

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

April 20, 2015

**What's Inside:**

**Changes to**  
[1220.010.40](#)  
[Denying an](#)  
[Application](#)

M E M O R A N D U M

TO: ALL REGIONAL AND COUNTY CHILDREN'S DIVISION AND FAMILY  
SUPPORT DIVISION STAFF

FROM: TIM DECKER, DIRECTOR  
CHILDREN'S DIVISION  
ALYSON CAMPBELL, DIRECTOR  
FAMILY SUPPORT DIVISION

SUBJECT: 1220.010.40 DENYING AN APPLICATION MANUAL UPDATE

DISCUSSION:

The purpose of this memorandum is to inform staff of a revision to the Child Care Subsidy Manual. Manual section [1220.010.40 Denying an Application](#) has updated language and clarifies policy.

The policy clarifies that an Eligibility Specialist is to deny a Child Care Subsidy application on or before the fifteenth (15th) day from the date of application if:

- The applicant fails to participate in an interview, but only after the eligibility specialist attempts to contact the applicant by phone and by mail to request an interview;
- The applicant voluntarily withdraws the application;
- The applicant fails to provide necessary verification as requested on the Request for Information form within ten (10) calendar days. If the tenth day falls on a weekend or holiday, then the due date is the next business day;
- The applicant is found ineligible for child care services;
- The applicant has a child care overpayment and has not agreed to a repayment plan (See Section [1220.000.00](#)); or
- The applicant has a valid repayment agreement or promissory note and has not complied with the terms of the agreement (See Section [1220.000.00](#)); or
- The applicant has outstanding sliding fee payments owed to a past provider and has not entered into a repayment agreement with that provider (See Section [1225.040.10](#)).

When it is determined that a participant received Child Care Subsidy but was not eligible, also known as an overpayment, the Program Integrity Unit will establish a claim against the participant. When an overpayment occurs, the participant is responsible for entering into an agreement with the agency to repay the balance owed on the claim. As long as a participant

enters into a repayment agreement and/or promissory note and complies with the terms of the agreement, the participant is eligible to receive Child Care Subsidy. Failure to comply with the repayment agreement and/or promissory note makes the participant ineligible to receive Child Care Subsidy.

To determine if an applicant has an outstanding Child Care Subsidy overpayment, the Eligibility Specialist must review all overpayments in the Claims Accounting Restitution System (CARS). To view all overpayments in CARS:

- 1) Log into FAMIS Production (FAPC). On the blank screen, type OVCS (Claim Summary screen).
- 2) After typing OVCS, space once, type “i” before the eight-digit DCN, and press enter. OVCS will summarize and display all program overpayments established against the applicant.
- 3) Review for program codes 17, 18 and 62 for an existing child care overpayment.
- 4) If program codes 17, 18 and/or 62 appear and the balance field is populated with an amount greater than zero, contact the Claims and Restitution Unit (C&R) at (573) 751-3004 or (800) 877-1379. The Claims and Restitution Unit will determine if the applicant is in compliance with policy.

To determine if an applicant has outstanding sliding fees owed to a child care provider, the Eligibility Specialist must review the Eligibility Unit Member Role (EUMEMROL/FM3Z) screen in the Family Assistance Management Information System (FAMIS). It is the responsibility of the child care provider to report any outstanding sliding fees owed from the parent.

If a child care provider reports outstanding sliding fees to an Eligibility Specialist, the Eligibility Specialist must make a comment in the Eligibility Unit Member Role (EUMEMROL/FM3Z) screen under the Child Care Subsidy program for others to view.

Family Support Division staff must review the revised manual section and implement the policy upon receipt of this memorandum. A user guide is forthcoming with additional instructions.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division and Family Support Division staff.</li> <li>2. Review revised Child Care Subsidy Manual chapters as indicated below.</li> </ol>	
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<b>CHILD CARE MANUAL REVISIONS</b> <a href="#">1220.010.40 Denying an Application</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> N/A	

<b>RELATED STATUTE</b> N/A
<b>ADMINISTRATIVE RULE</b> N/A
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A
<b>PROTECTIVE FACTORS</b> N/A
<b>FACES REQUIREMENTS</b> N/A