. Do not confirm the results.
    b. Contact the CAO to correct the invalid data. If the CAO cannot correct the invalid data, complete the following steps:
        i. Request follow-up from the CIS Hotline.
        ii. Contact the PELICAN CCW Help Desk Representative to create a PCR.

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400.13.5.3 Budget C (or U) does not Exist

This Failure Reason results when a budget C (or U) does not exist. The CCIS must complete the following steps to resolve this Failure Reason:

1. If a C budget does not exist or is not currently open:
    a. Determine whether a U budget exists.
    b. If a U budget exists, determine whether the U budget is open.
    c. If the U budget is open, pull a new case using the U budget.
    d. If the U budget is not currently open, determine whether the U budget closed within the past 183 days.
    e. If the U budget closed within the past 183 days, assess eligibility under the FT child care program.

2. If a U budget does not exist or is not currently open:

    a. Check CIS to determine whether the C budget closed within the past 183 days.

    b. If the C budget closed within the past 183 days, assess eligibility under the FT child care program.

3. If a C budget exists and is open, pull a new case using the C budget.

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400.13.5.4 P/C could not be Derived

This Failure Reason results when a p/c could not be derived in PELICAN CCW because one of the following conditions is true:

1. The budget closed in the past and the PELICAN CCW case's current status is "Open".
2. The budget closed in the past and the PELICAN CCW case's current status is "Closed".
3. The budget closed in the past and the PELICAN CCW case's current status is "Pending".
4. The budget closes in the future.
5. The p/c is a J budget parent.

The CCIS must complete the following steps to resolve this Failure Reason:

1. When The budget closed in the past and the PELICAN CCW case's current status is "Open", the CCIS must determine the child care program associated with the case and complete the following steps based upon the child care program:

    a. If the child care program is FT, LI or HS/PK, stop and mark the case as "Reviewed".

b. If the child care program is TANF, FS or GA, contact the CAO and verify whether the case is eligible for child care and whether the p/c has requested child care, then complete the following steps:

i. If the case is eligible for child care and the p/c has requested child care, provide the CAO with the failure reason code(s) to correct the case. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline. If the CAO Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.

ii. If the case is not eligible for child care, assess eligibility under the appropriate FT, LI or HS/PK child care program and take the appropriate actions based upon the eligibility results.

iii. If the case is eligible for child care but the p/c has not requested child care, complete the steps to voluntarily close the case.

2. When the budget closed in the past and the PELICAN CCW case's current status is "Closed", the CCIS must stop and mark the case as "Reviewed".

3. When the budget closed in the past and the PELICAN CCW case's current status is "Pending", the CCIS must:

a. If the child care program is FT, LI or HS/PK, stop and mark the case as "Reviewed".

b. If the child care program is TANF, FS or GA, contact the CAO and verify whether the case is eligible for child care and whether the p/c has requested child care, then complete the following steps:

i. If the case is eligible for child care and the p/c has requested child care, provide the CAO with the failure reason code(s) to correct the case. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline. If the CAO Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.

ii. If the case is not eligible for child care, assess eligibility under the appropriate FT, LI or HS/PK child care program and take the appropriate actions based upon the eligibility results.

iii. If the case is eligible for child care but the p/c has not requested child care, change the case to FT to pay the provider and close the case.

4. When the budget closes in the future, the CCIS must contact the PELICAN CCW Help Desk Representative to create a PCR.

5. When the p/c is a J budget parent, the CCIS must contact the PELICAN CCW Help Desk Representative to create a PCR.

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400.13.5.5 Missing Data

This Failure Reason results when the following occur:

1. Disability Type cannot be empty for disability
2. Disability Begin Date cannot be empty for disability
3. Cash Verification Code cannot be empty for disability
4. Hours cannot be empty for Education
5. School Type cannot be empty for Education
6. Employment Begin Date cannot be empty for employment
7. Employer Name cannot be empty for employment
8. Income is missing for employment
9. Valid pay stubs were not found for employment
10. Pay Date cannot be empty
11. Case Line Number cannot be empty or 00 for individual

The CCIS must complete the following steps to resolve this Failure Reason:

1. Assess eligibility for enrollment.
    a. If the case is eligible, confirm the results, process appropriately and contact the CAO to enter the missing data.
    b. If the case is ineligible, do not confirm the results. Contact the CAO to enter the missing data and process the case when the new update is received.
2. If the answer of both (a) and (b) above is "Yes," Provide the CAO with the Failure Reason to correct the case. If the CAO cannot resolve the issue, request follow-up from the CIS Hotline. If the CIS Hotline cannot resolve the issue, contact the PELICAN CCW Help Desk Representative to create a PCR.
3. If the status of the case is "Failed" and the answer to either (a) or (b) above is "No," stop and mark the case as "Reviewed."

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400.13.5.6 Training Specific

This Failure Reason results when the following occur:

1. Project Begin Date cannot be empty for project
2. Project Code cannot be empty for project
3. Total hours is invalid for project
4. Project Code is invalid for project

The CCIS must complete the following steps to resolve this Failure Reason:

1. Assess eligibility for enrollment.
2. Take appropriate actions based on the eligibility results.
3. Enter missing data in PELICAN CCW using the information obtained from the AMR, CIS or a collateral contact with the CAO.

   NOTE:

   If the Project Begin Date is missing, PELICAN CCW automatically uses the Appointment Date in CIS. PELICAN CCW uses today's date (i.e., the push or pull date) if no information is available. If it uses today's date, the enrollment itself can still begin prior to the date as long as there is an eligible segment.

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Return to Manual Section "400.8.1.1 – Procedures"

400.13.6 Processing a Redetermination

A redetermination will come to PELICAN CCW as an update in the Update Inbox. PELICAN CCW will automatically put the case into Redetermination Mode during the nightly batch process. The CCIS will receive an edit on any screen within the case reminding the CCIS to assess and confirm eligibility for enrollment in PELICAN CCW.

For all TANF cases, the CAO completes a partial review every 6 months and a full Redetermination every 12 months. The CAO is entirely responsible for completing timely redeterminations for TANF benefits. For this reason:

1. The Redeterminations Due Report generated by PELICAN CCW does not and will not include TANF cases.
2. PELICAN CCW does not and will not generate a Redetermination Packet for any TANF case.
3. The Redetermination page in PELICAN CCW is "Read-Only".
4. The CCIS may not change the Redetermination Date in PELICAN CCW.

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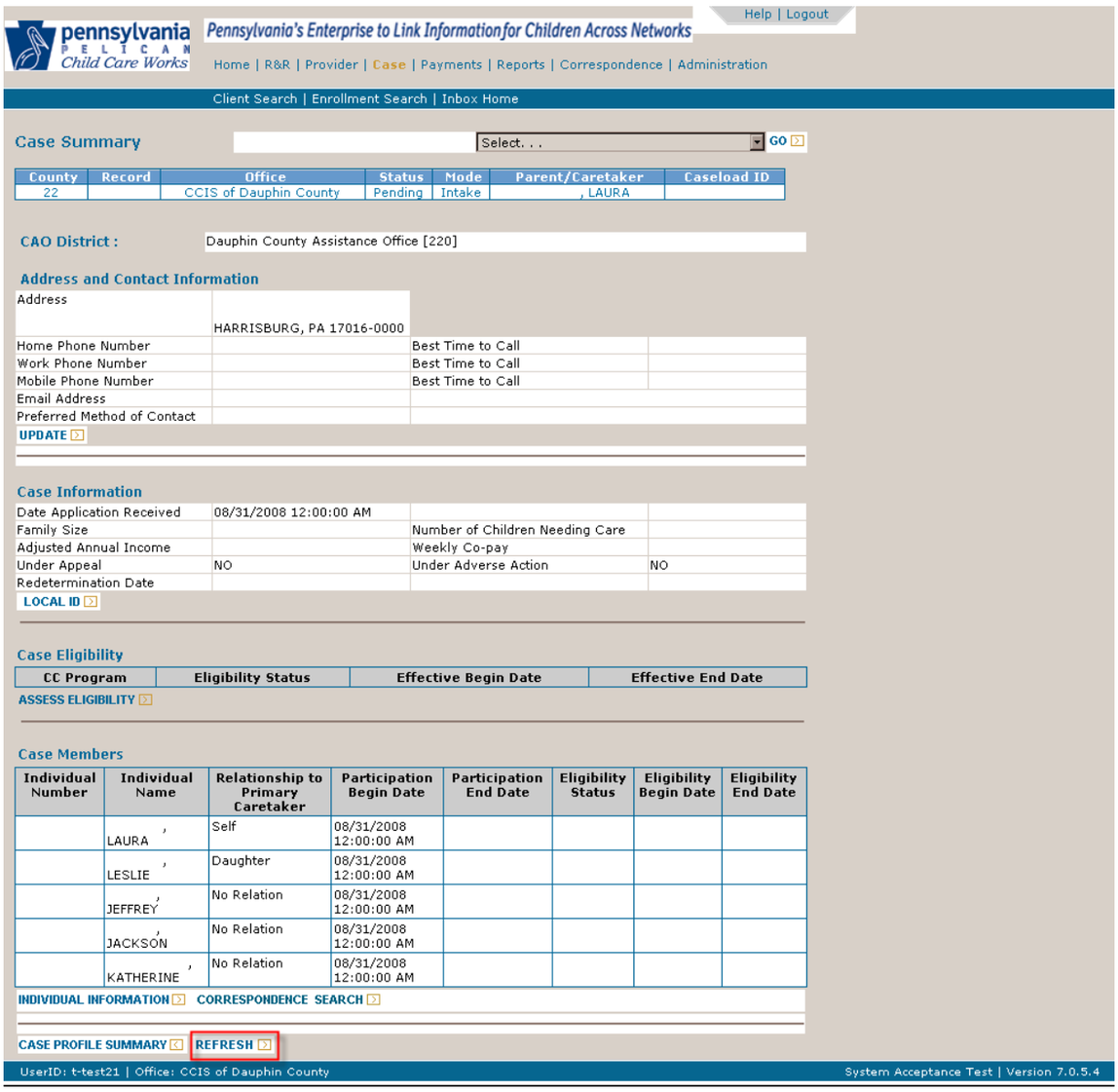
400.14 REFRESHING A CASE

The CCIS must use the "Refresh" button to synchronize PELICAN CCW data with CIS data in the following circumstances:

1. When reopening a closed TANF case in response to the receipt of a new TANF case in the CIS Inbox that is associated with the same budget (i.e., TANF-C to TANF-C; or TANF-U to TANF-U).
2. When care is provided under the FT, HS/PK or LI child care program, the case is linked to CIS and TANF reopens.
3. When instructed by OCDEL HQ staff because data is out-of-synch with CIS.

The "Refresh" button appears on the Case Summary page in PELICAN CCW. See the screen shot below.



The CCIS may not use the "Refresh" button when reopening a closed TANF case in response to the receipt of a new TANF case in the CIS Inbox that is associated with a different budget (i.e., TANF-C to TANF-U; or TANF-U to TANF-C). In these circumstances, the CCIS must pull the appropriate TANF-C or TANF-U budget and process the new case that appears in the CIS Inbox following the pull.

The "Refresh" button does not function like the "Refresh" button on your internet browser. A "Refresh" performs a "Pull with History" of CIS data into PELICAN CCW and should only be used for the situations listed above. The CCIS may determine whether a case is linked to CIS by opening the following pages in PELICAN CCW:

1. CAO Program Eligibility page – If a Budget Record exists on this page, the case is linked to CIS; and
2. Case Summary page – If the "Refresh" button appears on the bottom of the page, the case is linked to CIS.

It is important to be aware that when a TANF case is refreshed, the following occurs:

- Only active records are applied to PELICAN. If a record is inactive (end dated) in CIS and is active in PELICAN, the PELICAN record is deleted during the refresh.
- All records in PELICAN (affected by the refresh for both active and inactive) for the case are deleted and replaced by CIS information.
- All data deleted in PELICAN from the Refresh function can be viewed in History (Note: the CIS Case Summary page will NOT display the information as "Updated" if the record is inactive in CIS because the information was technically not updated in PELICAN: it was deleted)

Data from CIS may not always transfer into PELICAN CCW when a FT/LI/HS/PK case is reopened and refreshed. This most often occurs when a closed FT/LI/HS/PK case is reopened due to TANF reopening. The Refresh functionality can be affected by the way case ownership is determined in PELICAN CCW.

Case Ownership is established in PELICAN CCW based on the last child care program under which eligibility for enrollment was assessed and confirmed. Once eligibility for enrollment is assessed and confirmed under TANF, PELICAN CCW reassigns case ownership to CIS.

When reopening and refreshing a FT/LI/HS/PK case, eligibility for enrollment has not yet been assessed and confirmed under TANF so PELICAN CCW continues to assign case ownership to the CCIS and not CIS. The CCIS must complete the following steps:

1. Check CIS for current employment and training.
2. Manually enter Employment and Training information from CIS that did not update during the initial refresh
3. Assess and confirm eligibility for enrollment
4. If the case is eligible, refresh the case again (this resolves the case ownership issue, CIS data will now replace PELICAN CCW data and a link to CIS is established)
5. If case is still ineligible, follow standard procedure

Programs that are in bold text and shaded are the scenarios you will see most often.

Current Program	New Program	Process		Rules
		Same Case	New Case	
CIS Program to a CIS Program (i.e., TANF C to TANF U or vice versa; or TANF TCA C 00 to TANF C 71 or 72; etc.)				
TANF	TANF *(Same Budget)*	X		Use Refresh functionality
TANF	TANF *(New Budget)*		X	
CIS Program to PELICAN CCW Program back to Original CIS Program and Budget Group				
Mapped FT	TANF	X		TANF case and budget group existed before FT; Use Refresh functionality
LI	TANF	X		TANF case existed before LI; Use Refresh functionality

NOTES:

1. If the CCIS changes the child care program from a PELICAN CCW child care program (i.e., Former TANF, HS/PK or LI) to a CIS child care program (i.e., TANF, FS or GA), the CCIS must determine if a CIS case existed prior to the PELICAN CCW case.
   - If a case existed, the CCIS can use the same case to change the child care program.
   - If a case did not exist, the CCIS must use a new case for the new child care program.
2. The following conditions will help if a CIS case existed prior to the PELICAN CCW case:
   - Information is found on the CAO Program Eligibility page.
   - The "Refresh" button is present on the Case Summary page.
   - The Case Profile Summary page may display CIS or OIM Transfer in the "Last Updated By" column.
   - Information is on the Unearned Income pages.

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See Manual Section "400.27.3.40 – Questions – 400.14 – Refreshing a Case"

400.15 TRANSITIONAL CASH ASSISTANCE (TCA)

Families who are transitioning from welfare to work are eligible to receive a child care allowance through the County Assistance Office in order to participate in training, education or work activities. Once a family obtains income and is earning a certain amount per month, the CAO may transition the case to another TANF program called TCA in order to begin preparation for TANF benefits to end within the next 90 days. When the TANF case is closed, the case is considered potentially eligible for continued care under the Former TANF child care program.

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400.15.1 General Provisions

TCA is a new initiative that will provide transitional cash benefits to households whose income makes them ineligible to receive regular TANF. The TCA budget is a cash (C or U) budget that has a program status code of "71" or "72" depending upon whether the budget meets the EMC requirements. The TCA budget will start the day following the date regular TANF ends and will have a future end date. A TCA case is just another flavor of TANF. While TCA is open in CIS, the child care case is not eligible for FT. The case will be eligible for FT when TCA ends in CIS. A PELICAN CCW case will be created and mapped to CIS for every corresponding TCA budget, provided it is pushed by CIS or pulled by CCIS.

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400.15.2 Case Creation Process

When a new TCA budget is created in CIS, PELICAN CCW will receive an update to the TANF case in the Update Inbox. PELICAN CCW will use the combination of the new budget grant group and PSC 71 or 72 to create a new TCA case in PELICAN CCW. A new TCA case associated with the CIS Record Number will appear in the CIS Inbox.

Subsequent TCA cases (TCA reopen) sent with the same grant group and PSC will use the existing TCA case within PELICAN CCW or else a new TCA case will be created. TCA budget will always start the day after the TANF budget closes (e.g., CIS next payment date + 1). TCA openings will be transferred to PELICAN as a case update.

If a case is not receiving TANF child care in PELICAN CCW prior to budget closure in CIS and the p/c requests child care while the family is receiving TCA, the TCA case may be pushed from CIS or pulled by the CCIS depending whether the parent reports need for care to CAO or CCIS.

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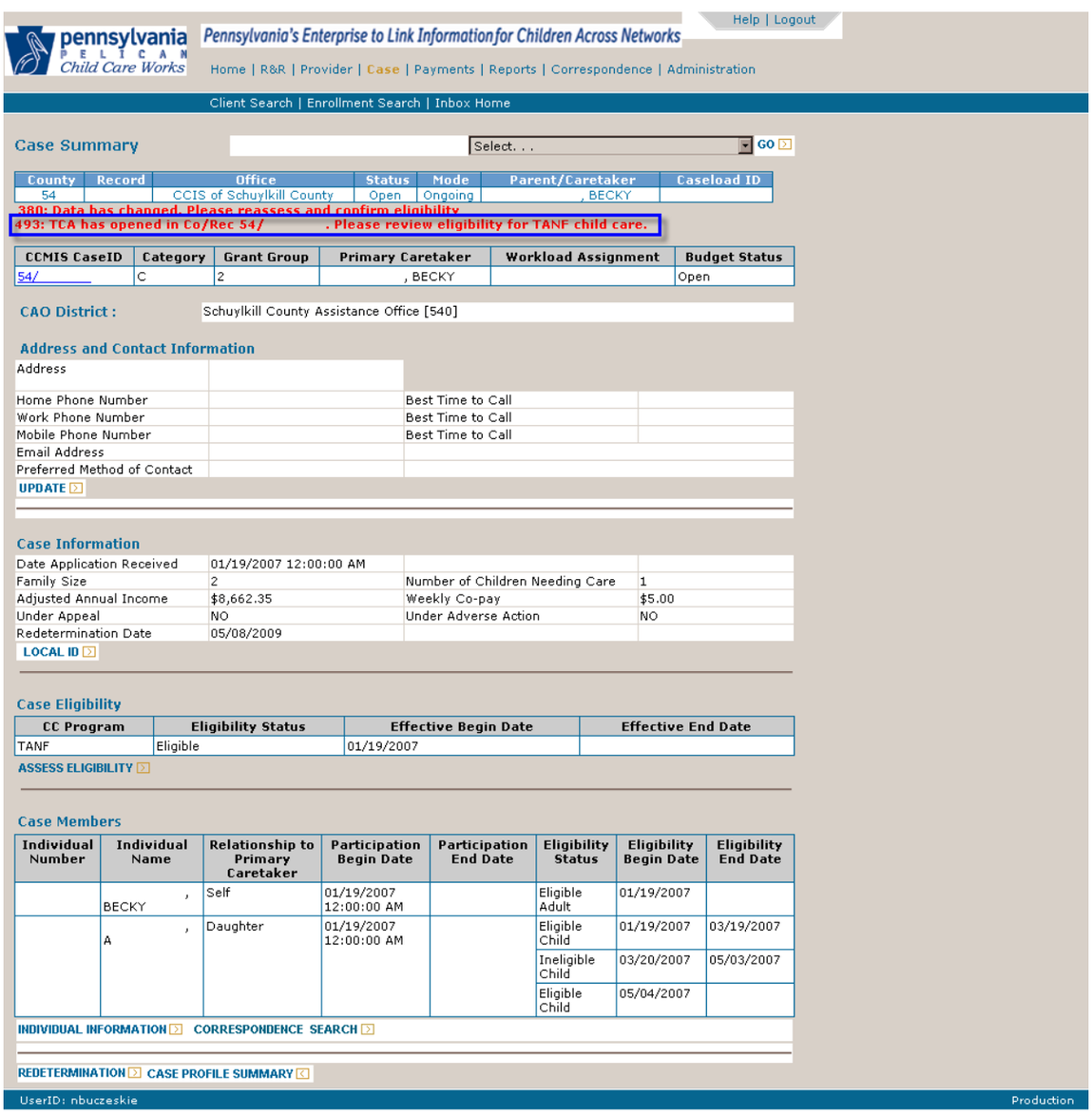
400.15.3 Tracking Date Alerts

An alert will be generated to the worker assigned to the TANF case notifying them of the TCA opening. This alert will generate on the same day the TCA case comes into the CIS Inbox and state, "TCA has opened in Co/Record Number xx / xxxxxxxxx. Please close the current TANF case and review CIS Inbox for the new TCA (C/U) budget that is associated with PARENT/CARETAKER'S NAME. "

Data has changed. Please rerun eligibility	Subsidy Case	54/	4/8/2009	High	Not Cleared	Eligibility	
TCA has opened in Co/Rec 54 . Please close current TANF case and review CIS Inbox for the new TCA (C/U) budget that is associated with FREDERICKS, BECKY L.	Subsidy Case	54/	4/9/2009	High	Not Cleared	Funding	
Individual in Co/Rec 54 has no active enrollments	Subsidy Case	54/	4/9/2009	Medium	Not Cleared	Subsidy Client	

NOTE: This is the Co/Record Number associated with the TCA case in Pending/Intake.

PELICAN CCW will also generate a warning on every page to the worker when either the regular TANF or the TANF TCA case is accessed informing the worker that TCA has opened.



The FT alert previously generated by PELICAN CCW will no longer generate due to changes in the way CIS sends the FT indicator to PELICAN CCW. Also, PELICAN CCW will NOT automatically generate an alert to the worker indicating that TCA is ending and eligibility must be assessed under FT.

Although the CCIS will receive an update indicating that TCA is ending, the CCIS may also wish to manually set a tracking date for the date TCA ends as a reminder to assess eligibility under FT.

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400.15.4 Application Date

The Application Date for a TCA Case will be set to either:

1. The CIS Transfer Date if the TCA Begin Date is in the future; or
2. The TCA Begin Date if it is a date in the past.

If the CIS Transfer Date is used as the Application Date, the CCIS will not be able to assess eligibility on the TCA case until the day TCA opens in CIS.

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400.15.5 Eligibility Rules

TCA cases will follow the existing TANF inclusion and eligibility rules and there is no limit to the number of times a TANF case may become eligible for TCA. A case may bounce back and forth between CIS TANF budgets or between CIS TANF budgets and FT as follows:

- TANF → TCA → TANF → TCA
- TANF → TCA → FT → TANF → TCA → FT

PELICAN CCW will allow the CCIS to assess eligibility under FT regardless of whether the TCA budget is closed or open. PELICAN CCW will not enforce the rule that a case is not eligible for FT until TCA budget closes. The CCIS must enforce this rule by ensuring that a case is not assessed under FT while a TCA budget is open.

The TCA case and the corresponding TANF case in PELICAN CCW may have overlapping eligibility dates. In this scenario, the CCIS must select the Joint Custody/Multiple Case Indicator and enter a date to prevent the case from failing enrollment eligibility rules. A case may not be eligible for child care under a TANF and TCA budget simultaneously. The CCIS must manually close the TCA case in PELICAN CCW and discontinue the enrollments as appropriate when TANF reopens. See **Manual Section "400.18 – TANF Reopening"**.

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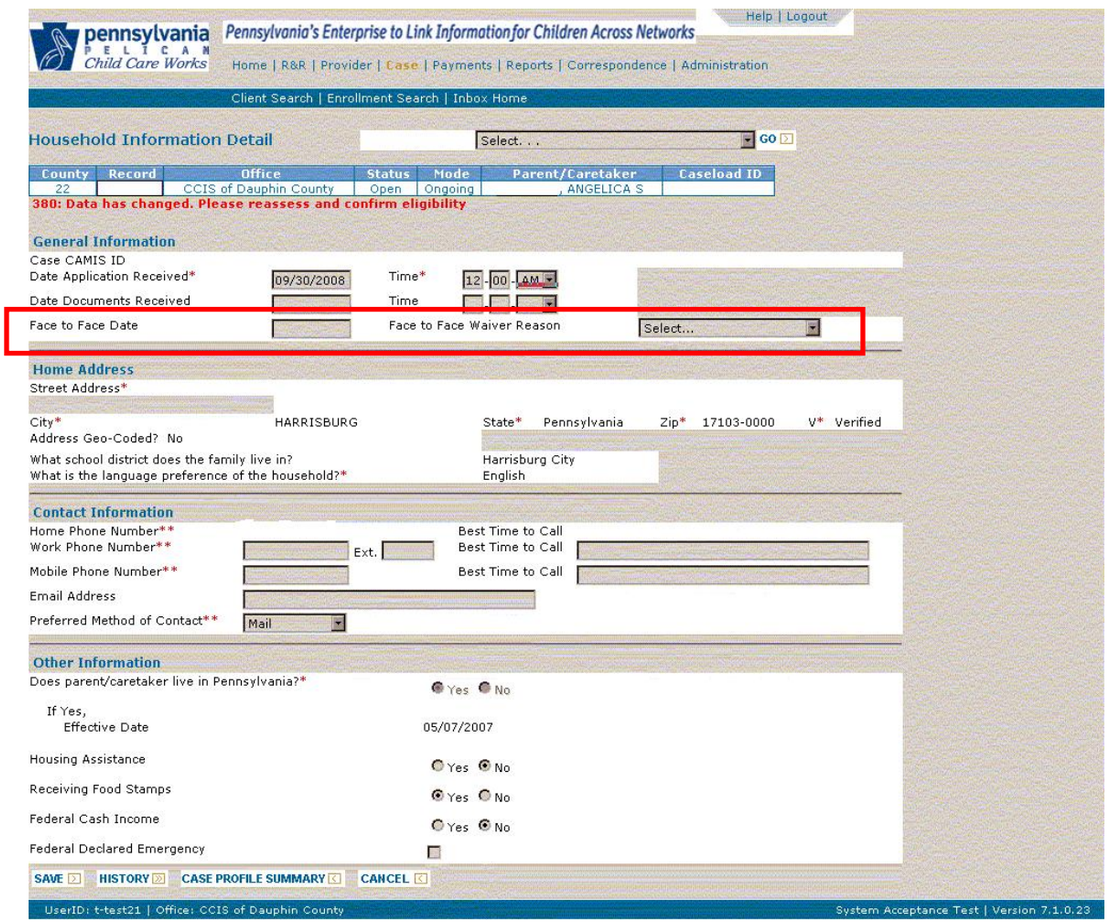
400.15.6 Face-to-Face Requirement

If child care has been previously provided under TANF and the family satisfied the face-to-face requirement, the family is not required to participate in a second face-to-face. If child care had not been previously provided under TANF, the family must satisfy the face-to-face requirement as specified in § 168.18(f) (relating to need for child care).

PELICAN CCW will not pre-populate the "Face-to-Face Date" or "Face-to-Face Waiver Reason" fields on the Household Information page using the information associated with the TANF case. The CCIS must enter the date and waiver reason (as appropriate) in the TCA case based on the information captured in the TANF case.



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See Manual Section "400.27.3.41 – Questions – 400.15.6 – Face-to-Face Requirement"

400.15.7 CIS Inbox

When a TCA case is pushed into PELICAN CCW, the case will be displayed in the CIS Inbox. A new indicator will be displayed in the CIS Inbox to help the CCIS identify a TCA case. Also, additional search criteria will be added to the CIS Inbox in PELICAN CCW to allow the CCIS to search for TCA cases.

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400.15.8 Enrollment Funding

The CCIS must ensure "TANF State MOE" funding is used for enrollments associated with a TCA case. PELICAN CCW will enforce the same funding rules as used currently for other TANF funding. For additional information see **Manual Section "400.11.22 – Selecting an Enrollment Funding Program"**.

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See Manual Section "400.27.3.42 – Questions – 400.15.8 – Enrollment Funding"

400.15.9 Co-pay

The TCA grant must be included in the co-pay calculation. The TCA grant will be displayed as $1,200 because CIS sends the grant and PELICAN CCW annualizes it. The CCIS must assess the co-pay for a TCA case in the same manner as currently handled for a TANF case in which the p/c is participating in a paid activity.

There is no change to the co-pay rules regarding assessing co-pay, assigning a co-pay, determining the appropriate effective date of a co-pay and sending to the p/c (with a copy to the provider) a Confirmation Notice to notify the p/c of an increase or decrease in the co-pay.

If a co-pay was never assessed in the TANF case prior to TCA opening for the first time or if the co-pay increases in the TCA case, the CCIS must assess the co-pay effective 13 days + Monday following the date TCA begins. If the co-pay decreases, the decreased co-pay is effective the Monday following the decrease.

When the TCA case is created in PELICAN CCW, PELICAN CCW will incorrectly assess the co-pay effective the first Monday following the TCA begin date so the CCIS must change the effective date to be effective 13 days + Monday following the TCA Begin Date. If, for any reason, the TCA grant is not included in the co-pay calculation, the CCIS must include $1,200 dollars with an annual frequency in the co-pay calculation and override the co-pay appropriately.

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See Manual Section "400.27.3.43 – Questions – 400.15.9 – Co-pay"

400.15.9.1 Delinquency

Co-pay delinquency is handled in the same manner as handled in any other TANF case.

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400.15.9.2 Waiver

Co-pay waiver as set forth in **§ 168.71(1)(ii)(a)** (relating to monthly payment determination) applies in a TANF case not associated with TCA, when TANF is ending because of new employment, but a TCA budget is not opening. In this case, the TANF case would transfer directly to FT and the CCIS must waive the co-pay from the first day of employment until the regular TANF budget ends. Co-pay waiver as set forth in **§ 168.71(1)(ii)(a**) does not apply to a TCA case.

EXAMPLE:

The CCIS is providing care under the TANF child care program and receives an update indicating the p/c will begin work on 7/20/09, 1st pay is expected on 8/7/09 and TANF is ending on 7/31/09. There is no TCA budget associated with the case. The CCIS assesses and confirms eligibility under FT on 7/30/09 and the case continues to be eligible. The CCIS establishes a co-pay waiver in the TANF case from 7/20/09 – 7/30/09. Following determination under FT, PELICAN CCW establishes a Co-pay Effective Date of 8/3/09 and co-pay stabilization logic is applied so the co-pay remains at $0. The CCIS must change the Co-pay Effective Date to include a 13-day notice period and override the Co-pay Amount as appropriate.

Co-pay waiver as set forth in **§ 168.71(1)(ii)(b)** applies to a TANF and TCA case. In this instance, a co-pay was never assessed in the TANF case prior to TCA opening for the first time because the p/c just started employment so the CCIS must waive the co-pay from the first day of employment until the last day of the calendar month in which the first pay is received + Monday.

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See Manual Section "400.27.3.44 – Questions – 400.15.9.2 – Waiver"

400.15.10 Correspondence

PELICAN CCW will generate correspondence for TCA cases in the same manner as generation for other TANF cases. PELICAN CCW will automatically generate the following correspondences:

- Welcome Letter
- Enrollment Eligible Notice
- Funds Available Letter
- Child Care Confirmation Notice
- Enrollment Ineligible Notice
- AA
- Former TANF Transfer Letter

PELICAN CCW will automatically suppress the Welcome Letter for TCA cases when there is an existing TANF case in PELICAN CCW that is associated with the TCA budget.

PELICAN CCW will generate the Former TANF Transfer Letter immediately upon receipt of the TCA case in the CIS Inbox. The Former TANF Transfer Letter will be triggered by the existence of an end date for the budget. The CCIS must send the Former TANF Transfer Letter at the time of generation.

The CCIS may also create a duplicate copy of the Former TANF Transfer Letter to send to the p/c at a later time closer to the end date of the TCA budget.

The CCIS must "cancel/suppress" the following correspondences unless the case had never received TANF child care in PELICAN CCW:

- Enrollment Eligible Notice
- Funds Available Letter

When the CCIS receives a TCA case in the CIS Inbox that had never received TANF child care in PELICAN CCW and the TCA case is determined "Eligible" for enrollment, the CCIS must:

1. Manually print the Enrollment Eligible Notice.
2. Discard page 1 of the notice.
3. Populate the variable fields as appropriate on the page 1 template and replace the discarded version of page 1.
4. Mail the notice to the p/c.

The CCIS must generate an Enrollment Summary as follows:

1. In the TANF case that is closing, **to inform the provider only or both the p/c and provider (depending upon business need)** that care is ending in the previous Co/Record Number (i.e., associated with the TANF case that is closed/closing) using the reason "New Co/Record Number Assigned".

   NOTE: The CCIS must "Print Locally" the provider version of the Enrollment Summary, if appropriate based upon business need, to avoid confusion for the p/c when care is continuing under the TANF child care program and the Co/Record Number is the only change.

2. In the TCA case that is opening, to inform the p/c and provider that care is continuing in the new Co/Record Number (i.e., associated with the TCA case) using the reason "New Co/Record Number Assigned".

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See Manual Section "400.27.3.45 – Questions – 400.15.10 – Correspondence"

400.15.11 TANF Closure & TCA Opening

When a TANF budget closes in CIS and TCA opens, CIS will "push" (transfer) both TCA and FT case (indicators) to PELICAN CCW. The priority in PELICAN CCW will be given to TCA case creating a new TCA case with a new Co/Record Number rather than creating a Former TANF case in the default caseload.

REMINDER: An update will also be received for the regular TANF case indicating that the TANF budget is closing.

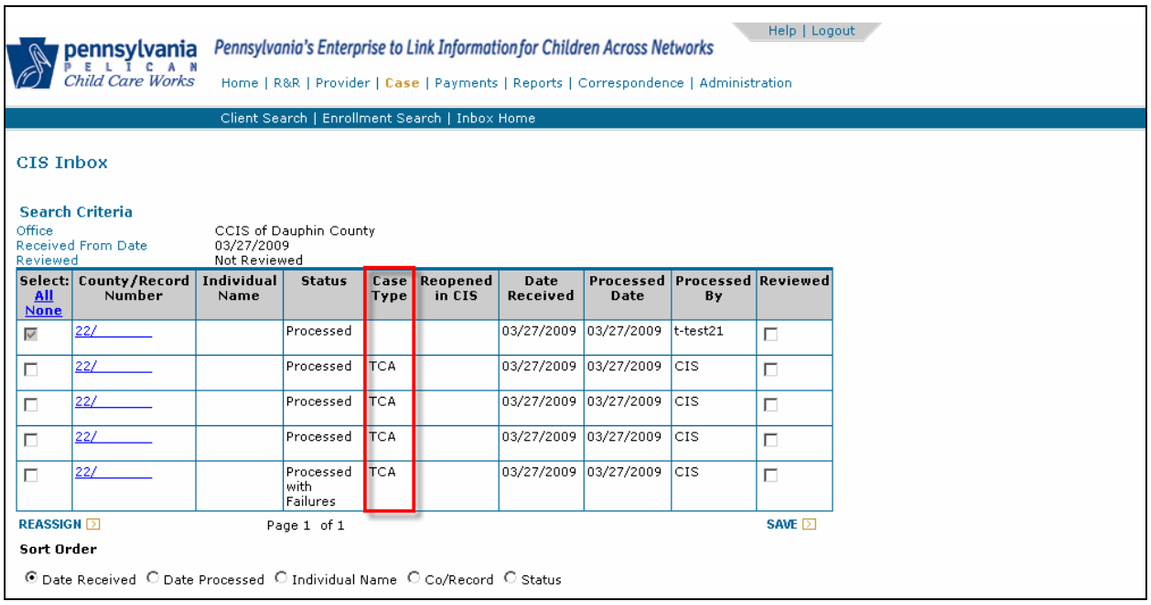
When an existing TANF case changes to TCA, the CCIS must:

1. Note the "Face-to-Face Date" and "Face-to-Face Waiver Reason" (as appropriate) as captured in the TANF case.

2. Close the existing TANF case using "Voluntary Withdrawal" in response to the alert/update.

3. Select "Case" on the Main Navigation bar and select "Inbox Home" on the Sub Navigation bar.

4. Click "CIS Inbox" hyperlink and perform a search using the appropriate criteria to determine if a TCA case was received.



5. Click on the Co/Record Number hyperlink.

6. On the CIS Case Summary page, click on the Co/Record Number hyperlink.

pennsylvania PELICAN Child Care Works — Pennsylvania's Enterprise to Link Information for Children Across Networks

Help | Logout

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | Inbox Home

CIS Case Summary

County/Record Number : 22/_____

CAO District : Dauphin County Assistance Office [220]
New CCIS Office :

Address and Contact Information

Address
HARRISBURG, PA 17010
Phone Number 0000000000

Case Members

Individual Number	Individual Name	SSN	DOB	Citizen Status	Gender	Race	Ethnicity
	, BRUCE			Citizen	M		
	, ELIZABETH			Citizen	F		
	, MELISSA			Citizen	F		
	, RACHEL			Citizen	F		
	, DANIEL			Citizen	M		

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
C		00	TANF	02/01/2009	03/31/2009		Closed

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, MELISSA	Eligible Specified Relative	02/01/2009	03/31/2009
	, RACHEL	Eligible Child	02/01/2009	03/31/2009
	, DANIEL	Eligible Child	02/01/2009	03/31/2009

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
C	3	72	TANF	04/01/2009	06/30/2009	Yes	Open

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, MELISSA	Eligible Specified Relative	04/01/2009	
	, RACHEL	Eligible Child	04/01/2009	
	, DANIEL	Eligible Child	04/01/2009	

Budget Eligibility

Category	Grant Group	PSC	CC Program	Effective Begin Date	Effective End Date	Created	Budget Status
C	2	00	TANF	02/01/2009			Open

Eligibility Information

Individual Number	Individual Name	Eligibility Status	Eligibility Begin Date	Eligibility End Date
	, BRUCE	Eligible Child	02/01/2009	
	, ELIZABETH	Eligible Specified Relative	02/01/2009	

Disability Information

Individual Number	Individual Name	Disability Type	Disability Begin Date	Disability End Date
No Data Found				

Employment Information

Individual Number	Individual Name	Business Name	Begin Date	End Date
	, MELISSA	KOHLS	02/25/2009	
	, ELIZABETH	TACO BELL	02/10/2009	
	, MELISSA			

Unearned Income Information

Individual Number	Individual Name	Income Source	Income Frequency	Income Month
No Data Found				

Training Information

Individual Number	Individual Name	Project Code	Hours	Begin Date	End Date
	, ELIZABETH	A		02/20/2009	
	, MELISSA	A		02/20/2009	

Education Information

Individual Number	Individual Name	Name of School	School Type	Attendance Type	Graduation Date
	, RACHEL	HALIFAX	E	F	

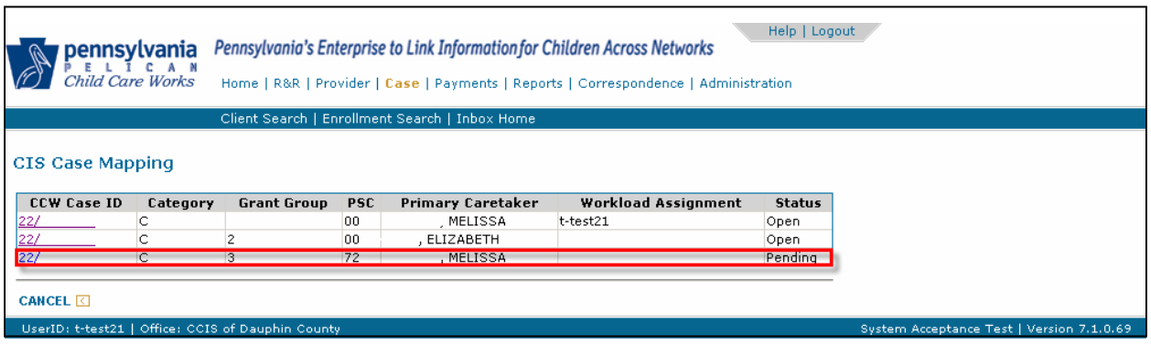
Sanction/Disqualification Information

Individual Number	Individual Name	Sanction Type	Sanction Details	Sanction Begin Date	Sanction End Date
No Data Found					

CANCEL

UserID: t-test21 | Office: CCIS of Dauphin County — System Acceptance Test | Version 7.1.0.69

7. On the CIS Case Mapping page, click on the Co/Record Number associated with the TCA budget.



NOTE: The PSC of "71" or "72" indicates which case is TCA.

8. On the TCA Begin Date, assess and confirm eligibility for enrollment.

9. Suppress the Enrollment Eligible Notice.

10. Enter the "Face-to-Face Date" and the "Face-to-Face Waiver Reason" (as appropriate) on the Household Information page.

11. Create enrollments using TANF State MOE funding.

12. Suppress the Funds Available Letter.

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400.16 TRANSFERING TO FT

There are two types of Former TANF transfers, one is for families that are eligible and were receiving child care with known providers and the other is for families that are eligible but were not receiving child care with known providers. PELICAN CCW will handle these two types of cases differently. If a case transfers from the CAO and the children were receiving child care with a known provider, the family is potentially eligible to continue receiving care from the CCIS under the Former TANF child care program. Subsidized child care will continue until the family becomes ineligible under **55 Pa.Code, Chapter 3041**(related to subsidized child care eligibility) or until the family voluntarily withdrawals from the program.

PELICAN CCW receives Former TANF transfer cases on a daily basis. Those TANF cases are automatically entered into PELICAN CCW creating a case that has a "pending" status in Intake mode. The cases that are created in PELICAN CCW are placed in the "0003 – OIM Transfer with Provider" default caseload.

If a family was not receiving the child care at the time regular TANF or TANF TCA ends, the family remains potentially eligible for Former TANF benefits for up to 183 days following the date regular TANF or TANF TCA ended. These cases are placed in the "0004 – OIM Transfer without Provider" default caseload. The p/c may request child care from the CCIS at anytime during the 183 days following the date regular TANF or TANF TCA ended and potentially qualify for retroactive assistance back to the day after regular TANF or TANF TCA ended.

The CAO will send a PA 1696, Letter of Potential Eligibility, to any case that is potentially eligible for child care through the CCIS under the Former TANF child care program. When the client initiates the transfer by requesting child care at the CCIS, the CCIS will verify the TANF budget closing reason code and date the family's regular TANF or TANF TCA benefits ended. A p/c that misses the 183-day Former TANF potential eligibility window must be assessed under LI and is subject to the waiting list for access to CCIS funds.

The 183-day period for potential FT eligibility begins on the day following the date regular TANF or TANF TCA ends and will continue for 183 days. On the last day of regular TANF or TANF TCA eligibility, the CCIS may assess eligibility for FT. If regular TANF ends and a TANF TCA budget is opened in CIS, the TCA case will be used for FT. The CCIS must:

1. Open the Child Care Program page from the Case Summary page by clicking "Assess Eligibility."
2. Select the FT child care program from the "Program" drop-down box and click "Assess Eligibility."
3. The Family Composition Eligibility Results determine the next steps.
    a. If the case is determined "Eligible," enter deductions and/or other income into PELICAN CCW and then proceed to Step (4).
    b. If the case is determined "Ineligible," click "Cancel," determine eligibility again, select the TANF child care program from the "Program" drop-down box and click "Assess Eligibility." Proceed to Step (4).
4. Click "Confirm."

The reason the CCIS must follow the procedures in Step (3)(b) above is because it ensures PELICAN CCW does not generate an AA and does not add an AA period inappropriately since the case is not eligible under the TANF or FT child care programs.

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See Manual Section "400.27.3.46 – Questions – 400.16 – Transferring to FT"

400.17 DIVERSION

Diversion is a lump sum payment of one month, two months, or a maximum of three months of the family size allowance, given to a family who qualifies for TANF to pay for financial needs that have occurred due to loss of a job or reduction in earnings. Before Diversion is authorized, the CAO determines eligibility for supportive services and other CAO benefits that could meet the family's financial need (i.e., emergency shelter; LIHEAP; etc.). The family must verify that income will be received by the end of the Diversion period that will make it unnecessary for the family to apply for ongoing TANF benefits.

The family must meet all TANF non-financial and income/resource requirements in the month of application or the following month. The p/c(s) must be currently employed or have received earned income within 90 days of application. The family must have verified financial needs and these needs would be met from a one-time cash assistance benefit and is awaiting receipt of verified, self-sustaining income. A Diversion family will be designated as a C or U category in CIS with one of the following Program Status Codes:

- 47 = One month of TANF Diversion.
- 48 = Two months of TANF Diversion.
- 49 = Three months of TANF Diversion.

The CAO refers Diversion clients to the CCIS by using the **Letter of Potential Eligibility form (PA 1696)**. The p/c has 183 days to report to the CCIS to be evaluated for child care under "former TANF rules." The CCIS worker must check CIS to verify whether case is a FT or Diversion case. If the case is eligible under the FT child care program, the CCIS must manually create the case in PELICAN CCW.

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See Manual Section "400.27.3.47 – Questions – 400.17 – Diversion"

400.18 TANF REOPENING IN CIS

When a TANF (C/U) budget reopens in CIS, CIS will reuse the previous budget grant group when possible. An update will appear in the Update Inbox indicating the cash budget has reopened in CIS and the worker to whom the TANF case is assigned will receive an alert. The worker must manually close the TCA case in PELICAN CCW and discontinue the enrollments as appropriate.

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Return to Manual Section "400.15.5 – Eligibility Rules"

400.18.1 Active TCA Case & TANF Reopens

Remember, the TCA case will have a future end date at the time it is pushed, causing a temporary overlap in eligibility segments in this circumstance until the TCA case is closed. The worker will manually pull the TANF case from CIS and establish enrollments as appropriate if the TANF case does not exist in PELICAN CCW.

EXAMPLE:

A TCA case appeared in the CIS Inbox with an Eligibility Effective Date of 2/1 and an End Effective Date of 5/1. On 3/15, the CCIS receives an update in the Update Inbox indicating that TANF reopened effective 3/14. PELICAN CCW stores the following eligibility segments:

- TANF 1/1 – 1/31
- TCA 2/1 – 5/1
- TANF 3/14 – ongoing

PELICAN CCW sees a temporary overlap in the eligibility segments of 3/14 – 5/1 until the TCA case is closed.

The CCIS must manually pull the TANF case from CIS and establish enrollments as appropriate if the following conditions are true:

1. The p/c reports a need for child care to the CCIS; and
2. A TANF case did not previously exist in PELICAN CCW; and
3. A TCA case was not pushed.

The CCIS must complete the following steps in the TANF case:

1. Reopen and refresh the original TANF case.
2. Select the "Joint Custody/Multiple Case" indicator on the Child Care Request page and enter the TANF Begin Date in the "Date" field.
3. Assess and confirm eligibility for enrollment.
4. Suppress the Enrollment Eligible Notice.
5. Establish enrollments as appropriate.
6. Suppress the Funds Available Letter.

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400.18.1.1 TANF Case is Eligible for Care

If the TANF case is "Eligible" for child care, the CCIS must complete the following steps in the TCA case:

1. End the enrollment(s) using the same date as the TANF start date. Use reason of "OIM Program Termination."

   REMINDER:

   The CCIS may not use the reason of "Ineligible" when the budget is closing in CIS because PELICAN CCW will not generate a Child Care Stop Letter or any other correspondence informing the p/c or provider that care is ending.

2. Cancel/Suppress the Child Care Stop Letters generated by PELICAN CCW for the p/c and the provider.

3. Uncheck child Care Request using the reason "Voluntary Withdrawal" from the reason ending care drop down box and click "Save."

4. Assess and confirm eligibility. TCA case will become ineligible and will close through the nightly batch process.

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Return to Manual Section "400.15.5 – Eligibility Rules"

400.18.1.2 TANF Case is Ineligible for Care

If the TANF case is "Ineligible" for child care, the CCIS must complete the following steps in the TCA case:

1. End the enrollment(s) effective today/system date + 1 using "OIM Program Termination" and call the provider to notify the provider that care must end today/system date.

2. Mail the Child Care Stop Letter generated by PELICAN CCW for the p/c and the provider.

3. Uncheck Child Care Request using the reason "Voluntary Withdrawal" from the reason ending care drop down box and click "Save."

4. Assess and confirm eligibility. TCA case will become ineligible and will close through the nightly batch process.

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400.18.2 Active FT Case & Regular TANF or TANF TCA Reopens

The following are the process assumptions:

1. The CIS Case Summary page indicates that a TANF budget was opened with an active training segment, but no employment segment.
2. A "Refresh" is performed by the Supervisor or Director and the data is synchronized with CIS.

The CCIS may change or reopen FT to TANF (unpaid activity) by completing the following steps in PELICAN CCW:

1. Navigate to the Case Profile Summary page.
2. View the "Last Updated One" and "Last Updated By" columns for the Employment and Wage page and the Self-Employment and Earned Income page. When a date appears in the "Last Updated On" column, but the "Last Updated By" column does not display "CIS", navigate to the appropriate page by clicking the screen hyperlink to determine if the segment has been end-dated.
   - The Employment and Wage Detail page for the employment segment; or
   - The Self-Employment Detail page for the self-employment segment.

     NOTE: If CIS transfers an employment segment to PELICAN CCW it will overwrite any existing segment and make the information "Read Only". No further action will be required.
3. Determine if the segment is end-dated.
   - If the segment is end-dated, proceed to Step (11).
   - If the segment is not end-dated, proceed to Step (4).
4. Determine if the Employment or Self-Employment Begin Date is greater than 30 days in the past.
   - If the Employment or Self-Employment Begin Date is greater than 30 days in the past, proceed to Step (5).
   - If the Employment or Self-Employment Begin Date is less than 30 days in the past, proceed to Step (8).
5. Enter a date greater than 30 days in the past in the "End Date" field.
6. Select "Involuntary" from the "Reason For Termination" drop-down box.
7. Click "Save" and proceed to Step (10).
8. Click "Delete" to delete the employment or self-employment segment.
9. Click "Delete" again to confirm deletion of the segment and proceed to Step (10).

10. From the "Select…" drop-down box, navigate to the Case Comment page and enter a case comment stating why the Employment or Self-Employment segment was end-dated or deleted and click "Save".
11. Navigate to the Child Care Program page by selecting "Determine Eligibility" from the drop-down box and clicking "Go".
12. Select "TANF" from the "Program" drop-down box and click "Assess Eligibility".
13. View the FC Eligibility Results to verify that TANF was properly assessed to an unpaid activity.
14. Confirm results.

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400.19 CONFIDENTIALITY

As specified in **55 Pa.Code, Chapter 105, § 105.1** (relating to policy) set forth the legal provisions relating to policy for safeguarding information. The provisions of this chapter safeguard information relating to individual applicants and recipients of public assistance by restricting the use or disclosure of the information as required by sections 404, 425 and 505 of the Public Welfare Code (62 P. S. § § 404, 425 and 505).

> The CCIS will collect and use only that information that relates to its responsibilities in administering the subsidized child care program. The information is limited in its scope and its use to that which is essential to the proper discharge of the responsibilities of the Department.

All case information is considered confidential. There are some circumstances, which require the CCIS to take additional steps to further safeguard information.

When a case meets any of the following conditions the CCIS must keep case comments in the hard file only (i.e., not within PELICAN CCW) and the hard file must be kept separate from other case files in a location that is secured and is accessible only by the Director or a designee of the Director's choice:

1. Includes a teen parent who is 13 years of age of younger.
2. Includes an employee of the CCIS.
3. Includes an individual who has disclosed circumstances, which include domestic or other violence.

PELICAN CCW allows the CCIS to designate a case as "Confidential;" however, the CCIS will not use the functionality for any case in PELICAN CCW until/unless directed by OCDEL. **This functionality restricts access to a confidential PELICAN CCW case by removing the hyperlink to the case from search pages in PELICAN CCW and from the CIS Case Summary pages.**

The CAO has the ability to mark cases as confidential using the DV indicator in CIS. OCDEL continues to work closely with OIM to resolve issues related to accessing TANF, FS and GA case information once the confidentiality indicator is set.

When a new confidential case is pushed or pulled into PELICAN CCW, the case will appear in the CIS Inbox and the CCIS will receive an alert that the CIS case is marked confidential. Existing confidential cases in PELICAN CCW also receive updates.

Only the primary and secondary CCIS caseworkers, as well as the Supervisor and Director who are assigned to the 0005 caseload will have access to new confidential cases.

REMINDER: **Having a Director or Supervisor *security role* within PELICAN CCW does NOT mean the Director or Supervisor has access to the 0005 caseload and any confidential cases in that caseload. The Director or Supervisor User ID must be entered into the respective fields of the individual caseloads to establish access to the cases.**

NOTE: **Users who may have multiple PELICAN Child Care Works User IDs should be especially mindful of the User ID entered for the caseloads.**

If the CCIS reassigns the case to another caseload, then only those individuals assigned to the new caseload will be able to view the case unless they have a special confidentiality security role. If a CCIS worker who is not assigned to the caseload and does not have the special security role attempts to access a case, a warning is displayed indicating the worker does not have access

If an individual is participating in more than one case, PELICAN CCW propagates the confidential status of the case to all cases in which that individual participates.

EXAMPLES:

1. **If a CAO office marks a FS case in their office confidential and that FS case had a shared individual with a LI case, PELICAN CCW automatically considers the LI case confidential.**
2. **In joint custody cases in two different CCIS offices, if the CCIS or CAO marked one of the cases confidential, the other case with the shared child would be marked confidential.**

When PELICAN CCW propagates confidentiality, an alert generates to the primary worker of the case indicating that the case was marked confidential. A similar alert generates if confidentiality is removed from the case.

NOTE: **Secondary workers may only view these alerts through an Alerts Search.**

To assist in determining the case that was originally marked as confidential, PELICAN CCW classifies confidentiality into one of two types:

1. **Specified Confidential; or**
2. **Implied Confidential.**

Specified Confidential describes the case that was originally marked as confidential by the CCIS or CAO user. Implied Confidential indicates cases PELICAN CCW propagated as confidential through determination of a shared individual after confidentiality was marked as Specified Confidential in another case

PELICAN CCW provides the Specified or Implied Confidential designation on the Case Confidentiality Summary page. The CCIS may access the confidentiality designation information for a case by selecting Confidentiality in the "Select…" drop-down menu.

To "turn on" or "turn off" confidentiality in PELICAN CCW and to view Confidential cases without having the CCIS users assigned to a caseload, special confidentiality security roles were created.

The Confidentiality security roles will be as follows:

- **<u>Confidentiality Read-Only</u> – CCIS and CAO users with this role will be able to view confidential cases in their office**
- **<u>Confidentiality Super User</u> – OCDEL HQ users or Help Desk/Superusers with this role will be able to view all confidential cases across the entire system**
- **<u>Confidentiality Update</u> – CCIS users with this role will be able to mark/unmark cases as confidential**
- **<u>Confidentiality Fiscal Override</u> – CCIS users with this role will be able to view/modify payment related information (only on enrollment and copay screens) for confidential cases in their office.**

Regardless of whether a CCIS user has the correct credentials to access the case, the CCIS Office cannot use the Case Confidentiality Summary to "turn off" confidentiality that was indicated in CIS nor can it "turn off" Implied Confidential functionality.

Updates to a case's confidentiality status do not display on the CIS Case Summary page. Alerts provide this information.

PELICAN CCW also disguises an individual's SSN, displaying only the last four digits the majority of the pages to help assure confidentiality and prevent identity theft issues.

Case Members

Name	DOB	Gender	SSN
		Male	***-**-
		Male	***-**-
		Female	***-**-
		Female	***-**-
		Male	***-**-

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Return to Manual Section "400.8.1 – Pushed Cases"

Return to Manual Section "400.8.5.4 – Individual Information Detail page"

See Manual Section "400.27.3.48 – Questions – 400.19 – Confidentiality"

400.20 ALERTS & WARNING MESSAGES

PELICAN CCW generates various alerts and warning messages designed to assist users in day-to-day business functions pertaining to the Subsidized Child Care program. The following sections provide tables indicating the specific alerts and warning messages that apply to a case receiving child care under the TANF child care program.

400.20.1 Alerts

See the table below for the alerts that PELICAN CCW generates for a TANF case.

Bold alerts indicate the alert was added most recently.

Gray alerts indicate the alert was removed from service by OCDEL Headquarters or where functionality redesign negated the original business trigger but the alert remains as a backup.

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Case - 002	User Alert (Tracking Date)	Transaction	User Text	Primary Worker	User
Case - 700	User Alert (Tracking Date)	Transaction	User Text	CIS Caseworker	N/A
Case - 003	It is 13 days prior to a child's 13th birthday and the child does not have a functional age	Batch	Child is turning age 13	Primary Worker	User
Case - 004	It is the child's 13th birthday and the child has no functional age	Batch	Child has turned age 13	Primary Worker	User
Case - 013	It is 7 days after the 13th birthday of a child for whom care has been requested. The child does not have an active Disability and no Notice of Adverse Action has been generated	Batch	Child has turned 13 and no Adverse Action has been generated	Supervisor of Primary Worker	User
Case - 005	It is 13 days prior to a child's 19th birthday and the child does have a functional age	Batch	Child is turning age 19	Primary Worker	User
Case - 006	It is the child's 19th birthday and the child has a functional age	Batch	Child has turned age 19	Primary Worker	User
Case - 060	Eligibility pending 30 (reference table driven) days after application received, except for TANF Transfers without providers. The alert will be cleared after the worker performs eligibility and the Case Status/Mode changes to 'Open/Ongoing' or to 'Closed/Intake'. The Alert also is generated if the worker enters an application date more than 30 days in the past	Batch	Eligibility pending <n> days after application received.	Primary Worker	System
Case - 057	Case marked as confidential	Transaction	Case 99/9999999 has been marked as confidential	Primary Worker	User
Case - 059	Case marked as not confidential	Transaction	Case 99/9999999 is no longer considered confidential	Primary Worker	User
Case - 061	90 (reference table driven) days have passed since the first enrollment has started for the child (ELS), but the child's Age Appt. Immunization attribute is still set to "No. Willing to Immunize". The child must be eligible for the alert to be generated. The Alert will be cleared when eligibility has been run after the generation of the alert. If the worker had not changed the value, the child would have become ineligible and would not be picked up in the next alert batch. If the worker had changed the value, the child would again not be picked up by the alert batch the next time. Note that the alert may also be cleared if the child's eligibility status changes to "Ineligible" or "NRI"	Batch	<Child Name> not immunized <n> days after enrollment	Primary Worker	System

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Case - 068	When a case is transferred to the receiving CCIS, an alert is sent to the transfer caseload of the receiving CCIS	Batch	<case id> has been transferred from <sending county> to <receiving county>	Primary Worker	User
Case - 069	When individual data used across more than 1 case is changed, an alert is sent to the caseload worker of all the cases where the eligibility segments are not is sync with the changed data. The alert will be cleared once eligibility is performed on the changed data	Batch	Data has changed. Please rerun eligibility	Primary Worker	System
Case - 070	Co-pay delinquency: When the user enters a co-pay delinquency into the system the system will generate an alert to remind the worker to run the eligibility. System will clear the alert once the eligibility gets run on the case	Batch	Co-pay delinquency entered. Please reassess eligibility	Primary Worker	System
Case - 071	Whenever any eligibility related data is changed by the worker. The alert will be sent on the next day if the worker doesn't run the eligibility. Note that there is a flag at the case level that indicates whether eligibility and data are out of synch or not. The alert will be cleared once the worker runs eligibility	Batch	Data has changed. Please rerun eligibility	Primary Worker	System
Case - 073	On the break begin date for an employment	Batch	<Parent/Caretaker> is scheduled to go on a break. Please reassess eligibility	Primary Worker	User
Case - 076	Whenever any eligibility results are overridden, an alert should be sent to the worker's supervisor	Batch	Eligibility results have been overridden for Co/Rec <case id> by <worker id>	Supervisor of Primary Worker	User
Case - 067	When a worker reopens an Intake/Closed case with continuous eligibility, an alert is sent to the supervisor of the case worker	Transaction	Intake/Closed case reopened continuous. Ensure eligibility date is correct.	Supervisor of Primary Worker	User
Case - 078	Case is in Re-Opened status with non-continuous eligibility	Batch	Re-Opened Case still in Reopen Non-continuous status. Please reassess and confirm eligibility.	Primary Worker	System
Case - 085	An Individual's eligibility status is ending, beginning or changing the next day	Batch	Eligibility Status Code for an individual in Co/Rec 99/9999999 has been updated from CIS	Primary Worker	System
Case - 087	Individual(s) have been deleted from the case	Batch	Individual(s) have been deleted from the Co/Rec 99/9999999	Primary Worker	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Case - 088	Individual(s) have been added to the case	Transaction	Individual(s) have been added to the Co/Rec 99/9999999	Primary Worker	User
Case - 089	A user has selected a lower hierarchy funding program on the Workload and Budget Detail page	Transaction	Lower hierarchy budget group created when higher available	Supervisor	User
Case - 090	The mode of the PELICAN Child Care Works case has changed to Redetermination as a result of the CIS nightly batch	Batch	Co/Rec 99/9999999 has been changed to the Re-determination mode	Primary Worker	User
Case - 091	Case closed in CIS	Batch	Co/Rec 99/9999999 has been closed in CIS. Please assess eligibility on the case	Primary Worker	System
Case - 092	An update is received for the CIS case which has an Open budget. The corresponding PELICAN Child Care Works case for the budget meets the following conditions: - The last child care program is TANF, FS or GA - The CIS Budget record is Closed in PELICAN Child Care Works	Batch	Co/Rec 99/9999999 has been reopened in CIS	Primary Worker	System
Case - 094	An update is received for the CIS case and an individual has an active CIS eligibility segment and is active in PELICAN Child Care Works	Batch	Individual 999999999 in Co/Rec 99/9999999 has been updated with data from CIS	Primary Worker	User
Case - 095	This alert is sent on the CIS budget open date when the corresponding PELICAN Child Care Works case is open and the Current child care program of the case is Former TANF	Batch	CIS C or U Budget for Co/Rec 99/9999999 has opened. Please review to determine if child care program should be changed	Primary Worker	User
Case - 098	The alert generates when the funding source for a TANF case has changed from the previous day and the case has a new funding source (activity and program status code mapping exist). Alert does not generate if a funding program override used	Batch	Program status code or activity type for co/rec 99/9999999 has changed. Please update the enrollments to funding program xxxxxx.	Primary Worker	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Case - 096	This alert is sent on the CIS budget close date when the corresponding PELICAN Child Care Works case is open and the Current child care program of the case is TANF	Batch	CIS Budget for Co/Rec 99/9999999 closed. Please validate the child care program.	Primary Worker	User
Case - 099	Generate the alert when the funding source for a TANF case has changed from the previous day and the case has no new funding source	Batch	Program Status code or activity type for Co/Rec number 99/9999999 is no longer valid. Please contact the CAO.	Primary Worker	User
Case (R4.0.4) - 800	15 days have passed since a case came into PELICAN Child Care Works and it is still in INTAKE , PENDING mode	Batch	(15) days have passed since the request for TANF/GA/FS child care for Co/Rec 99/9999999	Primary Worker	System
Case (R4.0.4) - 801	A change to the CAO district code for the CIS case will trigger the alert	Transaction	The CAO district code for Co/Rec 99/9999999 has changed	Primary Worker	User
Case - 702	The developmental age for the eligible individual was updated.	Transaction	Developmental age for Client 999999999 in Co/Rec 99/9999999 updated in CCMIS	CIS Caseworker	N/A
Case - 703	Individual is ineligible due to 10 day consecutive absence	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - 10 day consecutive absence	CIS Caseworker	N/A
Case - 704	Individual is ineligible due to Co-pay delinquency	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - Co-pay delinquency	CIS Caseworker	N/A
Case - 705	Individual is ineligible due to Child turning 13 years	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - Child turning 13 years	CIS Caseworker	N/A
Case - 706	Individual is ineligible due to Adverse Action	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - Adverse Action	CIS Caseworker	N/A
Case - 707	A training record is entered in PELICAN Child Care Works for a CIS case and ownership is CIS	Transaction	Training record entered in CCMIS for Co/Rec 99/9999999	CIS Caseworker	N/A
Case - 708	An employment record is entered in PELICAN Child Care Works for a CIS case and ownership is CIS	Transaction	Employment record entered in CCMIS for Co/Rec 99/9999999	CIS Caseworker	N/A

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Case - 810	Application has not yet been reviewed after 10 days (not generated for dual submit)	Batch	Application 9999999 has not yet been reviewed	Primary Worker	System
Case - 811	Application has not yet been reviewed after 10 days (not generated for dual submit)	Batch	Application 9999999 has not yet been reviewed	Supervisor	System
Case - 812	Application has not yet been reviewed and eligibility must be assessed	Batch	Application 9999999 has not yet been reviewed and eligibility must be assessed	Primary Worker	System
Case - 813	Application has not yet been reviewed and eligibility must be assessed	Batch	Application 9999999 has not yet been reviewed and eligibility must be assessed	Supervisor	System
Case - 814	Duplicate case created for Application	Transaction	Duplicate case created for Application 9999999	Supervisor	User
Case – 816	TCA opened for TANF Case	Batch	TCA has opened for Co/Rec 99/9999999. Please review	Primary Worker	System
Co-pay - 012	The Co-pay alert is generated any time the Sum of all the Enrollment Co-pay Amounts for the Case *is not equal to* the Case Co-pay Amount unless at least one of the Enrollment Co-pay records has an Override code set. Enrollments that are in statuses Authorized (AUT), PreEnroll (PE), Waitlist (WL), Local (ELL), State (ELS) and Suspended (SUS) are included in this summation. It is cleared when this condition is no longer true. This alert is only generated if at least one enrollment in the case is in an Active (ELL, ELS, SUS) status	Batch	Co-pay is not assessed properly among individuals	Primary Worker	System
Co-pay - 079	One or more user-overridden future co-pay segments have changed	Transaction	One or more user-overridden future co-pay segments have changed	Primary Worker	User
Co-pay - 802	Eligibility is assessed and confirmed and the current activity is a TANF paid activity and the previous activity was TANF unpaid	Batch	Co-pay for 99/9999999 must be waived from the 1st day of employment until the Monday following the last day of the month in which the 1st pay was received.	Primary Worker	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Co-pay - 803	Eligibility is assessed and confirmed and the current child care program is Former TANF and the previous activity was TANF paid	Batch	Co-pay must be waived from the 1st day of employment until the Monday following the date TANF benefits ended.	Primary Worker	**User**
Eligibility - 007	A child requesting care has been determined eligible but has not yet been enrolled in service or placed on the wait list (5th Day)	Batch	Child not enrolled after 5 days of being determined eligible; contact the p/c to discuss enrollment.	Primary Worker	User
Eligibility - 016	A child requesting care has been determined eligible but has not yet been enrolled in service or placed on the wait list (16th Day)	Batch	Child not enrolled after 16 days of being determined eligible; assess and confirm eligibility.	Primary Worker	User
Eligibility - 015	An individual in a case has no active enrollments	Batch	Individual in Co/Rec 99/9999999 has no active enrollments	Primary Worker	User
Eligibility - 021	If an enrollment is active for a child in a case beyond the eligibility date of the case, then generate an alert to the case worker stating that the child is no longer eligible to receive care. This alert should be generated for retro-active changes also	Batch	Individual in Co/Rec 99/9999999 has active enrollment but is not eligible to receive care	Primary Worker	System
Enrollment - 008	A child has been in Suspended subsidy status for 90 Consecutive calendar days	Batch	Child is ineligible - Suspended status exceeds 90 days	Primary Worker	User
Enrollment - 009	A child has been in Suspended subsidy status for 77 Consecutive calendar days	Batch	Suspended status expires in 13 days	Primary Worker	User
Enrollment - 010	A parent/caretaker was notified and has not responded within 30 days from the date funds are available	Batch	Child is ineligible - Notified status exceeds 30 days	Primary Worker	User
Enrollment - 011	A parent/caretaker has been notified and it is 17 days past since the notification date	Batch	Notified status expires in 13 days	Primary Worker	User
Enrollment - 024	A child is enrolled with a provider that does not currently have rates to support the care level of the child	Batch	Individual 99999999 in Co/Rec 99/9999999 is not supported by provider care level	Primary Worker	User
Enrollment - 025	A child is enrolled with a provider that does not currently have rates to support the full-time/part-time status of the child	Batch	Individual 99999999 in Co/Rec 99/9999999 is not supported by provider rates	Primary Worker	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Enrollment - 016	An individual in a case will change to an unsupported provider care level in 15 days	Batch	Individual in Co/Rec 99/9999999 changes to unsupported provider care level in 15 days	Primary Worker	User
Enrollment - 017	Active enrollment(s) exists for a provider whose agreement will end in 30 days	Batch	Provider Agreement for Individual in Co/Rec 99/9999999 ends in 30 days	Primary Worker	User
Enrollment - 018	Active enrollment(s) exists for a provider whose agreement has ended. The alert should be generated for retro-active changes also. Once a worker puts the child in care in Suspended status, this alert will be system cleared	Batch	Provider Agreement for Individual in Co/Rec 99/9999999 has Ended	Primary Worker	System
Enrollment - 026	Case Worker created a CAP enrollment with a Provider	Transaction	CAP Enrollment for Co/Rec 99/999999 created with Provider 9999999999-9 with No Agreement	Primary Worker	User
Enrollment - 027	Provider does not have a Regular CCIS Provider Agreement 30 days from the ELS Effective Date of the CAP Enrollment	Batch	CAP Enrollment for Co/Rec 99/999999 exists with Provider 9999999999-9 with No Agreement	Primary Worker	User
Enrollment - 028	A CCIS Provider Agreement was created for a Provider with active enrollments	Transaction	CCIS Provider Agreement created for Provider 9999999999-9 with active enrollments	Primary Worker	User
Enrollment - 514	A CCIS Provider Agreement was created for a Provider with active enrollments	Transaction	CCIS Provider Agreement created for Provider 9999999999-9 with active enrollments	CCIS Fiscal Worker	User
Enrollment - 019	Active enrollment(s) exists for a provider whose eligibility will end in 30 days	Batch	Provider Subsidy Eligibility for Individual in Co/Rec 99/9999999 ends in 30 days	Primary Worker	User
Enrollment - 020	Active enrollment(s) exist for an ineligible provider. The alert should be generated for retro-active changes also. Once a worker puts the child in care in Suspended status, this alert will be system cleared	Batch	Individual in Co/Rec 99/9999999 is Enrolled with an Ineligible Provider	Primary Worker	System

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Enrollment - 023	Funding mismatch between eligibility and an enrollment. This alert is not generated if an override reason is used. A HeadStart mismatch will not generate an alert	Batch	Enrollment Funding Mismatch for Individual in Co/Rec 99/9999999	Primary Worker	System
Enrollment - 030	**The day of expiration for Certificate for Provider arrived, if Certification not renewed**	**Batch**	**Certificate for Provider 99999999-9 expires on mm/dd/yyy. Suspend enrollments for Co/Rec 99/9999999**	**Primary Worker**	**User**
Enrollment - 031	**A Provider is closed for non renewal of Certificate**	**Batch**	**Provider 99999999-9 closed effective mm/dd/yyy for non renewal of Certificate**	**Primary Worker**	**User**
Enrollment - 032	**Certificate was renewed for provider**	**Batch**	**Certificate renewed for Provider 99999999-9**	**Primary Worker**	**User**
Funds - 050	A child is authorized to enroll	Transaction	Child in Co/Rec 99/9999999 authorized to enroll	Primary Worker	User
Funds - 052	A child is authorized to enroll	Transaction	Child in Co/Rec 99/9999999 authorized to enroll	Primary Worker	User
Funds - 053	Enrollment status changed to Removed	Transaction	Enrollment status changed to Removed for child in Co/Rec 99/9999999	Primary Worker	User
Funds - 200	When Funds become available for a particular Funding source and there are children on the waitlist for the same Funding source	Batch	Funds Available For New Enrollment	CCIS Fiscal Worker	User
Payments - 500	Status of Invoice Changed to Have Invoice Due (Location Fiscal Alert Class)	Transaction	Status of Invoice 9999999 Changed to Have Invoice Due to an Enrollment Change	CCIS Fiscal Worker	User
Payments - 510	Status of Invoice Changed to Have Invoice Due (Fiscal Alert Class)	Transaction	Status of Invoice 9999999 Changed to Have Invoice Due to an Enrollment Change	CCIS Fiscal Worker	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Payments - 501	Status of Invoice Changed to Paid - Pending Adjustment	Transaction	Status of Invoice 9999999 Changed to Paid - Pending Adjustment Due to an Enrollment Change	CCIS Fiscal Worker	User
Payments - 511	Status of Invoice Changed to Paid - Pending Adjustment	Transaction	Status of Invoice 9999999 Changed to Paid - Pending Adjustment Due to an Enrollment Change	CCIS Fiscal Worker	User
Payments - 502	Status of Invoice Changed to Deleted Fiscal Alert Class	Transaction	Status of Invoice 9999999 Changed to Deleted	CCIS Fiscal Worker	User
Payments - 512	Status of Invoice Changed to Deleted Fiscal Location Alert Class	Transaction	Status of Invoice 9999999 Changed to Deleted	CCIS Fiscal Worker	User
Payments - 503	Invoice was split off from another invoice Fiscal Alert Class	Transaction	Invoice 9999999 was split off from another invoice	CCIS Fiscal Worker	User
Payments - 513	Invoice was split off from another invoice Fiscal (Location) Alert Class	Transaction	Invoice 9999999 was split off from another invoice	CCIS Fiscal Worker	User
Provider – 349/399	User Alert (Tracking Date)	Transaction	User Text	Provider Specialist	User
Provider - 398	User Alert (Certification)	Transaction	User Text	Provider Specialist	User
Provider - 300	Regulated Provider Legal Entity created	Transaction	Regulated Legal Entity 9999999999 created	Provider Specialist	User
Provider – 402	Relative/Neighbor Provider Address changed	Transaction	R/N Provider 9999999999 Address changed	Provider Specialist	User
Provider - 304	All Locations for Legal Entity are closed without the Legal Entity being closed	Batch	Legal Entity 9999999999 is open without any open Locations	Provider Specialist	System
Provider - 350	Regulated Provider Location created	Transaction	Regulated Location 9999999999-9 created	Provider Specialist	User
Provider - 352	Provider made Subsidy Eligible	Transaction	Provider 9999999999-9 made Subsidy Eligible	Provider Specialist	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Provider - 353	Provider made Subsidy Ineligible	Transaction	Provider 9999999999-9 made Subsidy Ineligible	Provider Specialist	User
Provider - 354	CareCheck for R/N Provider expires in 60 days	Batch	CareCheck will expire 99/99/9999 for Provider 9999999999-9. Please contact provider to assure Adam Walsh Act is followed per policy.	Provider Specialist	User
Provider - 355	Location has been closed. This alert is used for scenarios when the provider is closed, including when a decision was made to close the provider following imposition of a negative sanction or expiration of an appeal period	Transaction	Provider 9999999999-9 is closed as of mm/dd/yyyy.	Provider Specialist	User
Provider - 029	One or more individuals in a case are enrolled with an R/N provider that has been closed. This alert is generated when the provider is closed with a future date	Transaction	Individual in Co/Rec 99/9999999 enrolled with Closed Provider 9999999999-9	Primary Worker	User
Provider - 362	Provider Future Close Date is removed	Transaction	Closed Date for Provider Location 9999999999-9 was cancelled. Check Provider Agreement and affected Enrollments	Provider Specialist	User
Provider - 363	Provider Legal entity future close date is removed	Transaction	Closed Date for Legal Entity 999999999 was cancelled. Please check its locations and their Provider Agreement and affected enrollments.	Provider Specialist	User
Provider - 356	Location has been re-opened	Transaction	Provider 9999999999-9 Re-opened	Provider Specialist	User
Provider - 400	Active enrollment(s) exists for a provider whose agreement has been end dated	Transaction	Provider 9999999999 CCIS Agreement End Dated	Primary Worker	User
Provider	Case Worker created a CAP enrollment with a Provider	Transaction	CAP Enrollment for Co/Rec 99/999999 created with Provider 9999999999-9 with No Agreement	Provider Specialist	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Provider - 402	Relative/Neighbor Provider Address changed	Transaction	R/N Provider 9999999999 Address change	Primary Worker	User
Provider - 450	Agency has been closed	Transaction	Provider Agency 999999999 Closed	CCIS Director	User
Provider - 451	Agency has been re-opened	Transaction	Provider Agency 999999999 Re-opened	CCIS Director	User
Provider - 475	Provider Legal Entity Address changed	Transaction	Provider 9999999999 Legal Entity Address changed	CCIS Fiscal Worker	User
Provider - 476	Provider Location Address changed	Transaction	Provider 9999999999-9 Location Address changed.	CCIS Fiscal Worker	User
Provider - 301	Provider Legal Entity Address changed	Transaction	Provider 9999999999 Legal Entity Address changed	Provider Specialist	User
Provider - 351	Provider Location Address changed	Transaction	Provider 9999999999-9 Location Address changed	Provider Specialist	User
Provider - 357	Provider Location change in Provider Type.	Transaction	Provider 9999999999-9 change in Provider Type	Provider Specialist	User
Provider - 477	Provider Location change in Provider Type.	Transaction	Provider 9999999999-9 change in Provider Type	CCIS Fiscal Worker	User
Provider - 302	Legal Entity has been closed	Transaction	Legal Entity 9999999999 is closed as of mm/dd/yyyy. All locations under this Legal Entity will also close.	Provider Specialist	User
Provider - 303	Legal Entity has been re-opened	Transaction	Legal Entity 9999999999 Re-opened	Provider Specialist	User
Provider - 305	Provider Legal Entity Name changed	Transaction	Provider 9999999999 Name changed	Provider Specialist	User
Provider - 306	Provider Legal Entity Tax Number changed	Transaction	Provider 9999999999 Tax Number changed	Provider Specialist	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Provider - 358	Provider Location Name changed	Transaction	Provider 9999999999-9 Name changed	Provider Specialist	User
Provider - 359	Provider Location Payee Level changed	Transaction	Provider 9999999999-9 Payee Level changed	Provider Specialist	User
Provider - 360	Enrollments exist for Care Level rate that was changed to zero	Transaction	Enrollments exist for Care Level rate that was changed to zero	Provider Specialist	System
Provider - 361	Active CAP Enrollment(s) exists with Provider with No Regular CCIS Provider Agreement	Batch	CAP Enrollment(s) exists with Provider 9999999999-9 with No Agreement	Provider Specialist	System
Provider - 364	Provider STAR Level changed	Transaction	Provider STAR Level changed from [old level] to [new level] effective mm/dd/yyyy	Provider Specialist	User
Provider - 368	Provider STAR Level changed	Transaction	Provider STAR Level changed from [old level] to [new level] effective mm/dd/yyyy	CCIS Fiscal Worker	User
Provider - 365	Managed Update Accreditation Request for the Location	Transaction	There is a Managed Update Accreditation Request for the Location 9999999999-9	Provider Profile Manager	User
Provider - 366	An update request is pending for the location which will expire	Transaction	An update request is pending for the location 9999999999-9 which will expire on mm/dd/yyyy	Provider Profile Manager	User
Provider - 394	30 days (PELICAN Provider Certification system Reference Table value) prior to expiration of Certificate for Provider	Batch	Certificate for Provider 9999999-9 will expire on mm/dd/yyyy	Provider Specialist	User
Provider - 395	The day of expiration for Certificate for Provider arrived, if Certification not renewed	Batch	Certificate for Provider 9999999-9 expires on mm/dd/yyyy	Provider Specialist	User
Provider - 396	15 days (FDCH grace period) and 30 days (certified facilities grace period) prior to Provider closure for non-renewal of Certificate for Provider	Batch	Provider 99999999-9 closed effective mm/dd/yyyy for non renewal of Certificate	Provider Specialist	User

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Provider - 397	Certificate renewed for Provider	Batch	Certificate renewed for Provider 99999999-9	Provider Specialist	User
Correspondence (Intake) - 631	TANF Transfer Letter (Manual) failed generation, or consolidation as appropriate	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Primary Worker of TANF with Provider caseload	User or System (when Retry is clicked)
Correspondence (Intake) - 630	TANF Transfer Letter [No Provider (Manual)] failed generation or consolidation	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Primary Worker of TANF without Provider caseload	User or System (when Retry is clicked)

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Correspondence (Intake & Case)	Any of the following correspondence failed generation or consolidation: Enrollment Summary(client) - 605 Enrollment Summary(provider) - 606 CareCheck Appointment Letter - 610 Child Care Confirmation Notice - M cc - 612 **Child Care Confirmation Notice - CIS cc - 636** Child Care Stop Letter (client) - 613 Child Care Stop Letter (provider) - 641 Missing Information Letter - 614 TANF Transfer Letter - 619 Waitlist Funds Available Letter - 620 Child Care Eligible Notice - 618 Child Care Ineligible Notice - 621 Enrollment Eligible Notice - 637 **Enrollment Ineligible Notice - 638** Notice of Adverse Action (client)- M cc - 622 Notice of Adverse Action (provider) - M cc - 623 **Notice of Adverse Action (client) - CIS cc - 639** Notice of Adverse Action (provider) - CIS cc - 640 Funds Not Available Letter - 624 Funds Available Letter - 625 TANF Transfer Letter (no provider) - 626 Redetermination Packet (client) - 633 **Welcome Letter - 634**	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Primary Worker	User or System (when Retry is clicked)
Correspondence (Case) - 611	Change in Primary Worker Letter (Client) failed generation or consolidation	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Supervisor of Caseload	User or System (when Retry is clicked)

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Correspondence (Provider) - 627	Change in Primary Worker Letter (Provider) failed generation or consolidation	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Supervisor of Providerload	User or System (when Retry is clicked)
Correspondence (Provider)	Any of the following correspondence failed generation of consolidation: Non Compliance Letter (Provider) - 616 Missing Information Letter (Provider) - 632	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Provider Specialist	User or System (when Retry is clicked)
Correspondence (Provider) - 615	Non Compliance Letter (License) failed generation or consolidation	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	Providerload for Provider's default office	User or System (when Retry is clicked)
Correspondence (Fiscal)	Any of the following correspondence failed generation or consolidation: Attendance Invoice (Provider) - 600 Payment Summary (Provider) - 604 Recoupment Letter (Provider) - 609 Outstanding Balance Letter (Client) - 628 Outstanding Balance Letter (Provider) - 629	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	CCIS Fiscal Worker	User or System (when Retry is clicked)
Correspondence (Fiscal)	Any of the following correspondence failed generation or consolidation: Attendance Invoice(Group) - 601 Payment Summary (Group) - 602 Payment Summary (Client) - 603 Recoupment Letter (Group) - 607 Recoupment Letter (Client) - 608	Transaction	Correspondence ID 1999999-99 failed generation [consolidation]	CCIS Fiscal Administrator	User or System (when Retry is clicked)
Case	A PA Pre-K Counts Enrollment and classroom association is created for a child who has an enrollment status of Pre-Enrolled, Authorized, Enrolled, or Suspended in Child Care Works. An enrolled Child Care Works child is authorized from the waiting list and also enrolled in PA Pre-K Counts.	Online	Child ID also participating in PA Pre-K Counts program in Location XXX for HD/FD with classroom time xx:xx AM to xx:xx PM.	CCIS Worker	User

The following PELICAN CCW alerts are transmitted to the CAO worker via CIS in the nightly batch process.

Subsystem	Business Trigger	System Trigger	Alert Text	Generated To	Cleared By
Case – 700	User Alert (Tracking Date)	Transaction	User Text	CIS Caseworker	N/A
Case – 702	The developmental age for the eligible individual was updated.	Transaction	Developmental age for Client 999999999 in Co/Rec 99/9999999 updated in CCMIS	CIS Caseworker	N/A
Case – 703	Individual is ineligible due to 10 day consecutive absence	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - 10 day consecutive absence	CIS Caseworker	N/A
Case – 704	Individual is ineligible due to Co-pay delinquency	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - Co-pay delinquency	CIS Caseworker	N/A
Case – 705	Individual is ineligible due to Child turning 13 years	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - Child turning 13 years	CIS Caseworker	N/A
Case – 706	Individual is ineligible due to Adverse Action	Transaction	Client 999999999 in Co/Rec 99/9999999 Ineligible - Adverse Action	CIS Caseworker	N/A
Case – 707	A training record is entered in PELICAN Child Care Works for a CIS case and ownership is CIS	Transaction	Training record entered in CCMIS for Co/Rec 99/9999999	CIS Caseworker	N/A
Case – 708	An employment record is entered in PELICAN Child Care Works for a CIS case and ownership is CIS	Transaction	Employment record entered in CCMIS for Co/Rec 99/9999999	CIS Caseworker	N/A

Within Online Help, the CCIS may locate a specific alert by completing the following steps in PELICAN CCW:

1. Click the PELICAN CCW Alert Matrix's title to position the cursor within the window (or anywhere in the frame) and make the frame active for the search.
2. Go to the browser's "Edit" menu and select "Find" or press "<Ctrl> + <F>" to open a "Find" dialog box.
3. Enter the search criteria into the "Find" dialog box.
   - To search by alert number, enter the three digit alert number for the alert located on the PELICAN CCW Alerts page.
   - To search by alert text, copy the alert text from the PELICAN CCW Alerts page and paste it into the "Find What" field.
4. Click the "Find Next" button. Reposition the "Find" dialog box for optimal viewing.

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400.20.2 Warning Messages

PELICAN CCW generates the following warning messages to assist the CCIS in entering and maintaining information pertaining to a TANF case:

Source	Message ID	Message
R00163	0	An unknown error has occured.
R00163	0	An unknown error has occurred.
R00163	1	% is a mandatory field
R00163	10	% is not valid
R00163	101	A maximum of 5 races may be selected
R00163	102	Please make a selection prior to clicking the Go button above
R00163	103	User does not have access to the page requested
R00163	103&qs_ErrNum=103	Ooops!! Try again to break!
R00163	104	Please make a selection prior to clicking the Go button
R00163	105	Partial To/From service schedule not allowed
R00163	106	No Providers in list to generate referral
R00163	107	Not allowed to add new items to this provider
R00163	108	Concurrent update occurred
R00163	109	A Business Type of % is not valid with % for a %
R00163	11	% must be a whole number
R00163	110	% is not within current fiscal year
R00163	111	Closure dates overlap with existing closure date ranges
R00163	112	GIS Component is currently unavailable. Please come back later to validate the address
R00163	113	Number of providers returned by radial search exceeds 1000. Please reduce search area.
R00163	114	CareCheck Initiated Date cannot be prior to % Days in the Past.
R00163	114	CareCheck Initiated Date cannot be prior to 10 Days in the Past.
R00163	115	A Provider must be selected
R00163	116	To date may not be prior to From date
R00163	117	End time may not be prior to Start time for shift %
R00163	118	Start and End time may not overlap with other shifts
R00163	119	At least one shift is required
R00163	12	No record found
R00163	120	Invalid selection. A case may not be transferred to the current office
R00163	121	CAO users may only create Relative Neighbor provider types.

Source	Message ID	Message
R00163	122	Relative Neighbor Providers may only have one location.
R00163	123	New effective date may not be prior to existing end date
R00163	124	User must be assigned to an office to create a new case
R00163	125	Either a Business Name or Last/First Name must be entered.
R00163	126	Only a Business Name or Last/First Name may be entered.
R00163	127	A R/N provider cannot be enrolled for R
R00163	127	A R/N provider cannot be enrolled for R&R.
R00163	128	A Subsidy Effective Date must be entered for a R/N provider.
R00163	129	R Other Provider Type is not eligible for subsidy.
R00163	129	R&R Other Provider Type is not eligible for subsidy.
R00163	13	Data changed please start a new search
R00163	130	Can not assign provider type of % because of invalid % status
R00163	131	Can not change %
R00163	132	New status must be different from current status
R00163	133	A new Legal Entity and Location have been successfully created
R00163	134	Family Providers may only have one Location
R00163	135	Zip Code is not a valid PA Zip Code
R00163	136	This individual already exists in the Case
R00163	137	% the following fields are mandatory: %
R00163	138	An Individual must be Selected
R00163	139	Crystal Reports is currently busy please try report again
R00163	14	% already exists
R00163	140	Provider must be at least 18 years of age
R00163	141	No data found for criteria selected
R00163	142	Day Ended on Session %
R00163	143	Day has ended in previous shift
R00163	143	Shift cannot span days
R00163	144	User must be assigned to an office to print a referral
R00163	145	% is required %
R00163	146	A new Case Client and Participation details have been successfully created
R00163	146	A new Client and Case have been successfully added

Source	Message ID	Message
R00163	147	Current Subsidy Status must be eligible in order to change the Effective Begin Date
R00163	148	New Effective Begin Date must not overlap with previous eligible status segment
R00163	149	Can only create new CareCheck Segment for a R/N Provider
R00163	15	Please include search criteria
R00163	150	% may not be less than %
R00163	151	Not Used
R00163	151	WARNING: Invoice Received Date should not be in the future
R00163	152	% must be %
R00163	153	If % is created then %
R00163	154	% object could not be created.
R00163	155	Provider is not valid because there are Sanctions against it.
R00163	156	Warning! Provider is at capacity.
R00163	157	Warning! Provider is not available for this schedule.
R00163	158	Funding is not available.
R00163	159	CCIS can not enter sleep hours.
R00163	16	Must select a % before choosing %
R00163	160	Monday - Friday Sleep Hours may not be Non-Traditional.
R00163	161	Please make a selection prior to clicking the % button.
R00163	162	Provider is ineligible because of Provider Type.
R00163	163	Caretaker has Co-Payment delinquencies.
R00163	163	WARNING! Caretaker has Co-Payment delinquencies.
R00163	164	Schedule overlaps with existing schedule for another provider.
R00163	165	If % entered then % must %.
R00163	166	If % Checked Then % Must Be Entered
R00163	167	If % then %
R00163	168	Could not create % record
R00163	168	Hours must be in quarter hour increments
R00163	169	% May not be negative
R00163	17	Please enter last name for name search
R00163	170	Could not create % record
R00163	171	Agency is not valid for selected County

Source	Message ID	Message
R00163	172	% request submitted successfully.
R00163	172	Report request submitted successfully.
R00163	173	% request failed. %
R00163	173	% request failed. Please try again.
R00163	173	Report request failed. Please try again.
R00163	174	Report delete failed. Please try again.
R00163	175	Cannot delete Supervisory Unit with Caseloads
R00163	176	Cannot delete Supervisory Unit with Providerloads
R00163	177	Cannot delete Caseload with Assignments
R00163	178	Cannot delete Providerload with Assignments
R00163	179	Supervisory Unit does not exist
R00163	18	Daily rates may not exceed $500.00
R00163	18	Daily rates may not exceed %
R00163	180	Caseload does not exist
R00163	181	Providerload does not exist
R00163	182	Invalid Reassignment
R00163	183	Insufficient security for Reassignment
R00163	184	Rate Effective Date can only be the 1st of the month
R00163	185	Past rates can only be added up to % days in the past
R00163	185	Past rates can only be added up to 60 days in the past
R00163	186	Future Rates can only be added up to the end of the following fiscal year
R00163	187	Available Funding Programs must be selected before enrollments can be processed.
R00163	188	Cannot add/update rates for a R/N provider
R00163	189	Only HQ user can change the status
R00163	189	Only HQ user can make a regulated provider In-eligible
R00163	19	New effective date may not be prior to existing effective date
R00163	190	Provider cannot be made Eligible manually
R00163	190	Verification Due date can not be less than 30 days from the date verified
R00163	191	Verification Due date can be no longer than 36 months from the date verified
R00163	192	% does not exist.
R00163	193	% is ineligible for subsidized services.

Source	Message ID	Message
R00163	194	WARNING! Provider schedule does not support child schedule on %
R00163	195	A new Client has been successfully added.
R00163	196	% must be entered for this action.
R00163	197	Only HQ User Types are able to add a OIM Direct Pay Agreement
R00163	197	Only HQ User Types are able to add an OIM Direct Pay Agreement
R00163	198	Only HQ User Types are able to add an OIM Direct Pay Agreement
R00163	198	Only HQ and CCIS User Types are able to add a CCIS Agreement
R00163	199	A Reason can not be entered without an End Date
R00163	2	% is not a valid %
R00163	20	% must be selected
R00163	200	An End Date can not be entered without a Reason
R00163	201	Must unauthorize Invoice prior to splitting
R00163	201	Must unauthorized Invoice prior to splitting
R00163	202	Not allowed to split Invoice due to Status
R00163	203	Cannot select all %
R00163	204	At least one % must be selected
R00163	205	Could not find the current % record.
R00163	206	This individual already exists in CCMIS
R00163	206	This individual already exists in CCW
R00163	207	% Successfully %
R00163	207	% successfully %
R00163	207	Enrollment(s) % Successfully %
R00163	208	The individual you added already existed in the system. Please update that individual's information from
R00163	208	The individual you added already existed in the system. Please update that individual's information from "Subsidy Case Member Summary" screen.
R00163	209	Cannot delete %
R00163	21	% may not be before %
R00163	21	% may not be prior to %
R00163	210	Cannot close % with %
R00163	211	The first 250 records from your search results are displayed. To view additional records
R00163	211	The first 250 records from your search results are displayed. To view additional records

Source	Message ID	Message
R00163	211	The first 250 records from your search results are displayed. To view additional records please narrow your search using the options below.
R00163	212	Cannot create a new funding source without a local funding agency
R00163	213	Individual is not eligible for care
R00163	214	%
R00163	214	MPI Error: %
R00163	215	A new Client and Case have been successfully added
R00163	216	Cannot delete Default Caseload
R00163	217	Cannot delete Default Providerload
R00163	218	Default Caseload has been changed
R00163	219	Default Providerload has been changed
R00163	22	% is the maximum capacity for % provider type
R00163	220	No workloads are assigned to this user
R00163	221	CCW Provider does not exists. Please Call HelpDesk
R00163	222	A provider must have a status of Subsidy Eligible in order to have an agreement
R00163	223	Affirmation Statement cannot be chosen during a new CareCheck segment if the provider already completed a regular CareCheck
R00163	224	Only HQ User Types are able to end date an Agreement
R00163	225	A reason code should not be entered when changing status to Eligible
R00163	226	Provider Rate changes cannot be updated at this time - Please try again later
R00163	227	The first 250 records from your search results are displayed. To view additional records please narrow your search.
R00163	228	% can not be before %
R00163	229	This Enrollment will be Discontinued as of %
R00163	229	WARNING! This Enrollment will be Discontinued as of %
R00163	23	Closure dates overlap with existing closure date ranges
R00163	230	More than 250 records have been returned from your search. Please narrow your search using the options below or do an Advanced search
R00163	231	CAMIS payment cannot be entered for this service period
R00163	232	No provider rate exists for this care level.
R00163	233	CCIS 1/12 payment must be entered before CAMIS payment is entered

Source	Message ID	Message
R00163	234	WARNING: Concurrent update occurred %
R00163	235	Cannot calculate a blended rate with the provider's current rate structure.
R00163	236	% Cost Functions have Insufficient funds of % in % to process the invoice % for % CCIS.
R00163	236	Insufficient funding available to process invoice
R00163	237	Invoice (%) amount does not match Reconciliation amount
R00163	237	Invoice amount does not match Reconciliation amount
R00163	238	Invalid invoice (%) (Cost function generation failed)
R00163	238	Invalid invoice (Cost function generation failed)
R00163	239	Cost function generation has already been run for this invoice
R00163	239	Cost function generation has already been run for this invoice (%)
R00163	24	Can not delete in new mode
R00163	240	Please enter a Location ID for provider %
R00163	241	Please enter a Provider ID for Location ID %
R00163	242	Please enter a Record Number for County ID %
R00163	243	Please enter a County ID for Record Number %
R00163	244	Please enter either a Provider ID or Co/Record Number as Payee ID
R00163	244	Please enter either a Provider ID or Co/Record Number as Payee ID, not both
R00163	245	One or more Enrollments have an amount greater than zero.
R00163	245	not both
R00163	246	Please verify Legal Entity details. Provider originally existed in MPI only - not CCMIS.
R00163	246	Please verify Legal Entity details. Provider originally existed in MPI only - not CCW.
R00163	246	Selected Provider Exists in MPI Only. Please Verify Legal Entity Details
R00163	247	Cannot update a case when the case is closed
R00163	248	Please enter a Provider Type
R00163	248	Please enter a Provider Type or Provider ID or Co/Record Number as Report Parameter
R00163	248	Please enter a Provider Type or Provider Type or Co/Record Number for Report Parameter
R00163	249	% cannot be closed %
R00163	25	Can not delete closure dates that are in the past
R00163	250	Effective Date cannot be prior to %
R00163	251	This provider location has open Enrollments associated to it
R00163	252	% May Not Be More Than % Days In The Future

Source	Message ID	Message
R00163	253	Can not change %. A conflict exists
R00163	253	Can not change %. A conflict exists: %.
R00163	254	%
R00163	254	% can not be closed. All % must be closed as of %.
R00163	254	%.
R00163	255	% can not be closed. All % must be closed as of %.
R00163	255	%.
R00163	255	Location can not be closed.
R00163	255	Location can not be closed. %.
R00163	255	sss
R00163	256	There can not be more than one open location when one is a Relative Neighbor
R00163	257	Cannot update a case when the case is closed
R00163	257	Relative Neighbor is required to have a Business Type of Individual
R00163	258	Relative Neighbor is required to have a Tax ID Type of SSN
R00163	259	Selected Provider is Closed. Please Contact HQ to Re-Open
R00163	26	Date range must be within the current fiscal year
R00163	260	For the selected Service Period %
R00163	260	For the selected Service Period % , seperate reports have been requested for % Fiscal Years
R00163	260	For the selected Service Period % separate reports have been requested for Fiscal Years %
R00163	260	For the selected Service Period % seperate reports have been requested for % Fiscal Years
R00163	261	There is no Fiscal Year for the selected Service Period and Contract
R00163	261	seperate reports have been requested for % Fiscal Years
R00163	262	There is no Fiscal Year for the selected Service Period and Contract
R00163	262	this is available
R00163	263	Location close date can not be after legal entity close date %
R00163	263	Location close date can not be after legal entity close date (%)
R00163	264	Date out of Range for County
R00163	265	Date out of Range for Provider Type
R00163	266	Provider is out of State
R00163	267	Funding does not exist for selected fiscal year
R00163	268	Invoice must be split so total enrollment amount does not exceed $9,999,999.99

Source	Message ID	Message
R00163	268	Invoice must be split so total enrollment amount does not exceed $99,999.99
R00163	269	User Office is not Opt In
R00163	269	User must be assigned to an office to access this page
R00163	27	% May Not Exceed %
R00163	270	Cannot delete Supervisory Unit with Fiscal Loads
R00163	271	Cannot delete Fiscal Loads with Assignments
R00163	272	Cannot delete Default Fiscal Load
R00163	273	Default Fiscal Load has been changed
R00163	274	Fiscal Load does not exist
R00163	275	Office selection is required when %
R00163	276	If % Selected Then % Must Be Entered
R00163	277	If % Then % Cannot Be Entered
R00163	278	If % Selected Then % Must Be Selected
R00163	279	Program Change Reopen
R00163	279	Program cannot be changed when the case is being reopened.
R00163	28	% May Not Be More Than % Days In The Past
R00163	280	Failed case cannot be Authorized during Reopen.
R00163	280	Reopen Failed
R00163	281	Authorized On Same Day
R00163	281	Case must be authorized on the same day when eligibility is run.
R00163	282	Results Authorized
R00163	282	Results have already been authorized.
R00163	283	Case can be Eligible only when all P/Cs are Eligible
R00163	283	Parents Ineligible
R00163	284	Case can be Eligible when at least 1 child is Eligible
R00163	284	Children Ineligible
R00163	285	% Eligibility dates cannot overlap.
R00163	285	Eligibility Overlap
R00163	285	Eligibility dates cannot overlap.
R00163	286	% Nothing to override for %.
R00163	286	Nothing To Override

Source	Message ID	Message
R00163	286	Nothing to override for %.
R00163	287	Invalid County And Office Combination
R00163	288	Cannot % When The Case Status Is % and Mode Is %
R00163	289	Case Is Currently Under Adverse Action
R00163	29	% updated
R00163	290	% is too long
R00163	291	No confirmed eligibility segment found
R00163	292	Cannot initiate %. Case in % Mode and % Status
R00163	293	At least 1 Failure Reason Code must be entered if a Family Composition is Ineligible
R00163	294	% At least 1 Failure Reason Code must be entered if an Individual is Ineligible
R00163	295	The case has been created by conversion. Please check the information before running eligibility.
R00163	296	% is eligible in another case
R00163	296	Warning: % is eligible in another case. Click on % to proceed.
R00163	296	Warning: % is eligible in another case.Click on Save and Return to proceed.
R00163	297	% Cannot Override to NRI
R00163	297	Cannot Override to NRI
R00163	298	Verifications are pending
R00163	298	Verifications are pending. Eligibility results cannot be saved or confirmed.
R00163	299	eligibility results cannot be saved or confirmed.
R00163	3	End Date may not be prior to the Effective Date
R00163	30	Please Enter first name for name search
R00163	300	Family Composition Eligibility Dates Cannot Have Any Gaps.
R00163	301	% Individual Eligibility Dates Cannot Have Any Gaps.
R00163	301	Individual Eligibility Dates Cannot Have Any Gaps.
R00163	302	% Individual Eligibility Dates Cannot Have Any Gaps.
R00163	302	There should be no failure reason codes when a Family Composition is Eligible.
R00163	303	% There should be no failure reason codes when a Individual is Eligible.
R00163	303	% There should be no failure reason codes when an Individual is Eligible or is Not Requesting Care.
R00163	303	There should be no failure reason codes when a Family Composition is Eligible.
R00163	303	There should be no failure reason codes when a Individual is Eligible.
R00163	304	% There should be no failure reason codes when a Individual is Eligible.

Source	Message ID	Message
R00163	304	Provider Agreement may not be created and ended in same transaction
R00163	304	Zip is out of range for the selected State.
R00163	305	Can not assign Primary Caretaker to Individual who does not currently belong to the Case.
R00163	305	Provider Agreement may not be created and ended in same transaction
R00163	305	Zip is out of range for the selected State.
R00163	306	Can not assign Primary Caretaker to Individual who does not currently belong to the Case.
R00163	306	MCI has encountered an error.
R00163	306	Zip is out of range for the selected State.
R00163	307	Can not assign Primary Caretaker to Individual who does not currently belong to the Case.
R00163	307	MCI has encountered an error.
R00163	308	At least one % must be entered
R00163	308	MCI has encountered an error.
R00163	309	% can not be a length greater than %
R00163	309	At least one % must be entered
R00163	31	Books have been closed for the Fiscal Year Selected
R00163	310	% can not be a length greater than %
R00163	310	% can not be in the past or present
R00163	311	% can not be in the past or present
R00163	311	Only one individual is currently participating in this case
R00163	312	% is in conflict with gender for %
R00163	312	Only one individual is currently participating in this case
R00163	313	% is in conflict with gender for %
R00163	313	Are you sure you want to delete this record? This action cannot be undone.
R00163	313	Warning: This action cannot be undone. Please click DELETE to continue.
R00163	314	Are you sure you want to delete this record? This action cannot be undone.
R00163	314	No current records found for Case with a valid Application-Date
R00163	315	No current records found for Case with a valid Application-Date
R00163	315	No current records found for Case with valid Case-Individual(s) to run eligibility against
R00163	316	Could not find a current & valid 'Head of Household' defined for this Case
R00163	316	No current records found for Case with valid Case-Individual(s) to run eligibility against
R00163	317	Could not find a current & valid 'Head of Household' defined for this Case

Source	Message ID	Message
R00163	317	For some Individual(s) in the Case
R00163	317	For some Individual(s) in the Case relationships have not been defined correctly
R00163	318	Participation Begin Date cannot be NULL [clientId = %] [fcID = %]
R00163	318	Training Begin Date cannot be NULL [clientId = %] [trainingID = %]
R00163	318	could not find current & valid Relationships
R00163	319	Cannot assess eligibility. Some relationships are missing.
R00163	319	Participation Begin Date cannot be NULL [clientId = %] [fcID = %]
R00163	319	Relationship with Head of Household cannot be NULL [clientId = %] [fcID = %]
R00163	32	Enrollments can not be created for Fiscal Year Selected - Fiscal Year Batch Not Run
R00163	320	Cannot assess eligibility. Some relationships are missing.
R00163	320	Could not find a care-level for the Individual [clientID : %]
R00163	320	Relationship with Head of Household cannot be NULL [clientId = %] [fcID = %]
R00163	321	Could not find a care-level for the Individual [clientID : %]
R00163	321	Disability Begin Date cannot be NULL [clientId = %] [disabilityID = %]
R00163	322	Disability Begin Date cannot be NULL [clientId = %] [disabilityID = %]
R00163	322	Education Begin Date cannot be NULL [clientId = %] [educationID = %]
R00163	323	Education Begin Date cannot be NULL [clientId = %] [educationID = %]
R00163	323	Employment Begin Date cannot be NULL [clientId = %] [employmentID = %]
R00163	324	Employment Begin Date cannot be NULL [clientId = %] [employmentID = %]
R00163	324	Employment Maternity Leave Begin Date cannot be NULL [clientId = %] [employmentID = %]. There is a Maternity Leave on this employment.
R00163	325	Employment Maternity Leave Begin Date cannot be NULL [clientId = %] [employmentID = %]. There is a Maternity Leave on this employment.
R00163	325	Self-Employment Begin Date cannot be NULL [clientId = %] [selfEmploymentID = %]
R00163	326	Deduction Begin Date cannot be NULL [clientId = %] [deductionID = %]
R00163	326	Self-Employment Begin Date cannot be NULL [clientId = %] [selfEmploymentID = %]
R00163	327	Deduction Begin Date cannot be NULL [clientId = %] [deductionID = %]
R00163	327	Other Income Begin Date cannot be NULL [clientId = %] [otherIncomeID = %]
R00163	327	OtherIncome Begin Date cannot be NULL [clientId = %] [otherIncomeID = %]
R00163	328	For some Individual(s) in the Case relationships have not been defined correctly
R00163	328	OtherIncome Begin Date cannot be NULL [clientId = %] [otherIncomeID = %]

Source	Message ID	Message
R00163	328	Training Begin Date cannot be NULL [clientId = %] [trainingID = %]
R00163	329	Only 1 Primary Agreement End Reason may be selected
R00163	329	OtherIncome Begin Date cannot be NULL [clientId = %] [otherIncomeID = %]
R00163	33	Co-pay delinquency has been entered. Reassess and override eligibility to generate AA.
R00163	33	Co-pay delinquency has been entered. Reassess and override eligibility to generate AA.
R00163	330	Case Is Not Eligible For new Enrollments
R00163	330	Only 1 Primary Agreement End Reason may be selected
R00163	331	CCIS Agreement exists without end date
R00163	331	CCIS Agreement exists without end date. Please end agreement first.
R00163	331	Case Is Not Eligible For new Enrollments
R00163	332	CCIS Agreement exists without end date. Please end agreement first.
R00163	332	OIM Transfer Transformation Error.
R00163	333	% Eligibility Dates may not be moved forward
R00163	333	Eligibility Dates may not be in the Future
R00163	333	OIM Transfer Transformation Error.
R00163	334	% Cannot Be Entered For This Action
R00163	334	% Eligibility Dates may not be moved forward
R00163	335	% Cannot Be Entered For This Action
R00163	335	Cannot create new entries on a closed case.
R00163	336	Cannot create new entries on a closed case.
R00163	336	The record number you have entered is not a valid record number for the selected county.
R00163	337	County is required.
R00163	337	The record number you have entered is not a valid record number for the selected county.
R00163	338	Case will be Reopened. Please confirm
R00163	338	County is required.
R00163	338	Warning: Case will be Reopened. Please click on Reopen to continue
R00163	339	Case will be Reopened. Please confirm
R00163	339	Case will be moved to Full Redetermination mode. Please confirm
R00163	339	Warning: Case will be moved to Full Redetermination mode. Please click on Save to continue
R00163	339	Warning: Case will be moved to full redetermination mode. Please click on % to continue
R00163	34	Warning! Effective Date has not changed. Please click SAVE to continue.

Source	Message ID	Message
R00163	340	Case will be Transferred. Please confirm
R00163	340	Case will be moved to Full Redetermination mode. Please confirm
R00163	340	Warning: Case will be Transferred. Please click on Transfer Case to continue
R00163	341	Case will be Transferred. Please confirm
R00163	341	Please re-run eligibility. Information has changed.
R00163	342	Error when saving Co-pay
R00163	342	Please re-run eligibility. Information has changed.
R00163	343	Error when saving Co-pay
R00163	344	Invalid reopen date
R00163	344	Invalid reopen date found
R00163	344	then packet returned date is mandatory
R00163	345	Invalid reopen date
R00163	345	Program has been changed for the case. Click on Assess Eligibility to Continue
R00163	345	Warning: This action will end eligibility in % and assess eligibility for %. Please confirm.
R00163	346	Concurrent update occurred
R00163	346	Warning: This action will end eligibility in % and assess eligibility for %. Please confirm.
R00163	347	Concurrent update occurred
R00163	347	Transfer Date has to be greater than Eligibility Begin Date
R00163	348	Cannot Transfer Case. The Receiving office has not been converted to Release 3.0
R00163	348	Transfer Date has to be greater than Eligibility Begin Date
R00163	349	Cannot Transfer Case. The Receiving office has not been converted to Release 3.0
R00163	35	Warning! Interim Agreement already exists. Do not initiate CareCheck unless the Agreement type is changing. Click NEW to continue.
R00163	350	Individual(s) were added to the case on %. The transfer date must be greater than %.
R00163	351	% is eligible in another FC within the case
R00163	352	An error occurred while trying to add a new disability record because there is already an active disability record of the same type for this individual.
R00163	352	An error occurred while trying to add a new disability record because there is already an active disability record of the same type for this individual. Adding the new disability record would create an overlap; therefore the new disability record was not added for the individual.
R00163	352	Cannot save an open-ended record prior to existing open-ended record as it would create an overlap

Source	Message ID	Message
R00163	353	Cannot save this record because it would create an overlap with an existing record
R00163	354	This case has to be closed as AA period is complete.
R00163	355	Cannot confirm a case that is Reopened and Ineligible.
R00163	356	Eligibility results have been overridden to Ineligible. AA period will be added.
R00163	356	Warning: Eligibility results have been overridden to Ineligible. AA period will be added. Click on Confirm to proceed.
R00163	356	Warning: Eligibility results have been overridden to Ineligible. AA period will be added.Click on Confirm to proceed.
R00163	357	Corr ID is not valid. Check Correspondence Status - Must be Printed
R00163	357	Corr ID is not valid. Remove dash and version number (-1). Ensure correspondence status is Printed.
R00163	358	Invalid Joint Custody Begin Date
R00163	359	Invalid Eligibility End Date
R00163	360	% Must be Greater Than %
R00163	361	% Eligibility Period Cannot Be Reduced
R00163	361	% Eligibility Period Cannot Be Reduced Within A Eligibility Segment.
R00163	361	% Eligibility Period Cannot Be Reduced Within A Eligible Segment.
R00163	361	% Eligibility Period Cannot Be Reduced Within An Eligible Segment.
R00163	362	% The Individual Is Being Deleted. End Date Cannot Be Changed
R00163	363	% Child Eligibility Status Cannot Be Changed To Adult Eligibility Status
R00163	364	% Eligible Status Cannot Be Changed To Any Other Status
R00163	365	No is permitted only when the Redetermination Date (%) has passed.
R00163	366	Individual Is Not Eligible For New Enrollments
R00163	367	Effective Date is outside of this participation segment
R00163	368	% Eligibility status cannot be changed to a different parent eligibility status
R00163	369	Outstanding Bal is less than Return Amt. Please check Force Reissue to Force Payment
R00163	369	Please check Force Reissue to Force Payment
R00163	369	The outstanding balance is less than the Return Amount
R00163	370	% have to be within %
R00163	371	% has be less than %
R00163	371	% has to be less than %
R00163	372	Eligibility dates cannot have any gaps.
R00163	373	% Individual eligibility has to be end dated.

Source	Message ID	Message
R00163	373	Individual eligibility has to be enddated
R00163	374	% The last segment must be Not Requesting Care.
R00163	375	% Family Composition is Ineligible from % .Individual Should be Ineligible from %
R00163	376	% Family Composition is end dated on %.Individual should be end dated on %
R00163	377	Enrollments exist for this Individual. Cannot change eligibility to any status other than Eligible Child.
R00163	377	Enrollments exist. Can not add Ineligible segment for this Individual.
R00163	378	Eligibility Cannot be Overridden when the case is in Intake Mode or Reopen Status.
R00163	378	Eligibility Cannot be Overridden when the case is in Intake Mode or Reopen Status.
R00163	379	The current program is being modified. Individual should have at least 1 eligibility segment.
R00163	379	The current program is being modified. Individual should have at least 1 eligibility segment.
R00163	380	A valid citizenship must be defined for all individuals
R00163	380	Data has changed. Please reassess and confirm eligibility
R00163	381	A valid citizenship must be defined for all individuals
R00163	382	Email Address format is not valid.
R00163	383	Intake/Closed case reopened continuously. Update Application Date as appropriate.
R00163	383	Please enter new application date
R00163	384	You must select one of the GO buttons on the right to submit this request.
R00163	385	Alert: Receiving Disability Income - 'Yes Receiving'
R00163	385	Receiving Disability Income - 'Yes Receiving' Selected. Please make sure a disability income amount is entered in the Other Income / Unearned Income page. Click save to continue.
R00163	385	Receiving Disability Income - 'Yes Receiving' Selected. Please make sure a disability income amount is entered in the other income page. Click save to continue.
R00163	385	Warning: 'Receiving Disability Income' - 'Yes Receiving' Selected. Please make sure a disability income amount is entered.
R00163	386	Alert: Please go to care request screen to enter potential child care requests information. Press save to continue.
R00163	386	Please go to care request page to enter potential child care request information. Click save to continue.
R00163	386	Selected. Please make sure a disability income amount is entered in the other income page. Press save to continue.

Source	Message ID	Message
R00163	387	Alert: Please go to care request page to enter potential child care request information. Press save to continue.
R00163	387	Alert: Please go to care request screen to enter potential child care requests information. Press save to continue.
R00163	387	Child marked for deletion is sill requesting care. Please update care request information.
R00163	387	Child marked for deletion is still requesting care. Please update care request information.
R00163	387	Warning: Child marked for deletion is sill requesting care. Please update care request information. Press save to continue.
R00163	387	Warning: The Child marked for deletion is still requesting care. Please go to Child care request page to update care request information. Press save to continue.
R00163	388	Warning:
R00163	389	Report request has been generated
R00163	391	Please enter a Confidential Address for this case.
R00163	392	Child Care Program has changed, if there are enrollments please validate the funding source.
R00163	393	Family composition can not be ineligible for the first eligibility segment
R00163	394	Invalid Program Change. % can not be changed to %.
R00163	395	Can not change Child Care Program for current Family Composition
R00163	396	Can not change child care program to %, this case was not previously %
R00163	396	Can not override child care program to %, this case was not previously %
R00163	397	Individual is participating in CIS and has an %
R00163	397	Individual is participating in a CIS case and has % data captured in CIS
R00163	398	% belongs to CIS and cannot be updated/deleted
R00163	399	If % is entered then % must also be entered
R00163	4	Cannot create a new % when % already exists
R00163	400	Can not have more than one eligible segment for a family composition
R00163	401	% can not be completed. Enrollment exists where % is ineligible or has sanctions in CIS
R00163	401	% can not be completed. Enrollment exists during the period when % is ineligible or has sanctions in CIS.
R00163	402	Can not override Family Composition eligibility to Ineligible
R00163	402	Can not override Family Composition eligibility to Ineligible
R00163	403	Eligibility for % may have been changed due to CIS eligibility or sanctions
R00163	404	See Director to create Interim Agreement
R00163	404	This case is confidential and has no correspondence address. Please enter correspondence address.
R00163	405	Can not assess eligibility for child care program %
R00163	405	No Valid CareCheck Segment Exists

Source	Message ID	Message
R00163	406	A CareCheck segment exists
R00163	406	See Director to create Interim Agreement
R00163	407	No Valid CareCheck Segment Exists
R00163	407	Unable to access this correspondence. If it was created before January 1, 2006 please send a request to ra-ccmiscorrsupport@state.pa.us
R00163	407	Unable to access this correspondence. If it was created more than 180 days ago please send a request to ra-ccmiscorrsupport@state.pa.us
R00163	408	A CareCheck segment exists
R00163	409	The selected Case(s) may have related case(s) in the database! Please click on save to continue.
R00163	410	Can not transfer a case with a CIS budget to another county
R00163	411	All individuals have been removed by CIS inclusion rules, eligibility can not be assessed
R00163	412	The Family Support Services payment exceeds remaining allocation for this office
R00163	412	The Family Support Services payment for %, exceeds remaining allocation by % on invoice % for % CCIS.
R00163	413	The Service payment exceeds remaining allocation for this office
R00163	413	The Service payment for %, exceeds remaining allocation by % on invoice % for % CCIS.
R00163	414	Error retrieving data from CIS.
R00163	415	The reason code is not valid for the current child care program for %
R00163	416	CIS budget is closed. Cannot change the child care program to a CIS child care Program.
R00163	417	CIS budget is Open. Cannot change the child care program to Former TANF.
R00163	418	Please refresh the case from CIS.
R00163	419	User does not have access to import a case.
R00163	420	User is not authorized to import cases for % county.
R00163	421	System Error Occurred.
R00163	422	Address could not be Geo-Coded.
R00163	423	Invalid Training Hours from CIS.
R00163	424	FC override eligibility dates can not overlap
R00163	425	Eligibility dates of a segment can only be expanded
R00163	426	% cannot be empty.
R00163	427	% cannot be empty for %.
R00163	428	% is not valid for %.
R00163	429	% Income is missing for %.

Source	Message ID	Message
R00163	430	% may not be less than % for %.
R00163	431	Missing individual information for line number %.
R00163	432	Relationship between line number % and line number % is not valid.
R00163	433	The case was refreshed successfully from CIS. Please assess eligibility.
R00163	434	The case could not be refreshed and was not updated (Note: to review failure reasons proceed to Update Inbox)
R00163	435	The case was partially refreshed from CIS (Note: to review failure reasons proceed to Update Inbox)
R00163	436	% Valid pay stubs were not found for %.
R00163	437	Parent-Caretaker could not be derived for the CIS case.
R00163	438	A budget could not be identified for case creation.
R00163	439	Incorrect transfer type. The case is closed or suspended.
R00163	440	Case could not be created.
R00163	441	Case could not be updated.
R00163	442	NCE record could not be processed.
R00163	443	% Demographics information not sent for individual.
R00163	444	% Individual does not have a participation segment.
R00163	445	% Cannot replace actual income with estimated income.
R00163	446	% Participation Begin Date can not overlap into existing eligibility segment.
R00163	447	Primary Caretaker participation cannot be ended for the individual %.
R00163	448	% One or more eligibility segments overlap for budget %.
R00163	449	This case has not been created in CCMIS and hence cannot be updated.
R00163	449	This case has not been created in CCW and hence cannot be updated.
R00163	450	Please specify a search criteria.
R00163	451	% Individual has duplicate case line number.
R00163	452	Unable to access this correspondence. Correspondences over 90 days old are being temporarily archived. If correspondence was created more than 90 days ago please send a request to ra-ccmiscorrsupport@state.pa.us
R00163	452	Unable to access this correspondence. If it was created more than 180 days ago please send a request to ra-ccmiscorrsupport@state.pa.us
R00163	452	Unable to access this correspondence. If it was created more than 30 days ago please send a request to ra-ccmiscorrsupport@state.pa.us
R00163	452	Unable to access this correspondence. If it was created more than 60 days ago please send a request to ra-ccmiscorrsupport@state.pa.us

Source	Message ID	Message
R00163	452	Unable to access this correspondence. If it was created more than 90 days ago please send a request to ra-ccmiscorrsupport@state.pa.us
R00163	453	There are no CIS budgets available to update in CCMIS.
R00163	453	There are no CIS budgets available to update in CCW.
R00163	454	Grant Amount begin date should be greater than %.
R00163	455	% Budget open date from CIS is in conflict with the budget open date in CCMIS.
R00163	455	% Budget open date from CIS is in conflict with the budget open date in CCW.
R00163	456	% Individual eligibility begin date from CIS is in conflict with the CIS individual eligibility dates in CCMIS.
R00163	456	% Individual eligibility begin date from CIS is in conflict with the CIS individual eligibility dates in CCW.
R00163	457	% Case Line Number cannot be empty or 00 for individual.
R00163	458	The case cannot be reopened in continuous mode, because it is mapped to an open TANF budget.
R00163	459	Individual % eligibility cannot be open dated or outside the participation segment.
R00163	460	FC segment cannot be open ended. Please enter an end date.
R00163	461	% Valid amount data was not found for %.
R00163	462	FC Eligibility is end-dated. Individual eligibility cannot be opened. Please enter individual eligibility end date.
R00163	463	County Code % already exists. Please use another County code.
R00163	463	County code % already exists. Please use another County code.
R00163	464	CCIS code % already exists. Please enter new CCIS code.
R00163	465	Office code % already exists. Please enter new Office code.
R00163	466	Cannot Reopen case while another case % is currently open
R00163	467	There is no Active Mapping record for this CIS case
R00163	468	Municipality % already exists. Please use another value.
R00163	469	School District % already exists. Please use another value.
R00163	470	School % already exists. Please use another value.
R00163	471	Relationship already exists. Please save another relationship.
R00163	472	Invalid characters used in comment area.
R00163	473	Transfer of cases to Caseload % is successfully completed.
R00163	474	User must be assigned to an office to email a referral.
R00163	475	CIS budget is closed. Cannot assess eligibility under the selected CIS program.
R00163	476	Rejecting Application % will delete all application data received from COMPASS. Click Reject Application again to proceed.
R00163	477	You may be creating a duplicate case and/or individual. Click continue again to proceed.

Source	Message ID	Message
R00163	478	A case has been successfully created for the application.
R00163	479	The case redetermination has been successfully applied.
R00163	480	Please use the save button to select/change workloads.
R00163	481	You cannot continue when a reason code to reject an application is selected. Please click Reject Application to reject the application or clear the reason code and click continue to proceed.
R00163	482	When Low Income Child Care is selected, no other Application Details may be selected.
R00163	483	Application has been Rejected. Correspondence/Notice ID: % created.
R00163	484	Case currently has multiple unprocessed redeterminations.
R00163	485	Please allow up to several business days for your updates to be applied.
R00163	486	All Adults should have at least one Eligible Segment.
R00163	487	At least one Child should have an Eligible Segment.
R00163	488	Family Composition Cannot be Ineligible from %.
R00163	489	Case cannot be reopened because it has been transferred to %.
R00163	491	Application Date will fall in the middle of the eligibility segment.
R00163	492	TANF Case is already open for this TCA case. Do you want to continue ?
R00163	492	TCA creation may cause an overlap with existing TANF case(s). Do you want to continue?
R00163	493	TCA has opened for Co/Rec %. Please review.
R00163	493	TCA has opened in Co/Rec %. Please review eligibility for TANF child care.
R00163	493	TCA has opened in Co/Rec %. Please review.
R00163	494	TCA Case could not be created.
R00163	495	Budget is opening in future. Cannot assess eligibility under the selected CIS program.
R00163	495	TCA budget is opening in future. Cannot assess eligibility under the selected CIS program.
R00163	5	User does not have access to the page requested
R00163	6	% type % already exists
R00163	7	No effective date entered
R00163	8	% may not be in the future
R00163	9	% may not be in the past
R00163	9	% may not be in the past?
R00163	9	% may not be in the past
R00163	9	End Date may not be prior to Current Date
Common	1	is a mandatory field

Source	Message ID	Message
Common	10	is not valid
Common	10111	Name is a mandatory field
Common	104	Please enter data, prior to clicking GO or Pressing the Enter Key
Common	105	No children found
Common	106	Please select a individual to validate
Common	11	must be a whole number
Common	1111	Date is not valid.
Common	11111	Address Line 1 is a mandatory field
Common	12	User does not have access to the page requested
Common	12111	City is a mandatory field
Common	13	State is a mandatory field
Common	14	Zip Code is a mandatory field
Common	15	County is a mandatory field
Common	16	Zip Code is not valid
Common	17	Zip Extension is not valid
Common	18	Date is a mandatory field
Common	19	Amount Field is not valid
Common	2	is not a valid Date Format
Common	20	Process must be selected
Common	20111	Number Field is not valid
Common	204	At least one Invoice must be selected
Common	2111	Number is not valid.
Common	3	is not a valid Amount
Common	3111	Phone field is not valid.
Common	4	Please select your search Criteria
Common	5	The To date must match or fall after the From date.
Common	6	User does not have access to the page requested
Common	6111	From Date is not valid.
Common	7	You must specify a valid From and To date.
Common	8	To Date is not valid
Common	9	may not be in the past

Source	Message ID	Message
Common	9111	The To date cannot be later than today.
Enrollments	4001	Enrollment Successfully updated
Enrollments	4002	Please review - Enrollment transferred to new fiscal year
Enrollments	4003	Cannot modify existing records for the Effective Date entered.
Enrollments	4004	Enrollment Correspondence successfully generated
Enrollments	4005	CAP Enrollment must be created against TANF/GA/FS Funding programs
Enrollments	4006	Can Not Transfer to Same Funding Program
Enrollments	4007	If A Funding Program Override is selected then A new Funding program must be selected
Enrollments	4008	Effective Date may Not Be more than
Enrollments	4009	days in the past
Enrollments	4010	WARNING! - Funding Program has changed without a change to Effective Date. Click Save to Continue!
Enrollments	4011	WARNING! - Effective Date has changed without a change to Funding Program. Click Save to Continue!
Enrollments	4012	Effective Date is a mandatory field
Enrollments	4013	Effective Date is not a valid date.
Enrollments	4014	Effective Date may not be before office go-live date.
Enrollments	4015	If CAP is selected then Effective Date cannot be prior to current date
Enrollments	4016	Funding Program is a mandatory field
Enrollments	4017	Provider/Location is a mandatory field
Enrollments	4018	If location ID is entered then a Provider ID must be entered
Enrollments	4019	If Provider ID is entered then a Location ID must be entered
Enrollments	4020	Provider ID/Location is not valid
Enrollments	4021	If Apply Blended Rate is selected then Attending School must be selected
Enrollments	4022	Provider must be entered for a sleep enrollment
Enrollments	4023	If Client Advanced Payment is selected then Provider is a mandatory field
Enrollments	4024	If a provider's relation to child is entered then a provider/location must be entered
Enrollments	4025	Status must be selected
Enrollments	4026	When the status is changed there must be a new reason selected
Enrollments	4027	The selected enrollment reason does not apply to the enrollment status
Enrollments	4028	Status and/or status date changed. Correspondence generation invalid.
Enrollments	4029	If Enrolled State entered then State Funding Program must be selected
Enrollments	4030	If Enrolled Local entered then Local Funding Program must be selected

Source	Message ID	Message
Enrollments	4031	WARNING! - Effective Date Has Changed But Status Has Not Changed. Click Save to Continue!
Enrollments	4032	WARNING! - Status Has Changed But Effective Date Has Not Changed. Click Save to Continue!
Enrollments	4033	Effective dates must be sequential.
Enrollments	4034	Same Row Can Not Have A Date Change And be Deleted.
Enrollments	4035	Effective dates must be contiguous.
Enrollments	4036	Deleted segments must be contiguous.
Enrollments	4037	Effective Begin Date is a mandatory field
Enrollments	4038	Effective Date is not a valid Date
Enrollments	4039	Office is a mandatory field
Enrollments	4040	County is a mandatory field
Enrollments	4041	Local ID is a mandatory field
Enrollments	4042	Comment Text is not valid , it is over 200 characters in length
Enrollments	4043	Office/County selection
Enrollments	4044	Office/County/Local Id selection
Enrollments	4045	End Date can't be before Begin Date
Enrollments	4046	Effective Dates for Local ID Overlap: Review Effective Begin Date
Enrollments	4047	Effective Dates for Local ID Overlap: Review Effective End Date
Enrollments	4048	Cannot enter End Date while deleting.
Enrollments	4049	Local ID cannot be changed while deleting
Enrollments	4050	Begin Date cannot be changed while deleting
Enrollments	4051	An In-home Care enrollment must exist.
Enrollments	4052	Concurrent Update Error
Enrollments	4053	New Effective Date may not be before Enrollment Co-payment Effective Date
Enrollments	4054	Co-Pay Override Reason code is a mandatory field
Enrollments	4055	Weekly Co-pay is a mandatory field
Enrollments	4056	Effective Date is a mandatory field
Enrollments	4057	The first 250 records from your search results are displayed. To view additional records please narrow your search using the options below.
Enrollments	4058	Must select a Enrollment Checkbox before choosing Schedule
Enrollments	4059	Enrollment Summary Date is a mandatory field
Enrollments	4060	Enrollment Summary date must be a Monday.

Source	Message ID	Message
Enrollments	4061	Enrollment Summary Reason is a mandatory field
Enrollments	4062	Must select a case co-payment before choosing update
Enrollments	4063	Must select a case co-payment before choosing Assess
Enrollments	4064	Encumbrance date is a mandatory field
Enrollments	4065	Encumbrance Reason code is a mandatory field
Enrollments	4066	152: Hours must be Numeric
Enrollments	4067	27: Hours May Not Exceed 24
Enrollments	4068	152: Co-pay effective date must be a Monday
Enrollments	4069	131: Can not change Resolution Date if you are deleting the delinquency.
Enrollments	4070	214: Can Not Transfer to Same Provider/Location
Enrollments	4071	Must select a Enrollment Co-payment before choosing Save
Enrollments	4072	Case Co-Payment must select before choosing Update.
Enrollments	4073	Office/County selection
Enrollments	4074	214: Begin Date cannot be changed while deleting.
Enrollments	4075	214: Local ID cannot be changed while deleting.
Enrollments	4076	Cannot enter End Date while deleting.
Enrollments	4077	Individual ID is not valid
Enrollments	4078	Begin Date is not a valid date.
Enrollments	4079	Must select a Case Member Checkbox before choosing New
Enrollments	4080	Must select a Enrollment Checkbox before choosing Change/End Enrollment
Enrollments	4081	Enrollment Summary Date is not a valid Date.
Enrollments	4082	No record found
Enrollments	4083	An enrollment is required before schedule can be selected
Enrollments	4084	Enrollment Schedule Updated
Enrollments	4085	Please review - Enrollment transferred to new fiscal year
Enrollments	4086	1: Copy To Start Date is a mandatory field
Enrollments	4087	214: Non-standard schedule for source enrollment does not exist for date range specified
Enrollments	4088	2: Copy To End Date is not a valid Date.
Enrollments	4089	21: Copy To End Date may not be before Copy To Start Date
Enrollments	4090	16: Must select a Enrollment Checkbox before choosing Copy Non-Standard Schedule
Enrollments	4091	1:Transfer Effective Date

Source	Message ID	Message
Enrollments	4092	1:Transfer Effective Date ~ Date
Enrollments	4093	2: Copy To Start Date is not a valid Date.
Enrollments	4094	207: Enrollment Schedule Updated successfully
Enrollments	4095	152: Schedule must be Entered
Enrollments	4096	Hours
Enrollments	4097	Hours~24
Enrollments	4098	Hours~Numeric
Enrollments	4099	If Non-Traditional is selected, hours~entered
Enrollments	4100	Can Not Update Hours and Cancel Schedule at the same time
Enrollments	4101	Non-Standard Schedule Date~
Enrollments	4102	If Repeat Each is entered, Hours~Entered
Enrollments	4103	Repeat Every Week is selected~Repeat Until Must be Entered
Enrollments	4104	Repeat Every Week is selected~Repeat Period May Not Exceed
Enrollments	4105	Repeat Until Date~
Enrollments	4106	If Repeat Until is entered, Repeat Each
Enrollments	4107	~Date.
Enrollments	4108	~after enrollment effective date.
Enrollments	4109	~before enrollment discontinue date.
Enrollments	4110	Enrollment Schedule Updated~
Enrollments	4111	Please review - Enrollment transferred to new fiscal year
Enrollments	4112	Warning! - Effective Date of the Standard Schedule has not changed.
Enrollments	4113	Effective Date~
Enrollments	4114	Schedule~Entered
Enrollments	4115	"~after enrollment effective date.
Enrollments	4116	~before enrollment discontinue date.
Enrollments	4117	End Effective Date
Enrollments	4118	End Effective Date may not be before Begin Effective Date
Enrollments	4119	Date Entering First Grade
Enrollments	4120	Date Entering First Grade may not be before an age of 4 years
Enrollments	4121	Date Entering First Grade May Not Exceed an age of 8 years
Enrollments	4122	Override Age must be greater than zero

Source	Message ID	Message
Enrollments	4123	is not a valid Override Age
Enrollments	4124	Override Age May Not Exceed 156 months
Enrollments	4125	Override Reason is a mandatory field
Enrollments	4126	Begin Effective Date is a mandatory field
Enrollments	4127	Begin Effective Date must be Before 19th Birthday
Enrollments	4128	Begin Effective Date may not be before Date Of Birth
Enrollments	4129	Begin Effective Date may not be in the future
Enrollments	4130	Begin Effective Date is not valid
Enrollments	4131	Co-pay delinquency has been entered. Reassess and override eligibility to generate AA
Enrollments	4132	Must select a Detail Checkbox before choosing Generate Report
Enrollments	4133	Enrolled Status is required for Generation Of Enrollment Summary
Enrollments	4134	Enrollment Summary request failed Return Code
Enrollments	4135	Enrollment Summary Created successfully Please Review Correspondence Record(s)
Enrollments	4136	The Enrollment Co-pay Amount must be equal to the Case Co-pay Amount
Enrollments	4137	If Half Co-payment is selected then the sum of Enrollment Co-pay amounts must be half the Case Co-pay amount
Enrollments	4138	152: Co-pay delinquency effective date must be a Monday
Enrollments	4139	Report Date is not valid
Enrollments	4140	Case Is Not Eligible For new Enrollments
Enrollments	4141	Provider must be entered for in-home care
Enrollments	4142	Effective date must be before enrollment discontinue date
Enrollments	4143	Same Row Can Not Have A Date Change And be Deleted
Enrollments	4144	Please include search criteria

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Return to Manual Section “400.11.13 – Updating a Standard Schedule”

400.21 TRACKING DATES

The CCIS may set tracking date alerts to serve as reminders of actions to be taken in a case within PELICAN CCW. The CCIS may also send tracking date alerts to the CAO in order to inform the CAO Child Care Liaison of important events related to a TANF case. When the CCIS sends a tracking date alert to the CAO, the CCIS must mark the tracking date alert as "High" priority and must ensure the wording is concise.

On the date the case lands in the CIS Inbox, the CCIS must set the following tracking date alerts:

1. 5 calendar days – CCIS reminder to contact the p/c.
2. 16 calendar days – Eligibility for enrollment must be assessed by the CCIS and the p/c must respond to the Welcome Letter. If the p/c does not respond, generate an Enrollment Ineligible Notice as described above.
3. 31 calendar days – Face-to-face required.

PELICAN CCW will NOT automatically generate an alert to the worker indicating that TCA is ending and eligibility must be assessed under FT. Although the CCIS will receive an update indicating that TCA is ending, the CCIS may also wish to manually set a tracking date for the date TCA ends as a reminder to assess eligibility under FT.

The following sections discuss the steps the CCIS must complete in PELICAN CCW in order to access, add, update and delete a tracking date alert.

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See Manual Section "400.27.3.49 – Questions – 400.21 – Tracking Dates"

400.21.1 Accessing a Tracking Date Alert

The CCIS may access a tracking date alert by navigating to the Tracking Date Summary page using one of the following methods:

1. Click "Case" on the Main Navigation bar, enter the Co/Record Number in the "Tracking Dates" field and click "Go"; or
2. From within a case, click the "Select…" drop-down box, select "Tracking Dates" from the list and click "Go".

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400.21.2 Adding a Tracking Date Alert

The CCIS may add a tracking date alert by completing the following steps in PELICAN CCW:

1. Click "New".
2. Enter a Tracking Date.
3. Click the "Priority" drop-down box and select an option from the list.
4. Enter the alert text, to be displayed, specific to the circumstances of the case.
5. Indicate whether the Tracking Date Alert should also be sent to the CAO.
6. Click "Save".

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400.21.3 Updating a Tracking Date Alert

The CCIS may update a tracking date alert by completing the following steps in PELICAN CCW:

1. Select the "Select…" checkbox for the record to be updated.
2. Click "Update".
3. Update the information as necessary.
4. Click "Save".

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400.21.4 Deleting a Tracking Date Alert

The CCIS may update a tracking date alert by completing the following steps in PELICAN CCW:

1. Select the "Select…" checkbox for the record to be updated.
2. Click "Update".
3. Update "Delete".
4. Click "Delete" again to confirm the action.

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400.22 CAO RESPONSIBILITIES

As per the OIM **Operations Memorandum OPS061001**- Unification of the Child Care Program, dated 10/12/2006, the CAO will:

1. Use CIS to determine initial and continuing eligibility for TANF, GA and FS and for child care related to those programs.
2. Determine household composition, employment and training participation, income and financial eligibility.
3. Process reported changes in household composition, employment and training participation and income.
4. Refer parents to employment and training programs and track participation.
5. Identify and process child care overpayments based on ineligibility.
6. Provide participation and support in appeals received by both the CAO and the CCIS.

The CAO will discuss child care arrangements with the p/c whenever the AMR is developed or revised. For those clients in need of child care, the CAO will indicate this need on the AMR and in CIS case comments. If a p/c is eligible for child care and a need exists, the CAO will place an "R" in the CC Elig field on CIS's CIS Budget Authorization screen (CQBUDG). This will refer the case to PELICAN CCW for further review and authorization of child care.

At the time of application or reapplication, and whenever the AMR is developed or revised, the CAO will inform applicants and recipients in writing and orally of the availability of child care allowances as specified in § 168.1(c) (relating to policy on payment of child care). The CAO will also inform clients of the reporting requirements. Changes can be reported to the CAO, through the SWCC or through a "My Compass" account.

In two p/c households, if one p/c has a disability, eligibility will pass in CIS, however, a referral is only to be done when the p/c with the disability is not capable of caring for the child. The CAO must verify a disability of a p/c and if the p/c is physically or mentally incapable of providing child care, as verified by a physician or licensed psychologist. The CAO must also document in the CIS case narrative that child care is needed because one p/c has been verified to be physically or mentally unable to provide child care while the other p/c is participating in a work-related activity.

The CAO must continue to record this information in the CIS case narrative at application, renewal and when an AMR is completed or updated as specified in OIM's **Policy Clarification PUC 13871183** (as it relates to child care requests when one parent is disabled and cannot provide child care).

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400.23 P/C RESPONSIBILITIES

The following establishes the responsibilities of the p/c. The p/c will:

1. Verify the following:
   a. Age-appropriate immunizations – The p/c will self-certify that the child has received age-appropriate immunizations or is exempt from immunization as follows:

      iv. The p/c objects to immunizations on religious grounds.

      v. The child's medical condition contraindicates immunizations.

   b. A child's disability or developmental delay – If appropriate, the p/c will provide verification from a licensed physician, psychiatrist or psychologist that confirms the child has a physical or mental injury or impairment which prevents the child from caring for himself.

   c. Child care need – A p/c will self-certify that child care is needed to enable a member of budget group or household to participate in a CAO-approved work-related activity.

2. Report the following to the CCIS:

   a. A change in provider.

   b. A change in schedule.

   c. A change in need for care.

      ii. A decrease in the need for care may be self-certified.

      iii. An increase in the need for care, beyond the enrollment stabilization rules, must be substantiated by the CAO via an update from CIS, a revised AMR/EDP or collateral contact with the CAO.

3. Report any changes in the following information to the CAO:

   a. Demographic information (i.e., name, marital status).

   b. Household composition (i.e., individuals moving in and/or out of the household, newborns, deaths, incarcerations, etc.).

   c. Address.

   d. Employment or other paid activity (i.e., starting, ending, hours or wages).

   e. Income (i.e., starting, ending, amount).

   f. Training or other unpaid activities (i.e., starting, stopping attendance).

   g. Need for increase days/hours of care related to employment or other paid activities and/or training and other unpaid activities.

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See Manual Section "400.27.3.50 – Questions – 400.23 – P/C Responsibilities"

400.24 CCIS RESPONSIBILITIES

The following establishes the responsibilities of the CCIS. The CCIS will:

1. Offer resource and referral services and parent counseling to all referred families.
2. Provide information about early care and education and its impact on child development and school readiness.
3. Create child care enrollments with the p/c's selected provider and issue child care payments only for those individuals determined eligible by the CAO and eligible in PELICAN CCW according to the enrollment roles.
4. Manage updates related to TANF cases that are received from CIS.
5. Process provider overpayments.
6. Assist the p/c in reporting changes in circumstances to the CAO, as appropriate, via the **Statewide Customer Service Center (SWCSC)**, through a **"My Compass"** account or through a collateral contact with the CAO.
7. Provide participation and support in appeals received by both the CAO and the CCIS.
8. Use PELICAN CCW to do the following:
    - i. Indicate which child(ren) have requested child care.
    - ii. Indicate immunization status or exemption from immunization.
    - iii. Verify and indicate developmental age, as appropriate.
    - iv. Assess eligibility for enrollment.
    - v. Notify a family of eligibility or ineligibility for enrollment.
    - vi. Gather provider data and create enrollments based on the p/c's reported need for child care.
    - vii. Assess co-pay and/or override/waive if appropriate.
    - viii. Process attendance invoices and issue child care payments, including Client Advance Payments (CAP) as needed when mandated by OCDEL.
    - ix. Process enrollment and provider changes.
    - x. Maintain case comments regarding every action taken in a case, which minimally include the date of the action, what action was taken, who acted, the reason for the action, the names of any other individual(s) involved and the Correspondence ID if a correspondence (i.e., letter, notice or form) was generated.
    - xi. Offer R&R services as appropriate.

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See Manual Section "400.27.3.51 – Questions – 400.24 – CCIS Responsibilities"

400.25 UPDATED INFORMATION & ADDITIONAL RESOURCES

This section contains a listing of updated information distributed following issuance of this manual section via Announcements, Updates and Communiqués, as well as additional resources available to the CCIS.

400.25.1 Announcements

DATE ISSUED	ANNOUNCEMENT NUMBER	TITLE

400.25.2 Updates

DATE ISSUED	UPDATE NUMBER	TITLE

400.25.3 Communiqués

DATE ISSUED	COMMUNIQUE NUMBER	TITLE

400.25.4 Additional Resources

OIM child care policy is located at the following URLs:

OIM CHILD CARE POLICY MANUAL	
SUBJECT	**URL**
Cash Assistance Handbook Chapter 183 (TANF)	**http://oimmanuals/bop/ca/183/Table%20of%20Contents.htm#P-1_0g**
E-LEARNING MODULES	
TANF Budget Groups	**http://164.156.53.247/e-learning/TANF%20Bud%20Groups/index.htm**
Cash Assistance Handbook – TANF/GA Budget Groups	**http://oimmanuals/bop/ca/110/110_A.htm#P13_74**

400.26 POLICY-SANCTIONED PELICAN CCW WORKAROUNDS

This section contains policy-sanctioned PELICAN CCW workarounds.

400.26.1 Teen Parent Workarounds

In cases where there is a teen parent coded "EP" in CIS **(Refer to Manual Section "400.5.1 – Eligibility Statuses and Meanings")**, the teen's parents are not currently included in the family composition if they are not assigned care and control over the teen parent or the teen's child. The teen's parents should be included per regulation and policy. See Workaround #1 in

TEMPORARY WORKAROUND

The CCIS should request that the local CAO assign the teen's parent care and control over the teen in CIS.

RESOLUTION:

This issue will be prioritized for a future release, per PCRs 15503 and 15457.

In cases where there is an adult coded as a son or daughter of the parent in CIS, the individual is inappropriately included in the family composition because there is a parental relationship.

TEMPORARY WORKAROUND

There is no workaround to address this issue.

RESOLUTION:

This issue will be prioritized for a future system release, per PCR 15522.

EXAMPLE:

A TANF case consists of an eligible parent and child in the C budget and a second child, age 22, in a J budget, receiving SSI benefits **(Refer to Manual Section "400.5.5 – J Budgets")**. Currently in PELICAN CCW, the 22 year old will be included in the TANF case since a parental relationship exists between him and the TANF parent. Per OIM policy this is incorrect. Due to his age, he is no longer qualifies as a TANF child and should not included in the TANF child care case.

In cases where there are multiple budget groups in CIS, all individuals active in the CIS record are included in the PELICAN CCW case; however, these individuals will not be included in the eligibility determination.

TEMPORARY WORKAROUND

There is no workaround to address this issue.

RESOLUTION:

This issue will be prioritized for a future system release, per PCR 15412.

EXAMPLES:

1. A TANF case consists of 2 "E" status members and 2 "NX" status members. The "NX" members have no relation to the "E" members. and do not have care and control over any "E" members. The "NX" members are included in the case inappropriately. Only the "ES" Mom and her "EC" child should be included.
   In this case, the "NX" adult is showing on the Child Care Request page.

2. A TANF case consists of 2 TANF budgets, C and C2. The C budget is eligible for child care in CIS and was pushed to PELICAN CCW. The C2 budget is not eligible for child care in CIS and was not pushed. The individuals in the C2 budget have no relation to the individuals in the C budget and do not have care and control over any individual in the C budget. The individuals in the C2 budget are included in the case inappropriately. The case should include only the C budget members.

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Return to Manual Section "400.4.1 – Policy"

Return to Manual Section "400.5.7 – Teen Parent Requirements".

400.26.2 J Budget Eligibility Workaround

The following table identifies outstanding PELICAN CCW issues that have been identified. Problem Change Reports (PCRs) have been created to address these issues and will be prioritized for a future release.

PCR	ISSUE	TEMPORARY WORKAROUND
15396	PELICAN CCW does not read the J adult's disability and fails the case when there is a disability verification code in the MA case only (not in the FS or TANF case) in CIS.	PELICAN CCW is coded to default the disability verification code so the case will pass. The disability begin date in PELICIAN will not match the begin date in CIS and is defaulted to the J budget begin date.

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Return to Manual Section "400.5.5 – J Budgets".

400.26.3 Child Disability Workaround

Currently, when entering an end-date for a child's disability, the care level entered to allow the child to remain in care past the age of 13 is deleted and this causes invoice adjustments within PELICAN CCW. The CCIS must refrain from entering new behavioral disabilities for children until this issue has been resolved in PELICAN CCW. Continue to review your System Communiqués to determine when the issue will be resolved.

Until the issue is resolved, the CCIS must use developmental disability, enter a developmental age and make sure to enter case comments regarding the reason a developmental age was used.

If a child has a behavioral disability record in PELICAN CCW and the CCIS must end-date the record, the CCIS must complete the following steps in PELICAN CCW:

1. Do not end date behavioral disability.
2. Run eligibility.
3. Click on "Individual Results" at the bottom of the Family Composition Eligibility Results page.
4. Change the child's eligibility status to "Ineligible" and update the Failure Reason using Failure Reason "002" – The information you submitted to the CCIS indicates that <NAME OF CHILD> is 13 years of age or older and does not have a disability or delay and is not incapable of caring for himself; therefore your family or a member of your family is ineligible for subsidized child care.
5. Click "Save" to save the updated Failure Reason.
6. Enter the needed Override Reason and Comment, and click "Save".
7. Confirm eligibility.

   NOTE: PELICAN CCW will generate a soft warning but the CCIS may proceed to confirm eligibility.

8. Send the AA that PELICAN CCW generated indicating that the child will be ineligible in 13 days.

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Return to Manual Section "400.7.3 – Child Disability, Injury or Impairment".

Return to Manual Section "400.7.3.2 – Updating a Child Disability"

400.27 TRAINING GUIDE

This section contains information pertinent to training the TANF Manual Section. The following subsections contain the goals and objectives of the manual section, as well as helpful question and answer checkpoints.

400.27.1 Goals

The information in this section contains the goals with regard to determining enrollment rules for the Subsidized Child Care Program as it relates to Temporary Assistance for Needy Families (TANF) child care. The following are the goals of this manual section:

1. To successfully create a TANF case through which subsidized child care may be provided to eligible children.
2. To minimize the creation of duplicate cases within PELICAN CCW.
3. To successfully create an enrollment for a TANF case and ensure the proper funding program is used for payment.

Return to Manual Section "400. 3 – Goals & Objectives"

400.27.2 Objectives

The information in this section contains the objectives with regard to determining enrollment rules for the Subsidized Child Care Program as it relates to Temporary Assistance for Needy Families (TANF) child care. The following are the objectives of this manual section:

1. To understand CIS budget groups and the relevance of those budget groups to PELICAN CCW cases.
2. To understand the "push" and "pull" case creation processes, including the relevance of the case creation hierarchy.
3. To understand when to pull a second case.
4. To understand how and why a case may need to be pulled with history.
5. To understand the four case transfer statuses and the corresponding actions needed to process a TANF case.
6. To understand the role of the CIS Inbox in the case creation process.
7. To understand the types of data appearing on the CIS Case Summary screen in PELICAN CCW and how to use that data.
8. To understand data ownership and what data the CCIS can or cannot edit or enter in PELICAN CCW.
9. To understand the importance of reviewing case information prior to completing the case creation process.

Return to Manual Section 400.4 (Inclusion Rules & Family Composition)

400.27.3 Section Checkpoint Questions

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services developed the following questions as a check point to ensure comprehension of the information presented within this section. Upon review of the information within this section, CCIS staff should be able to answer all of the questions listed below.

400.27.3.1 Questions – Manual Section "400.1 – General Policy & Regulation"

1. Child care/eligibility programs include which of the following:
    a. LI.
    b. FT.
    c. HS/PK.
    d. TANF.
    e. GA.
    f. FS.
    g. TCA.
    h. C.
    i. U.
    j. D.
    k. J.
    l. All of the above.
    m. a through f above.

2. TRUE or FALSE. To qualify for child care, the TANF budget group must be eligible for TANF, include an eligible parent who is participating in a CAO-approved work-related activity, include an eligible child and have a need for child care related to the p/c's work-related activity.

3. Who is the agency responsible for determining eligibility for TANF child care?
    a. CAO.
    b. CCIS.
    c. Both the CAO and the CCIS.

4. TRUE or FALSE. Since information from CIS takes precedence over PELICAN for TANF cases, the CCIS must verify the accuracy of CIS information to ensure eligibility and enrollment rules are determined correctly.

See Answers

400.27.3.2 Questions – Manual Section "400.1.1 – Subsidy Benefits"

5. Care is permitted in which of the following circumstances?

   a. When the p/c or stepparent is the provider caring for his/her own child(ren) or other children during the hours/days when care is requested for his/her own child(ren).

   b. When the p/c or stepparent is an owner/operator of a child care facility and space is available at the facility to enroll the child.

   c. When a publicly-funded educational program is available for the child.

   d. When the person providing care is a member of the budget group or household as determined by CIS.

   e. When the p/c is available to care for his/her child(ren) during the times care is requested.

   f. When the person providing care is the biological or adoptive parent or legal guardian of the child; a member of the TANF budget group; or stepparent of the child living in the home.

   g. None of the above.

   h. e, depending upon the circumstance of the case.

See Answers

400.27.3.3 Questions – Manual Section "400.1.2 – Subsidy Limitations"

6. Child care services will not be considered as needed when an unemployed p/c of the child is in the home, unless which of the following applies?

    a. The p/c is physically incapable of providing child care as verified by a physician or licensed psychologist.

    b. The p/c is mentally incapable of providing child care as verified by a physician or licensed psychologist.

    c. The p/c is involved in work-related activities.

    d. The custodial parent is participating in a Department of Education Pregnant and Parenting Youth Program.

    e. The child is at risk because of suspected child abuse.

    f. The custodial parent is participating in school.

    g. Any of the above.

    h. a through e above.

See Answers

400.27.3.4 Questions – Manual Section "400.4 – Inclusion Rules & Family Composition"

7. Which of the following are considered a budget group?

    a. C.

    b. C2.

    c. U.

    d. J.

    e. All of the above.

    f. a through c above.

8. TRUE or FALSE. A family applying for subsidized child care shall consist of the following individuals who reside in the same household: the child(ren) for whom subsidized child care is requested, the p/c of the child(ren) and any other child(ren) who are under the care and control of the p/c.

9. Which system determines family composition for any family receiving TANF benefits and the child care related to those benefits?

    a. CIS.

    b. PELICAN CCW.

    c. Both a and b above.

See Answers

400.27.3.5 Questions – Manual Section "400.4.1 – Policy"

10. The CCIS can determine who has care and control over a specific child by reviewing which screen?

    a. PELICAN CCW Relationship.

    b. PELICAN CCW Case Summary.

    c. PELICAN CCW CAO Program Eligibility.

    d. PELICAN CCW CIS Case Summary.

    e. CIS Household Relationships (CQRELN).

11. TRUE or FALSE. The CCIS should request the CAO to assign a teen's parent(s) care and control over the teen or the teen's child in CIS in cases where there is a teen parent coded "EP" so the teen's parents are included in the family composition.

12. TRUE or FALSE. In cases where there is an adult coded as a child of the parent in CIS, the individual is inappropriately included in the family composition because there is a parental relationship.

See Answers

400.27.3.6 Questions – Manual Section "400.5 – Eligibility"

13. Who determines eligibility for subsidized child care for any family receiving TANF benefits and the child care related to those benefits?

    a. CCIS.

    b. CAO.

14. TRUE or FALSE. Although the CAO pushes a case into PELICAN CCW only when the budget group meets the eligibility criteria in CIS, it is possible for the case to fail based on enrollment rules. The CCIS may override eligibility results as appropriate and some circumstances will require the CCIS to override an individual child's eligibility result in PELICAN CCW to "eligible."

15. TRUE or FALSE. If a TANF case fails in PELICAN CCW due to a CIS eligibility criterion only, the CCIS will be unable to override the eligibility results and there will be no notice generated since notification has been generated by CIS.

See Answers

400.27.3.7 Questions – Manual Section "400.5.2 – Employment & Training (E&T) Requirements"

16. TRUE or FALSE. Although there is no hourly requirement for participation in a work-related activity, eligibility for subsidized child care is contingent on participation in employment or other activities as approved by the Department unless the P/C is exempt or has good cause.

17. To qualify for TANF child care payments the budget group must meet which of the following conditions?

    a. Be eligible for TANF benefits.

    b. Include a TANF eligible specified relative (i.e., "E" status p/c) who is participating in a CAO-approved work-related activity in a 1-p/c family.

    c. Include an "E" status p/c who is participating in a CAO-approved work-related activity and a p/c that is disabled or meeting the TANF work requirement in a 2-p/c budget.

    d. Include an eligible child receiving TANF or SSI.

    e. Consist of an "E" status p/c who is participating in a work-related activity for at least 30 hours per week.

    f. a through d above.

    g. All of the above.

18. TRUE or FALSE. For unpaid activities, child care is available starting on the first date the p/c is required to report to the contractor or educational institution.

19. TRUE or FALSE. For paid activities, child care is available starting the date employment begins, as long as all eligibility criteria are met. The CCIS may not issue a child care payment for any period of time prior to the confirmed begin date of the work-related activity.

See Answers

400.27.3.8 Questions – Manual Section "400.5.3 – Good Cause"

20. TRUE or FALSE. A p/c who is receiving TANF and is required to participate in the E & T Program may be given good cause by the CAO. Good cause may completely excuse the p/c from participation in E&T for a period of time, or may allow the p/c to participate in E&T for fewer hours than normally required.

21. Reasons for good cause include, but are not limited to which of the following?

    a. Domestic violence.

    b. Disability, injury, impairment or illness of another family member that causes the p/c's inability to participate in a work-related activity due to the need to care for the family member.

    c. Provision allowing one p/c in a 2- p/c family to care for the child(ren) while the other p/c is meeting the hourly participation requirement for the 2- p/c household.

    d. Homelessness.

    e. Lack of child care availability as verified by the CCIS using the Verification of Child Care Availability (PA1697) form.

    f. All of the above.

22. TRUE or FALSE. There may be instances in CIS and in PELICAN CCW where a p/c appears to be participating in a training activity when they are not.

23. TRUE or FALSE. The CCIS may authorize child care for a TANF case in which good cause is granted only when the p/c continues to participate in E&T. The number of hours the p/c participates is irrelevant.

24. TRUE or FALSE. When the CCIS learns of the existence of a good cause reason code, the CCIS must contact the CAO to verify whether the p/c continues to participate in a work-related activity.

25. TRUE or FALSE. The date the p/c is expected to return to the work-related activity is critical in determining whether care will continue or be discontinued.

26. TRUE or FALSE. OCDEL expects the CCIS to search for a good cause code in CIS for every TANF case.

See Answers

400.27.3.9 Questions – Manual Section "400.5.4 – "N" & "D" Members"

27. In cases where both of the p/cs have an "N" or "D" status, the case is ineligible for subsidized child care. However, in cases where there is one eligible "E" status p/c and one p/c with an "N" or "D" status, the case may be eligible if which of the following are true:

    a. Both p/cs are in an approved work-related activity.

    b. The "E" status p/c is in an approved work-related activity and the p/c with the "N" or "D" status is disabled.

    c. The "E" status p/c is in an approved work-related activity and the p/c with the "N" or "D" status has a verified disability that causes the p/c to be unable to care for the child or is participating in a CAO-approved work-related activity.

    d. All of the above.

    e. a and c above.

See Answers

400.27.3.10 Questions – Manual Section "400.5.5 – J Budgets"

28. In order for a case consisting of a J Budget to be eligible for subsidized child care the case must consist of which of the following?

    a. A TANF C or U budget.

    b. One TANF eligible "E" status p/c who is participating in an approved work-related activity in a 1-p/c family OR is disabled in a 2-p/c family in which the other p/c is an eligible "E" status p/c who is participating in an approved work-related activity.

    c. One eligible child who is under the age of 13 or over the age of 13 but under 19 with a disability, injury or impairment.

    d. All of the above.

29. TRUE or FALSE. In cases where both of the p/cs are eligible in a J budget only, the case is ineligible for subsidized child care. However, in cases where there is one "E" status p/c receiving TANF and one p/c in a J Budget, the case may be eligible if both p/cs are in an approved work-related activity (i.e., employment, training or a combination of employment and training); OR the J Budget p/c is disabled and the CAO has verification that the disability causes the p/c to be unable to care for the child and the "E" status p/c is in an approved work-related activity.

See Answers

400.27.3.11 Questions – Manual Section "400.5.6 – Child Eligibility"

30. Which of the following criteria affects a child's eligibility status?
    a. Eligibility for TANF or SSI benefits.
    b. Eligibility status of the child's p/c.
    c. Age of the child.
    d. Injury, impairment, developmental age or disability of the child.
    e. Immunization status of the child.
    f. All of the above.

See Answers

400.27.3.12 Questions – Manual Section "400.5.7 – Teen Parent Requirements"

31. TRUE or FALSE. A teen parent receiving TANF is not required to participate in an activity; however, to receive subsidy the teen parent must have an approved Agreement of Mutual Responsibility (AMR) that states the teen will continue to attend and complete high school or a GED program and indicates a need for child care for the teen's child during school attendance.

See Answers

400.27.3.13 Questions – Manual Section "400.6 – Verification & Reporting Requirements"

32. TRUE or FALSE. The CAO will acquire all verifications relating to eligibility while the CCIS will acquire the verifications pertaining to enrollment rules.

See Answers

400.27.3.14 Questions – Manual Section "400.6.1 – Verification"

33. What is the parent/caretaker required to verify for the CCIS?

    a. Immunizations.

    b. Developmental Delay/Age.

    c. Employment.

    d. Income.

    e. Address.

    f. All of the above.

    g. a and b above.

34. How is the need for care verified?

    a. Collateral contact.

    b. Self-certification.

    c. Self-declaration.

    d. Documentary evidence.

See Answers

400.27.3.15 Questions – Manual Section "400.6.2 – Reporting"

35. What is the p/c required to report to the CCIS?

    a. Immunization status if pending 90 days.

    b. Changes in the child's developmental delay.

    c. Changes in child care need.

    d. Provider and/or schedule changes.

    e. Birth of a child.

    f. Termination of employment.

    g. All of the above.

    h. a through d above.

36. TRUE or FALSE. Cases with changes from CIS will appear in the Update Inbox.

See Answers

400.27.3.16 Questions – Manual Section "400.7 – Eligibility for Enrollment"

37. When is child care is permitted?

    a. During the hours the p/c is participating in a CAO-approved work-related activity.

    b. As needed for travel time to and from the work-related activity and the child care provider.

    c. For up to 10 consecutive days of absence due to illness or vacation.

    d. For up to 30 days, as appropriate, during a break in the CAO-approved work-related activity.

    e. During sleep time.

    f. During documented study time as approved by the CAO.

    g. During the hours one p/c in two-p/c family is participating in a CAO-approved work-related activity when the other parent has a disability.

    h. Any of the above.

38. Care is not permitted under what circumstances?

    a. The p/c or stepparent is the provider caring for his/her own child(ren) or other children during the hours/days when care is requested for his/her own child(ren).

    b. The p/c or stepparent is an owner/operator of a child care facility as specified.

    c. A publicly-funded educational program is available for the child.

    d. The person providing care is a member of the budget group or household as determined by CIS.

    e. The p/c is available to care for his/her child(ren) during the times care is requested.

    f. The person providing care is the stepparent of the child living in the home.

    g. Any of the above.

39. When does a family become ineligible for care?

    a. The child is not enrolled with an eligible provider within 30 days following the request for care.

    b. The child is absent for 10 consecutive service days.

    c. The co-pays for one month exceed the cost of care for that month.

    d. The p/c does not pay the co-pay timely.

    e. The p/c does not return to the work activity following a break.

    f. The p/c fails to meet the face-to-face requirements.

    g. Any of the above.

See Answers

400.27.3.17 Questions – Manual Section "400.7.1 – Child Care Need & Response to the Welcome Letter"

40. The CCIS must act on a child care requests within how many calendar days?

    a. 5.

    b. 10.

    c. 15.

41. The CCIS must do which of the following when contacting the p/c following the appearance of a case in the CIS Inbox?

    a. Obtain provider information.

    b. Collect the child care schedule, immunization information and developmental age (if appropriate).

    c. Schedule a face-to-face interview with the p/c (within 30 days of appearing in the CIS Inbox).

    d. Request the p/c submit an employment and/or training schedule from which the need for care may be determined.

    e. All of the above.

    f. a through c above.

42. The CCIS must assess and confirm eligibility for enrollment within how many calendar days?

    a. 5.

    b. 10.

    c. 15.

See Answers

400.27.3.18 Questions – Manual Section "400.7.2 – Immunization"

43. TRUE or FALSE. To be eligible for child care, the child must be age appropriately immunized or exempt from immunization on the basis of religious grounds or medical contraindication.

44. TRUE or FALSE. The p/c may self-certify the child's immunization status, including exemption from immunization.

45. If a child has received subsidized child care in the past while immunizations were pending, care was discontinued for the child and care is later requested again for the child, which of the following is true?

    a. The p/c may have an additional 90 days to obtain immunizations for the child.

    b. The p/c may not have an additional 90 days to obtain immunizations for the child.

    c. Immunizations must be obtained before the Notice of Adverse Action expires in order for the child to begin receiving subsidized child care.

    d. b and c above.

See Answers

400.27.3.19 Questions – Manual Section "400.7.3 – Child Disability, Injury or Impairment"

46. TRUE or FALSE. To be eligible for child care, the child must be under 13 years of age or 13 years of age or older but under 19 years of age and physically or mentally incapable of caring for himself as verified by a physician or licensed psychologist.

See Answers

400.27.3.20 Questions – Manual Section "400.7.4 – Face-to-Face Interview"

47. TRUE or FALSE. A p/c is ineligible for subsidized child care if he does not attend a face-to-face interview no later than 30 calendar days following the request for care.

48. TRUE or FALSE. The Department may extend the 30-day time frame for the face-to-face interview if, on or before the 30th calendar day, the parent claims hardship due to conflicts with the parent's working hours, transportation problems or illness of the parent or another family member.

49. TRUE or FALSE. The Department may substitute a telephone contact for a face-to-face interview if a face-to-face interview cannot be scheduled without the parent having to take time off from work.

50. TRUE or FALSE. The 1-year waiver does not apply to TANF cases.

51. At the face-to-face meeting, the CCIS must do which of the following?

    a. Obtain photo identification of the p/c attending the face-to-face.

    b. Review the Rights & Responsibilities form with the p/c and provide the p/c with a copy.

    c. Offer Resource & Referral Services and discuss quality child care options.

    d. All of the above.

See Answers

400.27.3.21 Questions – Manual Section "400.7.5 – Enrollment Timeframes"

52. TRUE or FALSE. A parent is ineligible for subsidized child care if he does not select an eligible child care provider and enroll the child within 30 calendar days following the date the Department notifies the parent that the child may be enrolled or that the family's current child care provider is ineligible to participate in the subsidized child care program.

See Answers

400.27.3.22 Questions – Manual Section "400.8 – Managing the CIS Inbox"

53. TRUE or FALSE. The CCIS does not need to review the CIS Inbox in PELICAN CCW daily.

See Answers

400.27.3.23 Questions – Manual Section "400.8.1 – Pushed Cases"

54. TRUE or FALSE. Within 15 calendar days of the date the case appears in the CIS Inbox (pushed) or the date the CCIS pulled the case into the CIS Inbox, the CCIS must assess eligibility for enrollment and send a written notice to the p/c informing them of eligibility or ineligibility for child care enrollment.

See Answers

400.27.3.24 Questions – Manual Section "400.8.2 – Pulling Cases"

55. The CCIS may pull cases directly from CIS into PELICAN CCW in real-time in which of the following circumstances?

    a. When a p/c comes into the CCIS office <u>with an AMR</u> and requests child care, but the case has not yet been pushed.

    b. When the p/c expresses an immediate need for care but the case has not yet been pushed.

    c. When the nightly batch process did not run prior to the p/c arriving at the CCIS office and expressing an immediate need for care.

    d. When one CIS child care program closes and another opens.

    e. When a pushed case consists of two budget groups and some of the children included in the budget are ineligible after the initial assessment of enrollment rules.

    f. Any of the above.

56. TRUE or FALSE. Prior to pulling a case, the CCIS must ensure the TANF budget is eligible for child care, by checking CIS to determine whether a "Y" or "P" appears on the CQBUDG screen in CIS in the "CCIS Transfer" field.

57. TRUE or FALSE. Policy regarding processing a pulled case in the CIS Inbox is the same as processing a pushed case in the CIS Inbox.

58. TRUE or FALSE. When a case is pulled by a CCIS worker that worker must make the proper budget selection to ensure the enrollment funding program is correct.

59. The CCIS must create a second case using the pull process when which of the following are true?

    a. An individual within a budget group is ineligible or not participating in the current CIS budget, while being eligible for enrollment under a second CIS budget.

    b. The remaining family members are eligible under the current CIS budget.

    c. Both of the above.

See Answers

400.27.3.25 Questions – Manual Section "400.8.5.1 – Information Ownership"

60. Policy permits the CCIS to update information on which of the following pages within PELICAN CCW?

    a. Child Care Request.

    b. Child Disability Detail.

    c. Household Information Detail.

    d. Parent Training Detail.

    e. Employment & Wage Detail.

    f. All of the above.

    g. a through d above.

See Answers

400.27.3.26 Questions – Manual Section "400.8.5.16 – Case Creation Hierarchy"

61. Which of the following strings accurately indicates the case creation hierarchy?

    a. TANF, TANF TCA, FS, GA, FT, HS/PK, LI.

    b. TANF TCA, TANF, FS, GA, FT, HS/PK, LI.

62. TRUE or FALE. If there is a question regarding the case creation hierarchy, the CCIS must always choose the child care program that best meets the family's child care needs.

63. In the following example, which child care program must the CCIS choose? A FS p/c with an unpaid activity is receiving FS child care. TANF is opened and the child care program is changed from FS to TANF. The p/c gets a job (in addition to the training activity) and TANF closes, but the p/c continues to receive Food Stamp benefits from the CAO and is eligible for FS child care.

    a. FS

    b. FT

See Answers

400.27.3.27 Questions – Manual Section "400.9.3 – Dual/Simultaneous Applications"

64. TRUE or FALSE. When the CCIS searches the Application Inbox in PELICAN CCW by selecting "Simultaneously applying for TANF/CASH Benefits" or "Simultaneously applying for Food Stamp Benefits" and applications are returned, the CCIS may not process these applications for 30 days.

65. TRUE or FALSE. If on Day 30, the case does not appear in PELICAN CCW, the CCIS must pull the case from CIS and reject the COMPASS Simultaneous Application so the CCIS may use a case that is liked to CIS.

66. TRUE or FALSE. COMPASS Simultaneous Applications are not linked to CIS.

67. TRUE or FALSE. If the CAO determines the case ineligible or rejects the application, the CCIS must process the COMPASS Simultaneous Application under the LI child care program.

68. TRUE or FALSE. The CCIS must maintain the Application Date of a COMPASS Simultaneous Application (i.e., the date the application was submitted from COMPASS to PELICAN CCW) when processing the application under the LI child care program on Day 30.

69. TRUE or FALSE. A COMPASS Simultaneous Application must be processed under the LI child care program on Day 30 when the family is ineligible for TANF benefits or there is no corresponding budget group in CIS to pull into PELICAN CCW.

70. When determining whether to process or reject a COMPASS Application and prior to creating a new PELICAN CCW case, the CCIS must:

    a. Confirm that all individual demographic information matches the information on the Master Client Index (MCI) Individual Clearance page in PELICAN CCW.

    b. Ensure that links between CIS and PELICAN CCW are maintained appropriately.

    c. Thoroughly research any existing Co/Record Number returned on the Case Selection page in PELICAN CCW.

    d. Use any existing County/Record Number available.

    e. Review the case creation hierarchy to determine whether an existing case must be used, reopened or maintained.

    f. a, c and d above.

    g. All of the above.

71. If the CCIS receives paperwork for these applications prior to case creation, the paperwork must be tracked and eventually connected to a case (if created). The recommended process is as follows:

    a. Print the Application Summary page.

    b. Create a physical file filed by p/c name.

    c. File any paperwork received with the Application Summary page.

    d. Pull the file initially created and search for verification forms if a COMPASS application is processed and a case is created.

    e. Properly mark the physical family file as "Rejected" if the application is rejected.

    f. Combine the verification forms and any additional documentation with the existing file if a case already exists for that particular p/c.

    g. All of the above.

See Answers

400.27.3.28 Questions – Manual Section "400.9.4 – Cases Receiving TANF Benefits"

72. TRUE or FALSE. When the CCIS receives a COMPASS Application in the Application Inbox that indicates the case is receiving benefits, the CCIS must review the COMPASS application no later than Day 10 to determine if a TANF case must be pulled from CIS.

See Answers

400.27.3.29 Questions – Manual Section "400.11.2 – Determining the Schedule"

73. TRUE or FALSE. The CCIS must consider the type of work-related activity in which the p/c is participating when determining the schedule for a child because the total number of hours per week (hours/week) that is permitted varies depending upon the type of activity in which the p/c is participating.

74. TRUE or FALSE. The ballpark figure to keep in mind when determining the schedule is typically 30 hours/week.

75. TRUE or FALSE. If the p/c is participating in <u>employment only</u>, the CCIS must use the p/c's employment hours to determine the days and hours of the enrollment.

76. The CCIS must enroll the child for the following number of hours/week if the p/c is participating in <u>training only</u>?

    a. The number of hours/week the p/c is participating in the training activity.

    b. 30 hours/week even if it appears as if the p/c is not participating for the full 30 hours/week.

77. How must the CCIS determine the child's schedule when the p/c is participating in a <u>combination of employment and training activities</u>?

    a. Enroll the child for up to 30 hours/week when the employment hours are known to PELICAN CCW but the training hours are not (i.e., "0" hours).

    b. Enroll the child using the total number of hours the p/c is participating in employment and training activities when the total number of hours is known to PELICAN CCW. The total number of hours may be more than 30 hours/week.

    c. Any of the above depending upon the circumstances.

78. TRUE or FALSE. The p/c may self-certify the days and/or hours per week, the child needs care within the total number of hours discussed above.

79. TRUE or FALSE. If the p/c indicates an increased need for child care (days and/or hours), the CCIS must direct the p/c to contact the CAO worker to discuss the reason for the increased need.

80. TRUE or FALSE. The CCIS will process an increase in days and/or hours of care only upon receipt of an update from CIS, a revised AMR or a collateral contact with the CAO unless the increase is associated with travel time.

81. TRUE or FALSE. If the p/c indicates an increased need for care (i.e., hours of care only) due to travel to and/or from the work-related activity, the CCIS may increase the number of hours to meet the p/c's need.

82. The CCIS will modify a child's enrollment in which of the following circumstances?

    a. When the CCIS receives information from the CAO that indicates the number of days and/or hours of care should be increased or decreased; OR

    b. When the p/c self-certifies a decrease in the need for care within the number of hours for which the family has been determined eligible based upon the total number of hours as discussed earlier in this section.

    c. Both of the above.

83. Which of the following is acceptable verification of an increased need for care?

    a. An AMR that is dated within the past 30 days and contains the employment, training or education begin date; the name of the employer, training or education institution or representative; the number of hours the p/c is expected to work or participate in training or education; and the signatures of the p/c and a CAO representative.

    b. A collateral contact with the CAO confirming the increased need.

    c. An update from CIS indicating an increased need beyond the enrollment stabilization rules.

    d. Any of the above.

See Answers

400.27.3.30 Questions – Manual Section "400.11.15 – Suspending an Enrollment"

84. The CCIS may suspend subsidy under which of the following circumstances?

    a. For up to 13 days, during the AA period following a child's absence for 10 consecutive service days.

    b. For up to 30 days while the p/c selects a new eligible provider following notification that the current provider is ineligible.

    d. For up to 30 days while the p/c is on break from a CAO-approved work-related activity based upon the parent's choice, which may include maternity leave.

    e. For up to 90 days when the child is visiting the noncustodial p/c.

    f. For up to 90 days when the child is ill or hospitalized, preventing the child from participating in care.

    g. For up to 90 days when the child is absent because of family illness or emergency.

    h. For up to 90 days when the provider is closed because of failure to meet certification or registration requirements.

    i. Any of the above.

85. TRUE or FALSE. The child is no longer eligible for subsidized child care if he/she continues to be absent following the appropriate suspension period (i.e., 13 days, 30 days or 90 days).

See Answers

400.27.3.31 Questions – Manual Section "400.11.16 – Ending an Enrollment"

86. TRUE or FALSE. When a CIS budget closes and the case will not continue to receive care under another child care program, the CCIS must discontinuing/closing the enrollment(s) using the reason "OIM Program Termination".

See Answers

400.27.3.32 Questions – Manual Section "400.11.20 – Short-Term Care"

87. TRUE or FALSE. There are three types of short-term care.

88. Which of the following are the types of short-term care?

    a. Alternate Care.

    b. Drop-in Care.

    c. Extended School Break Care.

    d. Emergency Care.

    e. Holiday Care.

    f. Summer Care.

    g. All of the above.

    h. a. through d only.

89. Parents must meet which of the following eligibility criteria in order to be eligible for short-term care:

    d. Receive TANF and be eligible to receive child care.

    e. Have an eligible child.

    f. Need care in order to attend a work/training activity.

    g. Pay a co-pay, if applicable.

    h. Meet the face-to-face requirement (a phone call may be substituted for a face-to-face meeting).

    i. All of the above.

90. Providers must meet which of the following criteria in order to participate in the subsidized child care program?

    a. Be certified, registered or a relative/neighbor (R/N).

    b. Be at least 18 years of age.

    c. Not be a member of the budget group.

    d. Not reside with the child needing care.

    e. R/N providers must participate in CareCheck.

    f. Have a current Provider Agreement with the CCIS.

    g. All of the above.

91. TRUE or FALSE. When paying for short-term care, the CCIS will pay for attended days, not enrolled days.

92. TRUE or FALSE. The CCIS Referral for Short-Term Care form is used by the County Assistance Office staff and Employment and Training contractors to identify and refer TANF families not already working with a CCIS but who need short-term child care to the CCIS.

93. TRUE or FALSE. Each CCIS must designate a caseload number or numbers (if designating more than one) within its existing office organization for the sole purpose of housing cases containing children participating in short-term child care.

See Answers

400.27.3.33 Questions – Manual Section "400.11.21 – Stabilization"

94. TRUE or FALSE. Families receiving TANF child care are eligible to receive up to 30 hours of care per week while attending their CAO-approved work-related activities.

95. Enrollments are stabilized using which of the following criteria?

    a. If the p/c is working only, the actual number of employed hours is used for enrollment.

    b. If the p/c is training only, 30 hours are used for enrollment.

    c. If the total number of hours is known, this total is used for enrollment.

    d. If work hours are known but training hours are not, 30 hours is used for enrollment.

    e. Any of the above depending upon the circumstances.

96. TRUE or FALSE. The p/c may self-certify the days and hours care is needed within the 30 hours per week that are permitted.

97. TRUE or FALSE. An increase in days and/or hours of care will be processed only upon receipt of an update from CIS, a revised AMR or collateral contact with the CAO.

98. TRUE or FALSE. If the p/c indicates an increased need for care solely due to travel to and/or from the work-related activity or to and/or from the child care facility, the CCIS may increase the number of hours to meet the p/c's needs.

See Answers

400.27.3.34 Questions – Manual Section "400.11.22 – Selecting a Funding Program"

99. Which of the following enrollment funding programs must the CCIS use in the following example? TANF case consisting of a mother who is participating in a "Paid 04" and a father who is participating in an "Unpaid 56".

    a. TANF – State – MOE – Regular.

    b. TANF - Work Support - Training Regular.

    c. None of the above.

100. TRUE or FALSE. If each p/c is participating in a "paid" activity, the CCIS must use the following hierarchy of "paid" enrollment funding programs:

    a. TANF – Working – Regular

    b. TANF – Work Support – Working – Regular

    c. General Assistance/Work Support 2

    d. TANF – Training – Regular

    e. TANF – State MOE – Regular

101. The CCIS must use which of the following enrollment funding programs in the following example? TANF case consisting of a mother who is participating in a "Paid 04" and a father who is participating in a "Paid 00".

    a. TANF – Working – Regular

    b. TANF – Work Support – Working – Regular

    c. General Assistance/Work Support 2

    f. TANF – Training – Regular

    g. TANF – State MOE – Regular

See Answers

400.27.3.35 Questions – Manual Section "400.12 – Co-pay"

102. TRUE or FALSE. Only an employed TANF family will have a co-pay assessed.

See Answers

400.27.3.36 Questions – Manual Section "400.12.3 – Stabilization"

103. TRUE or FALSE. A co-pay is increased only as the result of a redetermination.

104. TRUE or FALSE. When the TANF E&T status code changes from an unpaid activity to a paid activity, co-pay stabilization is falsely applied so the CCIS must override the $0 co-pay to the appropriate co-pay amount based upon the income displayed in PELICAN CCW at the time the CCIS receives the update from CIS.

See Answers

400.27.3.37 Questions – Manual Section "400.12.4 – Delinquency"

105. TRUE or FALSE. The TANF budget group is ineligible until overdue co-pays are paid or satisfactory arrangements to pay overdue co-pay are made with the provider.

See Answers

400.27.3.38 Questions – Manual Section "400.12.6 – Waiver"

106. TRUE or FALSE. When a TANF budget group is determined prospectively ineligible for TANF benefits as a result of starting employment, the CCIS must waive the co-pay from the first day of employment until the date of the discontinuance of TANF benefits.

107. TRUE or FALSE. When a TANF budget group is determined prospectively eligible for TANF benefits when a p/c is starting employment, the CCIS must waive the co-pay from the first day of employment until the last day of the calendar month in which the first pay is received.

108. The co-pay waiver process for the TANF budget group is applicable only to those TANF cases which include a p/c who is:

    a. Newly employed and continues to be eligible for TANF benefits.

    b. Not paying a co-pay at the time TANF benefits end.

    c. Both of the above.

109. TRUE or FALSE. The co-pay waiver does not apply to TANF cases in which the p/c is working and paying a co-pay at the time TANF benefits end.

110. TRUE or FALSE. If a co-pay is not established when TANF Ends, the co-pay is waived from the 1st day of employment until the date TANF benefits end.

111. TRUE or FALSE. If a co-pay is not established, an update is received and TANF will continue, the co-pay is waived from the 1st day of employment until the last day of the calendar month in which the 1st pay is received.

112. TRUE or FALSE. The intent of the co-pay waiver period is that it encompasses a 13-day notification period.

113. TRUE or FALSE. If the CCIS receives a late update and the remainder of the co-pay waiver period is less than 13 days or has expired, the CCIS must give the p/c 13 days advance notice of the change in co-pay.

114. A co-pay is considered to be "established" under which of the following circumstances?

i. When PELICAN CCW sets the Co-pay Effective Date during the enrollment eligibility determination process.

ii. When the CCIS sets the Co-pay Effective Date to allow for the 13-day notice period.

iii. On the Co-pay Effective Date.

iv. On the date the CCIS generates a Confirmation Notice informing the p/c of the Co-pay Amount and Effective Date.

v. When the case transfers to the FT child care program.

vi. None of the above.

vii. Any of the above, depending upon which occurs first.

115. TRUE or FALSE. Once the co-pay is "established", the CCIS should not modify the co-pay waiver period under any circumstances.

116. Which of the following must the CCIS include when entering a case comment?

a. The circumstances of the case, which cause the case to be eligible for a co-pay waiver.

b. The begin date of the co-pay waiver period.

c. The end date of the co-pay waiver period.

d. The co-pay effective date.

e. The amount of the co-pay.

f. All of the above.

See Answers

400.27.3.39 Questions – Manual Section "400.13 – Managing the Update Inbox"

117. TRUE or FALSE. The CCIS must review the Update Inbox daily.

118. When processing the update, the CCIS role is to do which of the following?

    a. Validate the continued need for child care.

    b. Assess eligibility for enrollment.

    c. Reassess the co-pay when the Activity Type changes from "Unpaid" to "Paid".

    d. Validate the schedule and make changes, as appropriate.

    e. All of the above.

See Answers

400.27.3.40 Questions – Manual Section "400.14 – Refreshing a Case"

119. In which of the following circumstances must the CCIS use the "Refresh" button to synchronize PELICAN CCW data with CIS data?

    a. When reopening a closed TANF case in response to the receipt of a new TANF case in the CIS Inbox that is associated with the same budget (i.e., TANF-C to TANF-C; or TANF-U to TANF-U).

    b. When care is provided under the FT, HS/PK or LI child care program, the case is linked to CIS and TANF reopens.

    c. When instructed by OCDEL HQ staff because data is out-of-synch with CIS.

    d. Any of the above.

See Answers

400.27.3.41 Questions – Manual Section "400.15.6 – Face-to-Face Requirement"

120. TRUE or FALSE. If child care has been previously provided under TANF and the family satisfied the face-to-face requirement, the family is not required to participate in a second face-to-face.

121. TRUE or FALSE. If child care had not been previously provided under TANF, the family must satisfy the face-to-face requirement.

122. TRUE or FALSE. The CCIS must enter the face-to-face date and waiver reason (as appropriate) in the TCA case based on the information captured in the TANF case.

See Answers

400.27.3.42 Questions – Manual Section "400.15.8 – Enrollment Funding"

123. TRUE or FALSE. The CCIS must ensure **"TANF – Working – Regular"** funding is used for enrollments associated with a TCA case.

See Answers

400.27.3.43 Questions – Manual Section "400.15.9 – Co-pay"

124. TRUE or FALSE. The TCA grant must be included in the co-pay calculation.

125. TRUE or FALSE. If a co-pay was never assessed in the TANF case prior to TCA opening for the first time or if the co-pay increases in the TCA case, the CCIS must assess the co-pay effective 13 days + Monday following the date TCA begins.

126. TRUE or FALSE. If, for any reason, the TCA grant is not included in the co-pay calculation, the CCIS must **contact the CAO and request that information in CIS be updated to include the grant amount.**

See Answers

400.27.3.44 Questions – Manual Section "400.15.9.2 – Waiver"

127. TRUE or FALSE. The co-pay waiver as set forth in § 168.71(1)(ii)(a) (relating to monthly payment determination) applies in a TANF case not associated with TCA, when TANF is ending because of new employment, but a TCA budget is not opening. In this case, the TANF case would transfer directly to FT and the CCIS must waive the co-pay from the first day of employment until the regular TANF budget ends.

128. TRUE or FALSE. The co-pay waiver as set forth in § 168.71(1)(ii)(a) **applies** to a TCA case.

129. TRUE or FALSE. Co-pay waiver as set forth in § 168.71(1)(ii)(b) applies to a TANF and TCA case. In this instance, a co-pay was never assessed in the TANF case prior to TCA opening for the first time because the p/c just started employment so the CCIS must waive the co-pay from the first day of employment until the last day of the calendar month in which the first pay is received + Monday.

See Answers

400.27.3.45 Questions – Manual Section "400.15.10 – Correspondence"

130. TRUE or FALSE. PELICAN CCW will automatically suppress the Welcome Letter for TCA cases when there is an existing TANF case in PELICAN CCW that is associated with the TCA budget.

131. TRUE or FALSE. The Former TANF Transfer Letter will be triggered by the existence of an end date for the budget; therefore, PELICAN CCW will generate the Former TANF Transfer Letter immediately upon receipt of the TCA case in the CIS Inbox.

132. TRUE or FALSE. The CCIS must send the Former TANF Transfer Letter at the time of generation.

133. The CCIS must "cancel/suppress" which of the following correspondences if the case has received TANF child care in PELICAN CCW?

    a. Enrollment Eligible Notice.

    b. Funds Available Letter.

    c. Both of the above.

134. When the CCIS receives a TCA case in the CIS Inbox that had never received TANF child care in PELICAN CCW and the TCA case is determined "Eligible" for enrollment, the CCIS must do which of the following?

    a. Manually print the Enrollment Eligible Notice, discard page 1 of the notice, populate the variable fields as appropriate on the page 1 template, replace the discarded version of page 1 and mail the notice to the p/c.

    b. Generate an Enrollment Summary to inform ONLY the provider that care is ending in the previous Co/Record Number (i.e., associated with the TANF case) using the reason "New Co/Record Number Assigned".

    c. Both of the above.

See Answers

400.27.3.46 Questions – Manual Section "400.16 – Transferring to FT"

135. The 183-day period for potential FT eligibility begins on which of the following dates?

    a. The date regular TANF ends.

    b. The date TANF TCA ends.

    c. The day following the date regular TANF ends.

    d. The day following the date TANF TCA ends.

    e. a and b above.

    f. c and d above.

See Answers

400.27.3.47 Questions – Manual Section "400.17 – Diversion"

136. TRUE or FALSE. The CAO refers Diversion clients to the CCIS by using the Letter of Potential Eligibility form (PA 1696).

137. TRUE or FALSE. The p/c has 183 days to report to the CCIS to be evaluated for child care under "former TANF rules.

138. TRUE or FALSE. The CCIS worker must check CIS to verify whether case is a FT or Diversion case and if the case is eligible under the FT child care program, the CCIS must manually create the case in PELICAN CCW.

See Answers

400.27.3.48 Questions – Manual Section "400.19 – Confidentiality"

139. The CCIS is required to take additional steps to further safeguard information, such as keeping case comments in the hard file only (i.e., not within PELICAN CCW) and securing the hard file in a location apart from other case files in a location accessible only by the Director or a designee of the Director's choice when a case meets which of the following conditions?

    a. Includes a teen parent who is 13 years of age of younger.

    b. Includes an employee of the CCIS.

    c. Includes an individual who has disclosed circumstances, which include domestic or other violence.

    d. Any of the above.

140. TRUE or FALSE. The CCIS may use PELICAN CCW to designate a case as "Confidential."

See Answers

400.27.3.49 Questions – Manual Section "400.21 – Using Tracking Dates"

141. The CCIS must set which of the following tracking date alerts?

    a. 5 calendar days – CCIS reminder to contact the p/c.

    b. 16 calendar days – Eligibility for enrollment must be assessed by the CCIS and the p/c must respond to the Welcome Letter. If the p/c does not respond, generate an Enrollment Ineligible Notice as described above.

    c. 31 calendar days – Face-to-face required.

    d. The date TCA ends – Assess eligibility under FT.

    e. All of the above.

See Answers

400.27.3.50 Questions – Manual Section "400.23 – P/C Responsibilities"

142. The p/c is responsible for verifying which of the following?

    viii. Age-appropriate immunizations or exemption from immunization.

    ix. A child's disability or developmental delay.

    x. Child care need.

    xi. a and b above.

    xii. All of the above.

143. The p/c must report which of the following to the CCIS?

    a. A change in provider.

    b. A change in schedule.

    c. A change in need for care.

    d. All of the above.

144. The p/c must report which of the following changes in information to the CAO?

    a. Demographic information (i.e., name, marital status).

    b. Household composition (i.e., individuals moving in and/or out of the household, newborns, deaths, incarcerations, etc.).

    c. Address.

    d. Employment or other paid activity (i.e., starting, ending, hours or wages).

    e. Income (i.e., starting, ending, amount).

    f. Training or other unpaid activities (i.e., starting, stopping attendance).

    g. Need for increase days/hours of care related to employment or other paid activities and/or training and other unpaid activities.

    h. All of the above.

See Answers

400.27.3.51 Questions – Manual Section "400.24 – CCIS Responsibilities"

145. The CCIS is responsible for which of the following?

    a. Offer resource and referral services and parent counseling to all referred families.

    b. Provide information about early care and education and its impact on child development and school readiness.

    c. Create child care enrollments with the p/c's selected provider and issue child care payments only for those individuals determined eligible by the CAO and eligible in PELICAN CCW according to the enrollment roles.

    d. Manage updates related to TANF cases that are received from CIS.

    e. Process provider overpayments.

    f. Assist the p/c in reporting changes in circumstances to the CAO, as appropriate, via the Statewide Customer Service Center (SWCSC), through a "My Compass"account or through a collateral contact with the CAO.

    g. Provide participation and support in appeals received by both the CAO and the CCIS.

    h. All of the above.

See Answers

400.27.4 Section Checkpoint Answers

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services provided the answers to all of the questions asked in Manual Section "400.27.3 – Section Checkpoint Questions".

400.27.4.1 Answers – Manual Section "400.1 – General Policy & Regulation"

1. m, – a through f above.
2. TRUE.
3. a. – CAO.
4. FALSE – The CCIS is not the eligibility agent. The CCIS is not to verify the accuracy of CIS information.

Review Manual Section "400.1 – General Policy & Regulation" again

Return to Manual Section "400.1.1 – Subsidy Benefits"

400.27.4.2 Answers – Manual Section "400.1.1 – Subsidy Benefits"

5. g. – None of the above.

Review Manual Section "400.1.1 – Subsidy Benefits" again

Return to Manual Section "400.1.2 – Subsidy Limitations"

400.27.4.3 Answers – Manual Section "400.1.2 – Subsidy Limitations"

6. g. – Any of the above.

Review Manual Section "400.1.2 – Subsidy Limitations" again

Return to Manual Section "400.2 – Definitions"

400.27.4.4 Answers – Manual Section "400.4 – Inclusion Rules & Family Composition"

7. e. – All of the above.
8. TRUE.
9. c. – Both a and b above.

Review Manual Section "400.4 – Inclusion Rules & Family Composition" again

Return to Manual Section "400.4.1 – Policy"

400.27.4.5 Answers – Manual Section "400.4.1 – Policy"

10. e. – CIS Household Relationships (CQRELN).
11. TRUE.
12. TRUE.

Review Manual Section "400.4.1 –Policy" again

Return to Manual Section "400.4.2 – Examples"

400.27.4.6 Answers – Manual Section "400.5 – Eligibility"

13. b. – CAO.
14. TRUE.
15. TRUE.

Review Manual Section "400.5 – Eligibility" again

Return to Manual Section "400.5.1 – Eligibility Statuses & Meanings"

400.27.4.7 Answers – Manual Section "400.5.2 – Employment & Training (E&T) Requirements"

16. TRUE.
17. f. – a through d above.
18. TRUE.
19. TRUE.

Review Manual Section "400.5.2 – Employment & Training (E&T) Requirements" again

Return to Manual Section "400.5.3 – Good Cause"

400.27.4.8 Answers – Manual Section "400.5.3 – Good Cause"

20. TRUE.
21. f. – All of the above.
22. TRUE.
23. TRUE.
24. TRUE.
25. TRUE.
26. FALSE – OCDEL expects the CCIS to take appropriate action upon learning that good cause has been granted only.

Review Manual Section "400.5.3 – Good Cause" again

Return to Manual Section "400.5.4 – "N" & "D" Members"

400.27.4.9 Answers – Manual Section "400.5.4 – "N" & "D" Members"

27. e. – a and c above. **Option (b) does not indicate whether the disability has been verified.**

Review Manual Section "400.5.4 – "N" & "D" Members" again

Return to Manual Section "400.5.5 – J Budgets"

400.27.4.10 Answers – Manual Section "400.5.5 – J Budgets"

28. d – All of the above.

29. TRUE.

Review Manual Section "400.5.5 – J Budgets" again

Return to Manual Section "400.5.6 – Child Eligibility"

400.27.4.11 Answers – Manual Section "400.5.6 – Child Eligibility"

30. f. – All of the above.

Review Manual Section "400.5.6 – Child Eligibility" again

Return to Manual Section "400.5.7 – Teen Parent Requirements"

400.27.4.12 Answers – Manual Section "400.5.7 – Teen Parent Requirements"

31. TRUE.

Review Manual Section "400.5.7 – Teen Parent Requirements" again

Return to Manual Section "400.6 – Verification & Reporting Requirements"

400.27.4.13 Answers – Manual Section "400.6 – Verification & Reporting Requirements"

32. TRUE.

Review Manual Section "400.6 – Verification & Reporting Requirements" again

Return to Manual Section "400.6.1 – Verification"

400.27.4.14 Answers – Manual Section "400.6.1 – Verification"

33. g. – a and b above.
34. b. – Self-certification.

Review Manual Section "400.6.1 – Verification" again

Return to Manual Section "400.6.2 – Reporting"

400.27.4.15 Answers – Manual Section "400.6.2 – Reporting"

35. h. – a through d above.
36. TRUE.

Review Manual Section "400.6.2 – Reporting" again

Return to Manual Section "400.7 – Eligibility for Enrollment"

400.27.4.16 Answers – Manual Section "400.7 – Eligibility for Enrollment"

37. h. – Any of the above.
38. g. – Any of the above.
39. g. – Any of the above.

Review Manual Section "400.7 – Eligibility for Enrollment" again

Return to Manual Section "400.7.1 – Child Care Need & Response to the Welcome Letter"

400.27.4.17 Answers – Manual Section "400.7.1 – Child Care Need & Response to the Welcome Letter"

40. a. – 5.
41. f. – a through c above.
42. c. – 15.

Review Manual Section "400.7.1 – Child Care Need & Response to the Welcome Letter" again

Return to Manual Section "400.7.2 – Immunization"

400.27.4.18 Answers – Manual Section "400.7.2 – Immunization"

43. TRUE.
44. TRUE.
45. d. – b and c above.

Review Manual Section "400.7.2 – Immunization" again

Return to Manual Section "400.7.3 – Child Disability, Injury or Impairment"

400.27.4.19 Answers – Manual Section "400.7.3 – Child Disability, Injury or Impairment"

46. TRUE.

Review Manual Section "400.7.3 – Child Disability, Injury or Impairment" again

Return to Manual Section "400.7.4 – Face-to-Face Interview"

400.27.4.20 Answers – Manual Section "400.7.4 – Face-to-Face Interview"

47. TRUE.
48. TRUE.
49. TRUE.
50. FALSE.
51. d. – All of the above.

Review Manual Section "400.7.4 – Face-to-Face Interview" again

Return to Manual Section "400.7.5 – Enrollment Timeframes"

400.27.4.21 Answers – Manual Section "400.7.5 – Enrollment Timeframes"

52. TRUE.

Review Manual Section "400.7.5 – Enrollment Timeframes" again

Return to Manual Section "400.8 – Managing the CIS Inbox"

400.27.4.22 Answers – Manual Section "400.8 – Managing the CIS Inbox"

53. FALSE.

Review Manual Section "400.8 – Managing the CIS Inbox" again

Return to Manual Section "400.8.1 – Pushed Cases"

400.27.4.23 Answers – Manual Section "400.8.1 – Pushed Cases"

54. TRUE.

Review Manual Section "400.8.1 – Pushed Cases" again

Return to Manual Section "400.8.1.1 – Procedures"

400.27.4.24 Answers – Manual Section "400.8.2 – Pulling Cases"

55. f. – Any of the above.
56. TRUE.
57. TRUE.
58. TRUE.
59. c. – Both of the above.

Review Manual Section "400.8.2 – Pulling Cases" again

Return to Manual Section "400.8.2.1 – Procedures"

400.27.4.25 Answers – Manual Section "400.8.5.1 – Information Ownership"

60. g. – a through d above.

Review Manual Section "400.8.5.1 – Information Ownership" again

Return to Manual Section "400.8.5.2 – CIS Case Summary page"

400.27.4.26 Answers – Manual Section "400.8.5.16 – Case Creation Hierarchy"

61. a. – TANF, TANF TCA, FS, GA, FT, HS/PK, LI.
62. TRUE.
63. b. – FT.

Review Manual Section "400.8.5.16 – Case Creation hierarchy" again

Return to Manual Section "400.9 – Managing the Application Inbox"

400.27.4.27 Answers – Manual Section "400.9.3 – Dual/Simultaneous Applications"

64. TRUE.
65. TRUE.
66. TRUE.
67. TRUE.
68. TRUE.
69. TRUE.
70. **g. – All of the above.**
71. g. – All of the above.

Review Manual Section "400.9.3 – General Dual/Simultaneous Applications" again

Return to Manual Section "400.9.3.1 – Existing TANF (*Active*) case"

400.27.4.28 Answers – Manual Section "400.9.4 – Cases Receiving TANF Benefits"

72. TRUE.

Review Manual Section "400.9.4 – Cases Receiving TANF Benefits" again

Return to Manual Section "400.9.4.1 – Existing TANF (*Active*) case"

400.27.4.29 Answers – Manual Section "400.11.2 – Determining the Schedule"

73. TRUE.
74. TRUE.
75. TRUE.
76. b. – 30 hours/week even if it appears as if the p/c is not participating for the full 30 hours/week.
77. c. – Any of the above depending upon the circumstances.
78. TRUE.
79. TRUE.
80. TRUE.
81. TRUE.
82. c. – Both of the above.
83. d. – Any of the above.

Review Manual Section "400.11.2 – Determining the Schedule" again

Return to Manual Section "400.11.3 – Entering a Pre-Enrollment"

400.27.4.30 Answers – Manual Section "400.11.15 – Suspending an Enrollment"

84. i. – Any of the above.
85. TRUE.

Review Manual Section "400.11.15 – Suspending an Enrollment" again

Return to Manual Section "400.11.16 – Ending an Enrollment"

400.27.4.31 Answers – Manual Section "400.11.16 – Ending an Enrollment"

86. TRUE.

Review Manual Section "400.11.16 – Ending an Enrollment" again

Return to Manual Section "400.11.17 – Enrollment Closes Inappropriately after the Nightly Batch"

400.27.4.32 Answers – Manual Section "400.11.20 – Short Term Care"

87. FALSE.
88. h. – a through d only.
89. i. – All of the above.
90. g. – All of the above.
91. TRUE.
92. TRUE.
93. TRUE.

Review Manual Section "400.11.20 – Short Term Care" again

Return to Manual Section "400.11.21 – Stabilization"

400.27.4.33 Answers – Manual Section "400.11.21 – Stabilization"

94. TRUE.
95. e. – Any of the above depending upon the circumstances.
96. TRUE.
97. TRUE.
98. TRUE.

Review Manual Section "400.11.21 – Stabilization" again

Return to Manual Section "400.11.22 – Selecting a Funding Program"

400.27.4.34 Answers – Manual Section "400.11.22 – Selecting a Funding Program"

99. a. – TANF – State – MOE – Regular.

100. TRUE.

101. a. – TANF – Working – Regular.

Review Manual Section "400.11.22 – Selecting a Funding Program" again

Return to Manual Section "400.11.23 – Overriding Enrollment Funding"

400.27.4.35 Answers – Manual Section "400.12 – Co-pay"

102. TRUE.

Review Manual Section "400.12 – Co-pay" again

Return to Manual Section "400.12.1 – Assessing & Updating a Co-pay between Enrollments"

400.27.4.36 Answers – Manual Section "400.12.3 – Stabilization"

103. TRUE.

104. TRUE.

Review Manual Section "400.12.3 – Stabilization" again

Return to Manual Section "400.12.4 – Delinquency"

400.27.4.37 Answers – Manual Section "400.12.4 – Delinquency"

105. TRUE.

Review Manual Section "400.12.4 – Delinquency" again

Return to Manual Section "400.12.4.1 – Entering a Co-pay Delinquency"

400.27.4.38 Answers – Manual Section "400.12.6 – Waiver"

106. TRUE.
107. TRUE.
108. c. – Both of the above.
109. TRUE.
110. TRUE.
111. TRUE.
112. TRUE.
113. TRUE.
114. **d. – On the date the CCIS generates a Confirmation Notice informing the p/c of the Co-pay Amount and Effective Date.**
115. **TRUE.**
116. **f. – All of the above.**

Review Manual Section "400.12.6 – Waiver" again

Return to Manual Section "400.12.6.1 – TANF Ends"

400.27.4.39 Answers – Manual Section "400.13 – Managing the Update Inbox"

117. TRUE.
118. c. – All of the above.

Review Manual Section "400.13 – Managing the Update Inbox" again

Return to Manual Section "400.13.1 – Update Statuses"

400.27.4.40 Answers – Manual Section "400.14 – Refreshing a Case"

119. d. – Any of the above.

Review Manual Section "400.14 – Refreshing a Case" again

Return to Manual Section "400.15 – Transitional Cash Assistance (TCA)"

400.27.4.41 Answers – Manual Section "400.15.6 – Face-to-Face Requirement"

120. TRUE.
121. TRUE.
122. TRUE.

Review Manual Section "400.15.6 – Face-to-Face Requirement" again

Return to Manual Section "400.15.7 – CIS Inbox"

400.27.4.42 Answers – Manual Section "400.15.8 – Enrollment Funding"

123. **FALSE. TANF State MOE funding must be used for enrollment associated with a TCA case.**

Review Manual Section "400.15.8 – Enrollment Funding" again

Return to Manual Section "400.15.9 – Co-pay"

400.27.4.43 Answers – Manual Section "400.15.9 – Co-pay"

124. TRUE.

125. TRUE.

126. **FALSE. The CAO can not update CIS to include the grant amount in most circumstances; therefore the CCIS must include the grant amount manually. The CCIS must include $1,200 with an annual frequency in the co-pay calculation and override the co-pay amount appropriately.**

Review Manual Section "400.15.9 – Co-pay" again

Return to Manual Section "400.15.9.1 – Delinquency"

400.27.4.44 Answers – Manual Section "400.15.9.2 – Waiver"

127. TRUE.

128. **FALSE.**

129. TRUE.

Review Manual Section "400.15.9.2 – Waiver" again

Return to Manual Section "400.15.10 – Correspondence"

400.27.4.45 Answers – Manual Section "400.15.10 – Correspondence"

130. TRUE.

131. TRUE.

132. TRUE.

133. c. – Both of the above.

134. c. – Both of the above.

Review Manual Section "400.15.10 – Correspondence" again

Return to Manual Section "400.15.11 – TANF Closure & TCA Opening"

400.27.4.46 Answers – Manual Section "400.16 – Transferring to FT"

135. f. – c and d above.

Review Manual Section "400.16 – Transferring to FT" again

Return to Manual Section "400.17 – Diversion"

400.27.4.47 Answers – Manual Section "400.17 – Diversion"

136. TRUE.

137. TRUE.

138. TRUE.

Review Manual Section "400.17 – Diversion" again

Return to Manual Section "400.18 – TANF Reopening in CIS"

400.27.4.48 Answers – Manual Section "400.19 – Confidentiality"

139. d. – Any of the above.

140. FALSE.

Review Manual Section "400.19 – Confidentiality" again

Return to Manual Section "400.20 – Alerts & Warning Messages"

400.27.4.49 Answers – Manual Section "400.21 – Using Tracking Dates"

141. c. – All of the above.

Review Manual Section "400.21 – Using Tracking Dates" again

Return to Manual Section "400.21.1 – Accessing a Tracking Date Alert"

400.27.4.50 Answers – Manual Section "400.23 – P/C Responsibilities"

142. e. – All of the above.

143. d. – All of the above.

144. h. – All of the above.

Review Manual Section "400.23 – PC Responsibilities" again

Return to Manual Section "400.24 – CCIS Responsibilities"

400.27.4.51 Answers – Manual Section "400.24 – CCIS Responsibilities"

145. h. – All of the above.

Review Manual Section "400.24 – CCIS Responsibilities" again

Return to Manual Section "400.25 – Updated Information & Additional Resources"