

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

Child Care Approval or Denial

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10-010.D

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Revision Date:

May 1, 2022

Background:

Per the State Manual of Policy and Procedure (MPP) Section 47-120, a CalWORKs Stage 1 Child Care request shall be processed to determine the parent and provider eligibility to child care services within 30 days of a documented request.

Purpose:

This revision incorporates policies from All County Letter (ACL) 19-99 Immediate and Continuous Child Care, that provides a new service model for child care authorization and approval. Child care services are to be authorized for any county approved activity, and a customer's child care services are no longer directly tied to the days and hours of the activity, or even to continued participation in the activity.

Policy:

Approval or Denial Processing Timeframe

The Child Care Case Manager (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 a Child Care Request, the county may deny the request.

CalWORKs Stage 1 Child Care Request

A CalWORKs customer's request for Child Care must be documented in the case record. See Processing Guide 10-010.A2 Form CCP7 – Child Care Request.

Application/Reapplication 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

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. With the policy for immediate and continuous 12-month child care eligibility, Stage 1 child care recipients do not need to recertify child care eligibility more frequently than once every 12 months, unless the recipient reports one of the following changes:

- An increase of child care need from part-time (PT) to full-time (FT)
- A new child that needs care
- A provider change

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Good Cause Determination

Good cause for rescinding a denial for child care services exists in the following situations:

- 1) The customer has a mental/physical condition which prevented 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

Approval Limits

Approval for child care services has some limits:

- Retroactive Child Care Request Rule

Approval for Child Care shall not be made for services provided more than 30 days prior to the customer's request for Child Care. The customer must ask for child care within 30 calendar days from the first day they received child care services for their provider to get fully paid.

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

A customer who selects a licensed-exempt provider who is required to be TrustLine registered will only be able to have the provider paid if they clear TrustLine. Once a provider is granted TrustLine registration, the customer's provider shall receive retroactive payment for up to the first 120 calendar days from the date the customer requested child care or when the child care began, whichever is later.

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

Procedure:

Processing Guide 10-010.D1 Child Care Approval or Denial

Processing Guide 10-010.A2 Form CCP7 Child Care Request

References:

MPP 47-120

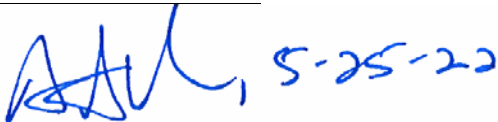
MPP 47-430

ACL 19-99 Immediate and Continuous Child Care

Sunset Date:

This policy will be reviewed for continuance on or by May 31, 2025.

Approval for Release:



Rick Wanne, Director
Self-Sufficiency Services