

**County of San Diego, Health and Human Services Agency (HHSA)  
CalWORKs Program Guide**

	<b>Number</b>	<b>Page</b>
<b>Child Care Approval and Denial</b>	<b>10-010.D</b>	1 of 2

**Revision Date:** 11/10/2016

**Background:**

MPP 47-120 A CalWORKs Stage 1 Child Care request shall be processed to determine the parent and provider eligibility within 30 days of a documented request.

**Policy:**

**CalWORKs Stage 1 Child Care Request**

A CalWORKs customer request for Child Care must be documented in the case record.

**CalWORKs Stage 1 Child Care Request, Application for Services**

A CalWORKs Stage 1 Child Care Request is considered an **application for services** when the parent has never received Stage 1 Child Care in San Diego County or child care was:

- Denied previously and more than 60 days has passed since the initial application and no good cause is determined to rescind the denial; or
- Discontinued more than 30 days at the time of the new request

**CalWORKs Stage 1 Child Care Request, Change of Services**

A CalWORKs Stage 1 Child Care request is considered a request for **change of services** when the parent has changes to an existing child care service agreement. Such changes may include, but are not limited to an increase or decrease of child care need, an activity change or a provider change. A change of services does not require the pend/approve/deny process.

**Obtaining Child Care Verifications**

The Child Care Case Manager (CCM) shall assist the parent to provide the information needed in order to process the child care request and to determine eligibility. The CCM must inform the customer what information is required to determine eligibility. The customer has a total of 30 days from the date the CCM receives a request for Child Care Services to provide all necessary verifications.

**Verification that is available in case records:**

The CCM shall not request verification from the customer if a copy is on file with the Employment Case Manager (ECM) or Cal-Learn Case Manager (CLCM) or has already been imaged in CERMS. The CCM will contact the ECM/CLCM to obtain verification, and/or narrate in the case comments that verification has been viewed in CERMS. Child care services shall not be denied for failure to provide information that is available from another Self-Sufficiency Program, such as CalWORKs, CalFresh, Medi-Cal, Welfare-to Work, or Cal-Learn.

**Approval or Denial Processing Timeframe**

The CCM must process the Child Care request and determine the eligibility of the customer and the child care provider within ten calendar days of receiving the information required by the customer and provider. If the county has not received the required information from the customer and/or the childcare provider within 30 calendar days of the Child Care Request, the county may deny the request.

**County of San Diego, Health and Human Services Agency (HHSA)  
CalWORKs Program Guide**

**Child Care Approval and Denial**

**Number**

**Page**

**10-010.D**

**2 of 2**

**Good Cause Determination**

Good cause exists in the following situations:

- 1) the customer has a mental/physical condition which prevents timely, complete compliance to provide verifications
- 2) the customer's failure to submit timely, complete information is directly due to county error
- 3) the county finds other extenuating circumstances

**Retroactive Approval Limits**

Approval for child care services has some limits:

- Licensed, TrustLine-Exempt Provider or Existing TrustLine Registered Providers:

Approval for Child Care shall not be made for services provided more than 30 days prior to the customer's request for Child Care.

- License-exempt child care providers who are required to be TrustLine (TL) registered:

Customer shall be entitled to receive retroactive approval for services up to 120 days from the date Child Care was requested and services were provided if the provider later becomes TL registered.

Each time the Stage 1 Child Care customer chooses a new Child Care provider, the retroactive approval limit shall be applied based on the date the customer notified the county that they changed provider.

**Procedure:**

Processing Guide 10-010D.1 Child Care Approval or Denial

**References:**

MPP 47-120 (<http://www.dss.cahwnet.gov/ord/entres/getinfo/pdf/14EAS.pdf>)

MPP 47-430 (<http://www.dss.cahwnet.gov/ord/entres/getinfo/pdf/15EAS.pdf>)

**Sunset Date:**

This policy will be reviewed for continuance on or by 11/30/2019

**Approval for Release:**



A handwritten signature in blue ink, appearing to read 'Rick Wanne', with the date '11-10-16' written next to it.

-  
Rick Wanne, Director  
Eligibility Operations