

# **ALASKA INCLUSIVE CHILD CARE PROGRAM**

## **Policies and Procedures Manual**

State of Alaska  
Department of Health and Social Services  
Division of Public Assistance  
Child Care Program Office

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# ALASKA INCLUSIVE CHILD CARE PROGRAM

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## **8000**

# **ALASKA INCLUSIVE CHILD CARE PROGRAM GENERAL INFORMATION**

This chapter provides a general overview of the supplemental program rate authorized under Alaska Administrative Code (ACC) 7 ACC 41.025(e) and designated as the Alaska Inclusive Child Care Program (Alaska IN!). It also sets forth certain procedural requirements that staff must follow when they determine eligibility for Alaska IN!

## **8000-1**

### **HISTORY AND PURPOSE**

#### **8000-1 A.**

#### **PROGRAM HISTORY**

The Americans with Disabilities Act (ADA) requires that child care facilities make reasonable accommodations and modifications to their policies and practices to integrate children with disabilities into their program. The ADA does not allow providers to charge parents of children with special needs more than other families unless, through a thorough assessment of the child's needs, the provider can show that caring for the child will create an "undue burden" on their program. An undue burden means creating changes that result in significant difficulty or expense to the program.

In fiscal year 2000, the State of Alaska was chosen to participate in a federal initiative known as The Map to Inclusive Child Care. The initiative offered states technical assistance to design, implement and evaluate child care services to successfully include children with special needs. An interdisciplinary statewide team was formed to address the issue. As a result of the team's efforts and funding from the Alaska Mental Health Trust Authority (AMHTA), the Alaska Inclusive Child Care Program (Alaska IN!) was implemented in February 2001.

The ADA also requires that child care facilities provide equal opportunities for children with disabilities to participate in the child care facility's programs and services. In an effort to build capacity for the care of children with special needs and enhance the skills of child care providers, the state may pay a special needs supplement to child care providers who are caring for children with special needs. This

supplement is not a charge to parents, but is intended to be used for children who otherwise may not be able to find child care.

June 30, 2003, marked the end of the Alaska IN! pilot project. With a funding crisis for child care nationwide, parents of children with special needs experience an even greater challenge in locating quality child care settings to meet their child's needs. As a result of these challenges faced by parents, along with the ongoing need to provide supports to families of children with special needs and their child care providers, a two-year extension grant was awarded to the department.

Beginning with fiscal year 2006, AMHTA no longer funded this project and funding sources continued to diminish. The Department of Health and Social Services (DHSS), Division of Public Assistance (DPA), Child Care Program Office (CCPO) began oversight of Alaska IN! and program activities were incorporated into and delegated within the scope of work of the Child Care Resource and Referral (CCR&R) grant, Child Care Assistance Program (CCAP) grant, and the computer management system for the CCAP.

In fiscal year 2007, regulatory changes within the CCAP eliminated the supplement for children with special needs who are 13 years of age and older.

The CCPO continues to provide ongoing administrative oversight of Alaska IN! and on July 1, 2015 assumed all program oversight, eligibility and monitoring responsibilities. The CCPO continues to partner with the Alaska statewide CCR&R Network in meeting the family's needs through enhanced referrals and the child care provider's training needs to include: the identification of specific training needed; development of a training plan; and delivery of training.

## **8000-1 B. PROGRAM PURPOSE**

The purpose of Alaska IN! is to enhance the skills of the child care provider, promote inclusive child care practices in child care settings, and ensure CCAP participating families including children with special needs have access to child care.

## **8000-2**

### **PURPOSE OF THE ALASKA INCLUSIVE CHILD CARE PROGRAM MANUAL**

This manual is to be used for training, reference, and as a supplement to the *Child Care Assistance Program Policies and Procedures Manual*. It provides the policies, procedures, and technical details to support workers in administering the Alaska Inclusive Child Care Program (Alaska IN!).

## **8000-2 A.**

### **ALASKA INCLUSIVE CHILD CARE PROGRAM MANUAL USERS**

This manual cannot anticipate every situation that may occur while administering the Alaska IN! Users, as applicable, may encounter circumstances where the manual does not provide enough detail to make a decision. Prudent judgment is expected to be exercised when encountering specific family or provider situations as well as use of appropriate tools and resources. The users of the manual include, but are not limited to:

1. Agencies who receive grants or contracts from the Department of Health and Social Services (DHSS), Division of Public Assistance (DPA), Work Services and Family Support to provide case management and supportive services for families who receive Temporary Assistance (TA) cash benefits. These families may be ready or near ready to work or have multiple challenges or a profound challenge and are involved with multiple agencies. Supportive services may include Parent's Achieving Self-Sufficiency (PASS) I child care assistance. Agencies providing the supportive services are referred to throughout this manual as Work Services Provider (WSP).
2. DPA Program Integrity and Analysis, Contracted Services Quality Assurance staff who process hearing requests and represent DPA in the fair hearing process.
3. Agencies who receive grants from the Child Care Program Office (CCPO) or sub-grants from a grantee of the CCPO to administer the Child Care Assistance Program (CCAP) for PASS II and PASS III families who, either no longer receive a TA cash benefit or have never received a TA benefit but are low to moderate income; approve CCAP child care provider participation; and create PASS I

family *Child Care Assistance Authorization* documents. Agencies providing these services are referred to throughout this manual as Designees.

4. CCPO staff who provide: overall CCAP oversight approve CCAP participation within the Municipality of Anchorage (MOA) for In-home Child Care, Approved Relative and Licensed providers; process child care billing report forms for providers within the MOA; determine eligibility for Alaska IN!; and conduct pre-hearing conferences.
5. State of Alaska and MOA Child Care Licensing Specialists who monitor licensed child care facilities, conduct health and safety inspections, and investigate reports of concern of child care facilities. These agencies are referred to throughout this manual as Child Care Licensing.
6. Alaska statewide Child Care Resource and Referral (CCR&R) Network staff who: assist families in finding quality child care; provide professional development opportunities to child care providers; collaborate with providers to develop a plan for the inclusion of children with special needs through Alaska IN!; and coordinate with the CCPO regarding delivery of Alaska IN! services.
7. Interested and/or participating families.
8. Interested and/or participating child care providers.
9. Other state and federal workers/contractors with a direct or indirect involvement and interest.

## **8000-3**

### **ALASKA INCLUSIVE CHILD CARE PROGRAM TOOLS AND RESOURCES**

A variety of tools and resources are available and are to be used, as applicable, to deliver Alaska Inclusive Child Care Program (Alaska IN!) services. These tools include the: Case Management System (CMS); Integrated Child Care Information System (ICCIS); Integrated Resource Information System (IRIS), Direct Secure Messaging (DSM); Interpreter Services; Child Care Program Office (CCPO) website; CCPO Brochures; CCPO at a Glance; Inquiries and Consultation; Retention Schedule; and Adverse Action Calendar, etc.

To obtain access to any of the data systems, a signed *Division of Public Assistance Confidentiality Statement Gen 144* and *Service Provider Computer Security Agreement* applicable to the user as a State of Alaska worker or a non-state worker must be received and approval granted to access the system before a profile specific to the actions the user will be completing is established in ICCIS. CCAP Designee's must also complete the *ICCIS Access Template*, which will be provided to the agency's Local Administrator.

The *Division of Public Assistance Confidentiality Statement Gen 144* is available on-line at:

<http://dpaweb.hss.state.ak.us/e-forms/pdf/gen144.pdf> and the *Service Provider Computer Security Agreement* is available on-line based on if the individual is a State of Alaska employee or Grantee/Contractor at:

State of Alaska employee:

<https://dpasysops.dhss.alaska.gov/production/security/SecAgreement.pdf>

Grantees/Contractors:

<https://dpasysops.dhss.alaska.gov/production/security/SecAgreementProvider.pdf>

The *Division of Public Assistance Confidentiality Statement Gen 144*, *Service Provider Computer Security Agreement*, and if applicable the *ICCIS Access Template*, are faxed to the Child Care Program Office (CCPO) toll free at 1-888-224-4536 or 907-269-1064. These forms must be completed and submitted annually.

When a staff member leaves an organization or access to ICCIS is no longer needed, the CCPO must be notified immediately by submitting a *Service Provider Computer Security Agreement* with the delete check box selected to [ccpo@alaska.gov](mailto:ccpo@alaska.gov)

The CCPO will make every attempt to include updated tools and resources as they are developed in this document for future reference.

## **8000-3 A. CASE MANAGEMENT SYSTEM (CMS)**

CMS is used by agencies performing case management and approving supportive services. Requests for Parents Achieving Self Sufficiency (PASS) I Child Care Assistance and Alaska IN! are initiated through CMS. Users must have signed a *CMS Security Access Request* applicable

to the user and have approval granted to access the system. The *CMS Security Access Request* and the *CMS User Guide* are available on-line at: <https://dpasysops.dhss.alaska.gov/production/>

## **8000-3 B. INTEGRATED CHILD CARE INFORMATION SYSTEM (ICCIS)**

ICCIS is the system used to conduct family and provider eligibility actions for Alaska IN!; Child Care Assistance Program (CCAP); conduct and manage child care provider licensing actions; and verify child care assistance and Alaska IN! supplemental payments to providers.

ICCIS User Guide and the ICCIS Policy and Procedure manuals are on line after logging into ICCIS at:  
<https://dpasysops.dhss.alaska.gov/ICCIS/>

## **8000-3 C. INTEGRATED RESOURCE INFORMATION SYSTEM (IRIS)**

IRIS is maintained by the Department of Administration, Division of Finance and used to manage and track the state's financial resources. IRIS accepts transactions generated by outside systems, such as ICCIS, via a batch interface which are held in a suspense file and then processed overnight as part of the production batch schedule. The Financial Transaction Processor (FTP) processes all financial transactions entered into IRIS. These entries must be balanced with the verifications completed each day by Designees and the Child Care Program Office (CCPO). Identified discrepancies are returned to the Designee for correction.

## **8000-3 D. INTERPRETER SERVICES**

If an individual is not able to or is limited in speaking, reading, or writing English, or the individual requests interpreter services, staff must make every effort to arrange for translation services.

Telephonic interpreter services are provided free of charge by the Division of Public Assistance (DPA) for DPA staff and Designees through a contract for services.

As this contract changes, information is provided to DPA Staff and Designees with the company providing the interpreter services and procedures for accessing an interpreter.

Staff may provide this assistance through one-on-one or group settings using the following: telephonic interpreter service provided by the department; resources within the community that provide translation services; bilingual employees of the CCPO or Designee; or friends and family of the applicant or participant as a last resort.

Individuals who can understand English, but are unable to read the application or other printed materials must have these read aloud to them.

Staff must help the family or provider complete the application or other required forms by making sure the individual understands each question that is read. Staff may not complete the application or other forms for them. Applicants may have someone of their choosing complete the application document and other forms on their behalf, but the applicant must sign where required.

If the staff member or an interpreter assists with translation or reading of the information, the reader's or translator's name must be documented in an ICCIS or CMS case note. The relationship between the reader or translator and the applicant must also be documented. The case note should include: the name of the DPA contract interpreter service and individual's name; bilingual staff member (name); language used and any other information to assist the family with future interactions.

## **8000-3 E. CHILD CARE PROGRAM OFFICE WEBSITE**

The CCPO maintains a website with information regarding the programs administered and other early childhood activities and initiatives. The website also contains a listing of real time ICCIS active/open child care providers, excluding In-home. The CCPO website can be accessed at:

<http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

## **8000-3 F. CHILD CARE PROGRAM OFFICE BROCHURES**

The CCPO has developed and makes available brochures describing the office and programs administered: The Child Care Program Office; Child Care Assistance PASS I; Child Care Assistance PASS II and PASS III; Child Care Licensing; Child Care Grant Program; and Alaska Inclusive Child Care Program (Alaska IN!).

Contact the CCPO to request brochures toll free at 1-888-268-4632 or by email to: [CCPO@alaska.gov](mailto:CCPO@alaska.gov) . The title of the brochure, quantity and timeframe to receive are to be included in the request.

These brochures can be viewed on the CCPO website:  
<http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

## **8000-3 G. CCPO AT A GLANCE**

The CCPO maintains a roster with the primary duties and contact information for each CCPO staff person titled “CCPO At A Glance.” This document is reviewed and updated at least quarterly and made available to Designees and other partners.

## **8000-3 H. INQUIRIES AND CONSULTATION**

Alaska statewide Resource and Referral (CCR&R) Network, Child Care Assistance Program Designees, and Work Services Providers (WSP) are expected to utilize this manual, discuss the situation with their lead and/or supervisor and apply prudent judgment prior to requesting policy or procedural guidance.

CCR&R, Designees, and WSP should consult with the CCPO if they are unable to reach a decision on Alaska IN! eligibility or have questions about a particular issue.

For questions or additional guidance on policy or procedural issues for Alaska IN!, send e-mail inquiries to the CCPO Policy Mailbox at: [dpaccp@alaska.gov](mailto:dpaccp@alaska.gov)

Client names and ICCIS account numbers or member identification numbers should be included to identify the specific situation. However, dates of birth, social security numbers or other sensitive information are not to be used in the email for confidentiality reasons.

When sending sensitive information, fax the information to the CCPO toll free at: 1-888-224-4536 or 907-269-1064.

The subject line of the message must include the program in question, (Alaska IN!), a designated priority level as outlined below and the topic.

**Examples:**

“AK IN! – Level 1 – Services not in place”

“AK IN! – Level 2 – Observation Reschedule”

“AK IN! – Level 3 – Additional Services”

For general inquiries, the body of the message needs to include: your specific question, relevant information, the preferred solution and justification for the preferred solution.

When submitting questions or requests for additional guidance on policy or procedural issues for Alaska IN!, the CCPO requires the CCR&R, Designee, or WSP to categorize each request into one of three levels described below. The priority level is determined based on the content of the question or guidance needed. Delay in working a case or submitting a question does not necessarily constitute a higher level of priority. If the priority level is not included the submission will be considered a Level 3.

**Level 1:**

Response is to be provided within forty-eight (48) hours regarding a critically important issue.

**Level 2:**

Response is to be provided within five (5) business days regarding a less time-critical question or concern.

**Level 3:**

Response is not time sensitive and/or the CCPO is being alerted to a hypothetical situation or a real scenario that needs future consideration and/or thought.

Level 3 submissions may also be tabled for general discussion during a statewide teleconference, if appropriate. The CCPO will acknowledge this request within five (5) business days, but a decision or full response may be tabled for future discussions.

## 8000-3 I. ADVERSE ACTION CALENDAR

DPA produces a monthly calendar, commonly known as the Adverse Action Calendar, to assist workers in determining timeframes related to case processing. This calendar also assists workers in determining the last date a negative action can be taken in the current month to implement the change the following month. This calendar is an internal administrative tool and does not independently create legal requirements for action.

The Adverse Action Calendar reflects ten (10), fifteen (15), and thirty (30) day timeframes, without asterisks, for the due dates when requesting information from the applicant.

It also lists due dates with a single asterisk, for taking action on reports of change, and with a double asterisk for making a determination on an application. The Adverse Action Calendar identifies different programs in dates within the calendar. The calendar is distributed to the CCPO and partners via email or can be accessed at:

<http://dpaweb.hss.state.ak.us/main/PDF/adverseAction.pdf>

The Adverse Action Calendar includes the following items in a legend defining the dates information is due when requested from a family and dates action is to be taken by workers:

### 1. 10, 15, and 30-Day Request for Information (Pend) Date

When requesting information needed to process an application or report of change, the family or provider must be given at least ten (10) days to provide it. To determine when the information is due, the first day is the day after the notice is mailed. The mailing date is not included as one of the ten (10) days. When the tenth (10<sup>th</sup>) day falls on a weekend or Federal holiday, the date is moved to the next business day.

### 2. \* 10-Day Timeframe to Act on Reported Changes

All reports of change must be acted on within ten (10) days. This action date is reflected on the Adverse Action Calendar by the single asterisk 10 date. Day zero (0) is the day the reported change was received. When the tenth (10<sup>th</sup>) day falls on a weekend or Federal holiday, the action must be taken the business day prior to the tenth (10<sup>th</sup>) day.

### **3. \*\* 30-Day Application Processing Timeframe**

All applications received are to have a determination of approve or deny no later than thirty (30) days from the date the application is date stamped received. Day zero (0) is the date the application is date stamped received. When the thirtieth (30<sup>th</sup>) day falls on a weekend or Federal holiday, the application must be worked by the first business day after the thirtieth (30<sup>th</sup>) day.

In situations where a family is in the Child Care Assistance Program (CCAP) application process, the Alaska Inclusive Child Care (Alaska IN!) Program application processing timeframes will be adjusted to allow for the completion of CCAP application process. The *Application for Alaska Inclusive Child Care CC48* will be processed within thirty (30) days of the CCAP application determination.

### **4. Adverse Action Date**

For ongoing cases, the effective date of an adverse action, case closure, benefit reduction or family contribution increase, is always the first day of the month following timely notice of adverse action. A notice of the adverse action must be mailed at least ten (10) days before the effective date of the action. The adverse action date noted in the calendar is the last day staff can prepare and mail a notice for adverse actions taking effect the first day of the following month.

The ten (10) day count begins the day after the date the adverse action notice is mailed. Designees must be aware of the day the prepared notice will actually be mailed.

CCR&R and CCPO Staff are to use the Adverse Action calendar for determining the due date on notices to families and providers and the action completion date by staff. When requesting information from families and providers, based on the date the notice will be mailed, use the listed ten (10) day Request for Information (Pend) date.

## 8010

# RIGHTS UNDER THE ALASKA INCLUSIVE CHILD CARE PROGRAM

## 8010-1

### CONFIDENTIALITY

Information relating to a family's participation in the Alaska Inclusive Child Care Program (Alaska IN!) is confidential. The Department of Health and Social Services (DHSS) requires strict adherence to confidentiality rules by State employees and all agencies involved in the administration of public assistance programs including Alaska IN! under Alaska Statute (AS) 47.05.020. All agencies and staff involved in the administration of Alaska IN! must read to understand confidentiality rules and requirements and sign the appropriate computer security agreement to acquire the applicable computer access.

- 1. Agencies and Staff Administering the Alaska IN! will ensure:**
  - a. Files are maintained in a manner that ensures confidentiality of personal information;
  - b. Individual computer logins and passwords are strong, kept confidential, and routinely changed;
  - c. Eligibility reviews occur in locations that ensure confidentiality;
  - d. Personal family and provider information is pertinent to eligibility and discussed only within a professional content and context;
  - e. Release of Information forms signed and dated by the participating parent or provider are on file and used when requesting information from other sources;
  - f. Release of Information forms signed and dated by the participating parent or provider are on file prior to releasing information to a requestor, except as described in 8010-1, 2 Prohibition Against Using Family and Provider Information;
  - g. Staff will not access their own files and records or those of any co-worker, family members, friends or individuals with whom they have a personal relationship or there is a potential conflict of interest; and
  - h. A Child Care Program Office (CCPO) or Designee applying or participating staff member's case is processed by a supervisor or neutral third party who is not a co-worker or subordinate of the applicant.

## **2. Prohibition Against Using Family and Provider Information:**

It is a violation against state statute and regulation (AS 47.05.020, AS 47.05.030, AS 47.32.180 and AS 47.32.190, 7 AAC 37.030, 7 AAC 41.400, and 7 AAC 57.055) to use information obtained from families or providers participating in Alaska IN! or to disclose this information to any person other than the applicant or recipient, with the following exceptions:

- a. Persons directly involved in the administration and enforcement of the Alaska Temporary Assistance Program (TA), including but not limited to users of this manual identified in 8000-2 A. Alaska Inclusive Child Care Program Manual Users, items 1-11; and
- b. Persons directly involved in other state or federally funded assistance programs including, Tribal Organizations administering Temporary Assistance for Needy Families (TANF) or Child Care and Development Fund (CCDF) CCAP. CCDF CCAP persons include but are not limited to users of this manual identified in 8000-3 A. Alaska Inclusive Child Care Program Manual Users, items 1-11.

## **8010-2**

### **CIVIL RIGHTS**

Staff administering any aspect of the Alaska Inclusive Child Care Program (Alaska IN!) will not discriminate against any applicant or participant, including but not limited to, the: application submission or withdrawal; certification of families and approval of providers; issuance of program benefits; request to discontinue assistance; choice of participating child care provider; conducting of pre-hearing conference or hearing process; or in the conducting of any other program service, for reasons of age, race, color, sex, disability, religious creed, national origin or political belief.

A complaint is any clear expression by the complainant or person acting for him/her, to the effect that he or she believes himself or herself to be the object of discrimination based on age, race, color, sex, disability, religious creed, national origin, or political belief.

## **8010-3**

### **APPEALS**

Any family applying or participating in the Alaska Inclusive Child Care Program (Alaska IN!) who disagrees with a written determination

made by the Child Care Program Office (CCPO) or the Alaska statewide Child Care Resource and Referral (CCR&R) Network may appeal the decision by requesting an Administrative (fair) hearing.

## **8010-3 A. REQUEST FOR ADMINISTRATIVE HEARING**

Requests for an Administrative Hearing must be submitted in writing to the CCPO within thirty (30) calendar days of the issuance of the determination with which the family disagrees.

### **1. CCPO Administrative Staff:**

- a. Enter the request information in the fiscal year's Hearing Tracking spreadsheet;
- b. Create an electronic folder within the CCPO shared drive;
- c. Enter a case note in the family's case in the Integrated Child Care Information System (ICCIS) using the subject heading; AKIN Hearing Request Rcvd;
- d. Scan all documents to the electronic folder;
- e. Create a manila file and forward it to the assigned CCPO Eligibility and Benefits Staff from the tracking spreadsheet; and Email the request for hearing to the Division of Public Assistance (DPA) Program Integrity and Analysis (PI&A), Contracted Services Quality Assurance (CSQA) staff representing the division for the hearing process, identifying the CCPO Eligibility and Benefits Staff member assigned to the pre-hearing conference.

### **2. CCPO Eligibility and Benefits Staff:**

Determine if a family is eligible for a continuation of CCAP benefits, when requested, pending the hearing decision and if so, notify the Designee for appropriate action. Action may include issuing benefits at the level previously authorized back to the date the initial action was taken, unless other factors which were not contested, result in a benefit change. Benefits will be authorized on a month by month basis until the date the hearing authority's decision is rendered. The renewal process actions, including setting alerts in ICCIS, must be continued by the Designee. The family must maintain their eligibility throughout the hearing process when a continuation of benefits is requested.

The CCPO Eligibility and Benefits Staff will conduct a pre-hearing conference to clearly identify and understand the issue(s) in dispute and resolve them if possible, without having to proceed to

a hearing. The family is not required to participate in a pre-hearing conference. The assigned CCPO Eligibility and Benefits Staff member will review the request for hearing to ensure it was received or postmarked within thirty (30) calendar days of the date the notice of determination was issued.

The CCPO Eligibility and Benefits Staff will:

- a. Contact the requestor same day or next business day of receiving the *Request for Hearing* CC46;
- b. Investigate the issues within three (3) calendar days of receiving the *Request for Hearing* CC46;
- c. Conduct the Pre-hearing Conference by asking open ended questions and allow the requestor to freely speak regarding the issue in dispute;
- d. Issue a Recommendation on the *Pre-Hearing Conference* form within seven (7) calendar days of receiving the *Request for Hearing* CC46 and email the form and all documentation to CSQA with one of the following recommendations:
  - Non-referral – the Hearing Request CC46 was received or postmarked outside of timeframes;
  - Proceed – all actions were taken correctly by the agency and the hearing needs to proceed; or
  - Concede – determination made is not correct and corrective actions are needed to address the correct the case; and
- e. Save the Pre-Hearing Conference form and all documentation in the electronic hearing file.

**3. DPA CSQA staff will:**

- a. Forward the request to the Office of Hearings for scheduling;
- b. Review all applicable Alaska Administrative Codes and program policies and procedures;
- c. Issue the division's position statement; and
- d. Represent the CCPO during the hearing process in front of an Administrative Law Judge.

**4. The Administrative Law Judge:**

The Administrative Law Judge issues a proposed decision allowing both the division and the individual requesting the hearing, opportunity to request a proposal for action of the Commissioner of Health and Social Services to adopt, revise, or reject the proposed decision.

**5. The Commissioner of Health and Social Services:**

The Commissioner of Health and Social Services issues the final decision based on the Administrative Law Judge's proposed decision and any additional evidence or statements received from the division or requesting party.

**8010-4**

**REQUEST FOR PUBLIC RECORDS**

Requests for information from a child's file, including information maintained in the Integrated Child Care Information System (ICCIS) or other electronic means must be documented and acted upon within ten (10) days, starting the day after the request was received.

Participating parents have access to information contained in their child's file which may be viewed during the Child Care Program Office (CCPO) or Designees normal business hours. A case note is entered in the participating family's ICCIS case file documenting the review of the hard copy file. When a participating family requests copies of any part of their child's file, the request must be made in writing and state the specific information being requested.

When an individual who is not associated with the case, including representatives of a law office, requests to view CCPO records, including to view a child's file, their request must be submitted in writing. The Designee must immediately forward a copy of the request and any legal release to the CCPO at the policy mailbox: [dpaccp@alaska.gov](mailto:dpaccp@alaska.gov)

The Designee must immediately express mail, or hand deliver, the requested file to the CCPO, retaining a copy of information pertinent to the family's most recent application.

The CCPO will forward the request and release to the Division of Public Assistance Director's Office who will:

1. Verify the release is in proper order;
2. Request the pertinent file from the CCPO or Designee; and
3. Submit the release and documents to the Division's legal team.

## **8020**

### **RESPONSIBILITIES UNDER THE ALASKA INCLUSIVE CHILD CARE PROGRAM**

The State of Alaska, Department of Health and Social Services (DHSS), Division of Public Assistance (DPA), Child Care Program Office (CCPO) is the primary contact regarding the Alaska Inclusive Child Care Program (Alaska IN!). The CCPO provides program oversight as well as determines eligibility and monitors compliance. The Child Care Assistance Program (CCAP) Designees, Work Services Providers (WSP), Child Care Licensing (CCL) and the Alaska statewide Child Care Resource and Referral (CCR&R) Network each have specific responsibilities in the delivery of Alaska IN!

## **8020-1**

### **RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE**

## **8020-1 A.**

### **GENERAL RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE**

General responsibilities of the Child Care Program Office (CCPO) include but are not limited to:

1. Ensuring the Alaska Inclusive Child Care Program (Alaska IN!) complies with all Federal and State requirements relating to the administration of the program;
2. Promulgating regulations pertaining to programs administered by the CCPO, and that are also connected to the Child Care Assistance Program (CCAP): Child Care Licensing (CCL) and Child Care Grant (CCG) Program;
3. Developing an Alaska IN! policies and procedures manual and implementing use of the manual;
4. Providing interpretation and clarification of state statutes, regulations, policies and procedures governing Alaska IN!;
5. Processing applications for program participation and determining eligibility;

6. Processing Alaska IN! supplemental payments to providers within the Municipality of Anchorage;
7. Maintaining family's, children's, and child care provider's private and confidential information;
8. Monitoring child care provider compliance with their *Child Care Provider Inclusion Plan*;
9. Coordinating authorization of supplemental funding with Designees, and Work Services Providers (WSP);
10. Processing appeals (Hearings);
11. Conducting investigations related to potential incorrect payment of benefits;
12. Providing program brochures, Alaska IN! forms, templates of required documentation, and notices of action;
13. Notifying Designees, WSP, families, providers, and the public (as applicable) of changes to regulations and policy; and
14. Providing training and technical assistance regarding Alaska IN! as applicable.

**8020-1 B.**

**RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE ADMINISTRATIVE STAFF**

Responsibilities of the CCPO Administrative Staff include but are not limited to:

1. Providing and tracking distribution of *Alaska Inclusive Child Care Program* brochures, *Application for Alaska Inclusive Child Care C48*, and/or forms as requested; and
2. Documenting and tracking *Application for Alaska Inclusive Child Care CC48* requests and receipt.

## **8020-1 C. RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE ELIGIBILITY STAFF**

Responsibilities of the CCPO Eligibility Staff include but are not limited to:

1. Assisting parents with the application paperwork and process;
2. Assisting child care providers with the process;
3. Conducting eligibility determinations;
4. Maintaining confidentiality by covering the names of all agencies listed on the Release of Information portion of the application, except the agency from who information is requested;
5. Determining the supplemental percentage and timeframe based on the costs of the required additional services/accommodations to be provided;
6. Issuing *Child Care Assistance Authorization* documents for supplemental funding to child care providers who care for children with special needs based on the costs of services/accommodations provided;
7. Submitting a request for supplemental payment for eligible months the provider has already been paid through the CCAP.
8. Coordinating with Designees, and WSP to ensure the issuance of *Child Care Assistance Authorization* documents for supplemental funding for the family's next authorization period;
9. Notifying Child Care Licensing Staff of a child care provider approved to care for a specific child(ren) identified as having special needs and participating in Alaska IN!, and coordinating to ensure the provider has established and is maintaining and monitoring the required plan of care;
10. Coordinating with the Alaska statewide Child Care Resource and Referral (CCR&R) Network for on-site observation and consultation and to ensure the identified services are being provided and/or accommodations are in place at the child care facility;

11. Coordinating with the WSP, and Designees when families transition from or to PASS I child care assistance; and
12. Completing compliance reviews based on timeframes established to ensure the services, training and accommodations are being provided as identified in the *Child Care Provider Inclusion Plan* CC50.

**8020-1 D.            RESPONSIBILITIES OF THE CHILD CARE LICENSING STAFF**

Responsibilities of the State of Alaska and Municipality of Anchorage Child Care Licensing Staff include but are not limited to:

1. Conducting announced and unannounced on-site inspections of child care settings;
2. Ensuring child care facilities have *Child Care Provider Inclusion Plan* CC50, a *Plan of Care for a Child with Special Needs* CC89 in place for any child(ren) identified as having a special need who are also participating in Alaska IN!;
3. Notifying CCPO Eligibility Staff when a child care provider approved to care for a specific child(ren) identified as having special needs and participating in Alaska IN!, does not have the required *Plan of Care for a Child with Special Needs* CC89 in place and coordinate to ensure the provider comes into compliance;
4. Investigating any reports of concerns or noncompliance for a child care provider participating in Alaska IN!; and
5. Maintaining any documentation or correspondence regarding a licensed child care provider’s participation in Alaska IN!, in the facility’s licensing binder.

**8020-2                RESPONSIBILITIES OF THE ALASKA STATEWIDE CHILD CARE RESOURCE AND REFERRAL NETWORK**

Responsibilities of the Alaska statewide Child Care Resource and Referral (CCR&R) Network include but are not limited to:

1. Providing outreach, education, and enhanced referral services to parents of children with special needs regarding child care options;
2. Providing CCR&R resources to the provider and/or parent when additional needs are identified;
3. Providing referrals for additional resources not offered by the CCR&R to the provider and/or parent when additional needs are identified;
4. Conducting on-site observation of the identified child while in care with the child care provider;
5. Consulting with the child care provider and parent to complete the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations CC70*;
6. Assist the child care provider in the development of the *Child Care Provider Inclusion Plan CC50* to ensure the accommodations and/or training identified meet the child's specific needs;
7. Increasing caregiver knowledge and expertise in the care of children with special needs;
8. Prioritizing and providing technical assistance, training, and support to providers who care for children with special needs;
9. Recruiting and training child care providers to increase capacity to care for children with special needs;
10. Maintaining a file for each child that contains the supporting documentation of the recommendations made for additional services needed for the *Child Care Provider Inclusion Plan CC50*;
11. Assisting providers to implement child specific inclusionary practices; and
12. Contacting the applicable Child Care Program Office (CCPO), Child Care Assistance Program Grantee, or Municipality of Anchorage (MOA) child care licensing office, depending on the provider type and location, when a concern is identified.

## 8020-3

### **RESPONSIBILITIES OF THE WORK SERVICES PROVIDERS**

Responsibilities of the Work Services Providers (WSP) include but are not limited to:

1. Informing parents of the enhanced referral services through the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
2. Obtaining copies of the *Application for Alaska Inclusive Child Care CC48* and the *Alaska Inclusive Child Care Program* brochure from the Child Care Program Office (CCPO) for distribution;
3. Providing parents with an *Application for Alaska Inclusive Child Care CC48* and *Alaska Inclusive Child Care Program* brochure;
4. Monitoring for the child's thirteenth (13<sup>th</sup>) birthday to ensure the special needs supplemental is only issued through the month of the child's 13<sup>th</sup> birthday;
5. Once approved for program participation, include the request for Alaska Inclusive Child Care Program (Alaska IN!) when requesting care to be authorized for the child;
6. Notifying the CCPO when a family with an Alaska Inclusive Child Care Program (Alaska IN!) *Authorization for Special Needs Supplement CC51* is no longer participating in Parents Achieving Self Sufficiency (PASS) I child care assistance; and
7. Notifying the CCPO when a family with an *Authorization for Special Needs Supplement CC51* is wishing to change or has changed child care providers.

## 8020-4

### **RESPONSIBILITIES OF THE CHILD CARE ASSISTANCE PROGRAM DESIGNEES**

Responsibilities of the Child Care Assistance Program (CCAP) Designees include but are not limited to:

1. Informing parents of the enhanced referral services through the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
2. Obtaining copies of the *Application for Alaska Inclusive Child Care CC48* and the *Alaska Inclusive Child Care Program* brochure from the Child Care Program Office (CCPO) for distribution;
3. Providing parents with an *Application for Alaska Inclusive Child Care CC48* and *Alaska Inclusive Child Care Program* brochure;
4. Assisting child care providers with understanding the supplemental rate and billing procedures;
5. Determining the payment amount and verifying the special needs supplement in conjunction with the child care assistance payment to the child care provider upon receipt of a monthly provider billing report form;
6. Once approved for program participation, include the special needs percentage in the care authorized;
7. Notifying the CCPO when a family with an *Authorization for Special Needs Supplement CC51* is no longer participating in the CCAP and receiving Parents Achieving Self Sufficiency (PASS) II or PASS III child care assistance;
8. Notifying the CCPO when a family with an *Authorization for Special Needs Supplement CC51* is wishing to change or has changed child care providers; and
9. Monitoring for the child's thirteenth (13<sup>th</sup>) birthday to ensure the special needs supplemental is only issued through the month of child's thirteenth (13<sup>th</sup>) birthday.

## **8020-5**

### **RESPONSIBILITIES OF THE FAMILIES**

Responsibilities of the family include but are not limited to:

1. Participating in the State of Alaska, Parents Achieving Self Sufficiency (PASS) I, PASS II, or PASS III Child Care Assistance Program (CCAP);

2. Selecting a CCAP eligible child care provider, with assistance from the Alaska statewide Child Care Resource and Referral (CCR&R) Network, if needed;
3. Completing and submitting the *Application for Alaska Inclusive Child Care* CC48;
4. Providing documentation of their child's special need(s);
5. Providing documentation supporting the additional services needed specific to their child's special need(s), in a child care setting;
6. Providing a copy of their child's *Plan of Care for a Child with Special Needs* CC89 created in cooperation with their child care provider at the time of enrollment with a child care provider or as a special need is identified;
7. Providing the child care provider and CCR&R Staff information pertaining to the needs of their child, as needed, and participating in the development of the child care provider's *Child Care Provider Inclusion Plan* CC50;
8. Acknowledging and agreeing to the services and/or accommodations planned to be provided by the child care provider by signing and submitting the *Child Care Provider Inclusion Plan* CC50 to the CCPO Eligibility Staff;
9. Monitoring their child care provider to ensure the services and/or accommodations needed are being provided;
10. Providing the required written notice to their child care provider prior to terminating services;
11. Notifying the Child Care Program Office (CCPO) Eligibility Staff Work Services Provider (WSP), or CCAP Designee, by providing a copy of the written notice provided to their child care provider prior to terminating services; and
12. Providing any changes in their child's development and/or care needs while in care of the provider, or any concerns regarding the care their child is receiving from the provider to the CCPO.

## 8020-6

## RESPONSIBILITIES OF CHILD CARE PROVIDERS

Responsibilities of the child care provider include but are not limited to:

1. Maintaining Licensed or Approved Child Care Provider status;
2. Maintaining Child Care Assistance Program (CCAP) participation;
3. Completing a *Plan of Care for a Child with Special Needs* CC89 for each child identified as having a special need at the time of enrolling the child into care or when the special need is identified, addressing how care will be provided to meet the child's needs;
4. Charging the same rate for a child with special needs as the rate for any other child of the same age;
5. Scheduling and allowing an on-site observation by the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
6. Completing the *Child Care Provider Inclusion Plan* CC50, with the CCR&R and family, to ensure the accommodations and/or training identified meet the child's specific needs;
7. Providing the accommodations and associated costs for the child as identified in the *Child Care Provider Inclusion Plan* CC50;
8. Providing the additional services and associated costs for the child as identified in the *Child Care Provider Inclusion Plan* CC50;
9. Providing documentation of completion of staff training and associated costs as identified in the *Child Care Provider Inclusion Plan* CC50;
10. Providing a ten (10) business day written notice to the family prior to terminating services; and
11. Submitting monthly CCAP billing report forms within the required timeframes.

## **8030**

### **ENHANCED REFERRALS**

The Alaska statewide Child Care Resource and Referral (CCR&R) Network provides enhanced referral services for families with children, under the age of thirteen (13), who have special needs. An enhanced referral is a more in-depth discussion with the family to aid the CCR&R staff in gaining an understanding any accommodations needed for the child's care. The CCR&R helps support the family and child in accessing or connecting to needed services by providing additional information about resources available through the CCR&R's lending library and/or other community resources.

## **8040**

### **ELIGIBILITY FOR PARTICIPATION**

Participation in the Alaska Inclusive Child Care Program (Alaska IN!) is only available to families who are participating in the State of Alaska Child Care Assistance Program (CCAP) through Parents Achieving Self-Sufficiency (PASS) I, PASS II, or PASS III.

## **8040-1**

### **DEFINITION OF SPECIAL NEEDS**

For the purposes of the Alaska Inclusive Child Care Program (Alaska IN!), a child with special needs means a child within the meaning of "child with a disability" under 20 U.S.C. 1401; who is eligible for early intervention services under 20 U.S.C. 1431-1444; or who is younger than thirteen (13) years of age and who is eligible for services under 29 U.S.C. 794.

#### **1. 20 U.S.C 1401**

A child with a disability means a child:

- a. With intellectual disabilities, hearing impairments (including deafness), speech or language impairments, visual impairments (including blindness), serious emotional disturbance (referred to as emotional disturbance), orthopedic impairments, autism, traumatic brain injury, other health impairments, or specific learning disabilities; and
- b. Who, by reason thereof, needs special education and related services.

2. 20 U.S.C. 1431-1444  
To be eligible for early intervention services under this federal regulation a child is an infant or toddler with a disability who is:
  - a. Under three (3) years of age who needs early intervention services because the child is experiencing developmental delays, as measured by appropriate cognitive development, physical development, communication development, social or emotional development, and adaptive development; or
  - b. Has a diagnosed physical or mental condition that has a high probability of resulting in developmental delay.

3. 29 U.S.C. 794  
An individual with a disability under this federal regulation means an individual who has a physical or mental impairment which for such individual constitutes or results in a substantial impediment to employment and can benefit, in terms of employment, outcome from vocational rehabilitation services. It also refers to the definition in section 12102 of title 42 which defines the term disability with respect to an individual:

- a. A physical or mental impairment that substantially limits one or more major life activities of the individual;
- b. A record of such an impairment; or
- c. Being regarded as having such impairment. An individual meets the requirement of “being regarded as having such an impairment if the individual establishes that he or she has been subjected to an action prohibited under 42 U.S.C because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity.

## **8040-2**

### **ALASKA INCLUSIVE CHILD CARE PROGRAM ELIGIBILITY CRITERIA**

To be eligible for Alaska Inclusive Child Care (Alaska IN!) the following criteria must be met:

1. Family and child must be eligible and participating in the State of Alaska Child Care Assistance Program (CCAP);

2. Child must be under thirteen (13) years of age;
3. Child must have a documented special need or developmental disability (clinical opinion or special education documentation). Information must be current within the past twelve (12) months and reflect the child's current status. Acceptable forms of documentation supporting the documented special need or developmental disability include:
  - a. *Special Needs Documentation* CC49 form;
  - b. Individualized Education Plan (IEP);
  - c. Individual Family Service Plan (IFSP); or
  - d. Medical diagnosis, or mental health evaluation completed by a healthcare professional (i.e. Doctor, Nurse Practitioner, Public Health Nurse, Licensed Clinical Social Worker, Psychiatrist, Psychologist, or Licensed Psychological Associate).
4. Child must require additional services in a child care setting, based on their individual need(s). These additional services must have an additional cost for the family to be eligible for Alaska IN! Any additional services must be provided by the child care provider or their staff in the child care setting and includes but is not limited to:
  - a. Specialized care for a particular condition to be provided by the child care provider or their staff;
  - b. Specially trained child care caregiver;
  - c. Frequent monitoring by child care provider/staff of the child's health or medical needs;
  - d. Very close or one-to-one supervision;
  - e. Aided physical movement;
  - f. Adaptive equipment for the child care setting; and/or
  - g. Learning tools and/or curricula specific to the child's individual needs.

**8050**

**CHILD CARE ASSISTANCE PROGRAM  
PARTICIPATING FAMILIES INCLUDING A CHILD  
WITH SPECIAL NEEDS**

Child Care Assistance Program (CCAP) participating families are to be given information about the Alaska Inclusive Child Care Program (Alaska IN!) when requested or when a child included in the family is identified as having a special need. If the family needs assistance in finding a child care provider to meet the needs of their child, they are to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network.

Families determined eligible and receiving Parents Achieving Self-Sufficiency (PASS) I, PASS II, or PASS III child care assistance may be eligible for additional funding to be paid directly to the family's child care provider. The family's child care provider must incur additional costs specifically associated to providing care to meet the needs of their child identified as having special needs.

## 8050-1

### **PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) I PARTICIPATING FAMILIES**

Work Services Providers (WSP) are to provide families participating in the Parents Achieving Self-Sufficiency (PASS) I, with an *Application for Alaska Inclusive Child Care CC48, Alaska Inclusive Child Care Program* brochure, and information about the program upon request or when a child in the family has been identified as having special needs.

Additionally, when the family has made it known to their WSP they are having difficulty in finding a child care provider due to a child's behavior or special need, the family is to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network serving the community in which the family resides.

The family must be participating in the Child Care Assistance Program (CCAP) as part of the Alaska IN! eligibility, therefore WSP are to request the family's child care as normal without waiting to see if the family applies for and/or is determined eligible for Alaska IN!

#### **1. *Applications for Alaska Inclusive Child Care received by WSP***

Within two (2) business days of receiving an *Application for Alaska Inclusive Child Care CC48* the WSP will:

- a. Date stamp the *Application for Alaska Inclusive Child Care CC48* with the date received;
- b. Fax the *Application for Alaska Inclusive Child Care CC48* to the Child Care Program Office (CCPO) toll free at 1-888-224-4536;
- c. Enter a client note in the Case Management System (CMS) and copy the client note to the Integrated Child Care Information System (ICCIS), documenting receipt of the application and forwarding it to the CCPO; and
- d. Upon confirmation the fax was received by the CCPO, shred the original received *Application for Alaska Inclusive Child Care CC48*.

## **2. Approval for Alaska IN! Participation**

Upon receiving the *Authorization for Special Needs Supplement* CC51 from the CCPO, the WSP will:

- a. Maintain a copy of the *Authorization for Special Needs Supplement* CC51 in the family's hard case file; and
- b. Include the approved special needs percentage on all future requests for PASS I authorizations within the family's approval timeframe as long as the family continues to use the same child care provider.

## **3. Changing Child Care Providers**

Upon receiving a report of the change of provider from a family, the WSP will confirm through CMS and the family's hard copy file that the family is participating in Alaska IN!, and if so notify the CCPO within one (1) business day of receiving the report of change.

If the family changes child care providers the Alaska IN! supplemental funding will not be included in the *Child Care Assistance Authorization* document or paid to the new provider until the new provider is determined eligible.

## **8050-2**

## **PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) II PARTICIPATING FAMILIES**

When an Alaska Inclusive Child Care (Alaska IN!) participating family transitions from Parents Achieving Self-Sufficiency (PASS) I child care assistance to PASS II or PASS III child care assistance, nothing additional is needed from the family or child care provider as long as the provider remains the same.

The Child Care Program Office (CCPO) will coordinate with the Child Care Assistance Program (CCAP) Designee as needed for the transition from PASS I to PASS II or PASS III.

Designees are to provide new families with an *Application for Alaska Inclusive Child Care* CC48, *Alaska Inclusive Child Care Program* brochure, and information about the program upon request or when a child in the family has been identified as having special needs. Additionally, when the family has made it known to the Designee they are having difficulty in finding a child care provider due to a child's behavior or special need, the family is to be referred to the Alaska

statewide Child Care Resource and Referral (CCR&R) Network serving the community in which the family resides.

**1. Applications for Alaska Inclusive Child Care received by the Designee**

Within two (2) business days of receiving an Application for Alaska Inclusive *Child Care* CC48, the Designee will:

- a. Date stamp the *Application for Alaska Inclusive Child Care* CC48 with the date received;
- b. Fax the *Application for Alaska Inclusive Child Care* CC48 to the CCPO toll free at 1-888-224-4536;
- c. Enter an ICCIS case note documenting receipt of the application and forwarding it to the CCPO; and
- d. Upon confirmation the fax was received by the CCPO, shred the original received *Application for Alaska Inclusive Child Care* CC48.

**2. Approval for Alaska IN! participation**

Upon receiving the *Authorization for Special Needs Supplement* CC51 from the CCPO, the Designee will:

- a. Maintain a copy of the *Authorization for Special Needs Supplement* CC51 in the family's hard case file; and
- b. Include the approved special needs percentage on all future requests for PASS II authorizations within the family's approval timeframe as long as the family continues to use the same child care provider.

**3. Changing Child Care Providers**

Upon receiving a report of the change of provider from a family, the Designee will confirm through the Integrated Child Care Information System (ICCIS) and the family's hard copy file that the family is participating in Alaska IN!, and if so notify the CCPO within one (1) business day of receiving the report of change.

If the family changes child care providers the Alaska IN! supplemental funding will not be included in the *Child Care Assistance Authorization* document or paid to the new provider until the new provider is determined eligible.

## 8050-3

### **PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) III PARTICIPATING FAMILIES**

When an Alaska Inclusive Child Care (Alaska IN!) participating family transitions from Parents Achieving Self-Sufficiency (PASS) II child care assistance to PASS III child care assistance, nothing additional is needed from the family or child care provider as long as the provider remains the same.

Designees are to provide new families with an *Application for Alaska Inclusive Child Care CC48, Alaska Inclusive Child Care Program* brochure, and information about the program upon request or when a child in the family has been identified as having special needs.

Additionally, when the family has made it known to the Designee they are having difficulty in finding a child care provider due to a child's behavior or special need, the family is to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network serving the community in which the family resides.

#### **1. Applications for Alaska Inclusive Child Care received by the Designee**

Within two (2) business days of receiving an *Application for Alaska Inclusive Child Care CC48* the Designee will:

- a. Date stamp the *Application for Alaska Inclusive Child Care CC48* with the date received;
- b. Fax the *Application for Alaska Inclusive Child Care CC48* to the CCPO toll free at 1-888-224-4536;
- c. Enter an ICCIS case note documenting receipt of the application and forwarding it to the CCPO; and
- d. Upon confirmation the fax was received by the CCPO, shred the original received *Application for Alaska Inclusive Child Care CC48*.

#### **2. Approval for Alaska IN! participation**

Upon receiving the *Authorization for Special Needs Supplement CC51* from the CCPO, the Designee will:

- a. Maintain a copy of the *Authorization for Special Needs Supplement CC51* in the family's hard case file; and
- b. Include the approved special needs percentage on all future requests for authorizations within the family's approval timeframe as long as the family continues to use the same child care provider.

### **3. Changing Child Care Providers**

Upon receiving a report of the change of provider from a family, the Designee will confirm through the Integrated Child Care Information System (ICCIS) and the family's hard copy file that the family is participating in Alaska IN!, and if so notify the CCPO within one (1) business day of receiving the report of change.

If the family changes child care providers the Alaska IN! supplemental funding will not be included in the *Child Care Assistance Authorization* document or paid to the new provider until the new provider is determined eligible.

## **8060**

### **APPLICATION PROCESS**

The family must submit an *Application for Alaska Inclusive Child Care CC48* to begin the application process. Families can submit applications to the Child Care Program Office (CCPO), another Department agency, Designee, grantee, or contractor. When an *Application for Alaska Inclusive Child Care CC48* is received by any agency other than the CCPO it is to be date stamped with the date received.

When a Designee receives an *Application for Alaska Inclusive Child Care CC48* it is forwarded within two (2) business days to the CCPO. When an *Application for Alaska Inclusive Child Care CC48* is received by a Designee in conjunction with the family's application for child care assistance, the Designee will obtain confirmation the request for Alaska IN! participation from the parent either at the time the application is received or during the interview. This confirmation is documented in an ICCIS case note. When the family confirms they want to apply for Alaska IN!, the *Application for Alaska Inclusive Child Care CC48* is forwarded to the CCPO within two (2) business days of receipt of the confirmation.

Once received at CCPO the application is date stamped received and forwarded for processing.

## **8060-1**

### **APPLICATION PROCESS – ADMINISTRATIVE STAFF**

Within one (1) business day of receiving the application, the Child Care Program Office (CCPO) Administrative Staff will:

1. Date stamp the application and each page of any accompanying documentation with the date received by the CCPO;
2. Enter receipt of the application in the family's case in an Integrated Child Care Information System (ICCIS) case note, copy the ICCIS case note and set an alert in the Case Management System (CMS), for Parents Achieving Self-Sufficiency (PASS) I families, using subject heading: AK IN App Rcvd. Include in the body of the case note the date stamped received date and any additional documents received with the application;
3. Enter the original date the application was date stamped received by any other agency; the date received by the CCPO; and the date the application was forwarded to the Eligibility Staff in the AK IN! Tracking spreadsheet for each child listed on the application; and
4. Place the *Application for Alaska Inclusive Child Care CC48* and all accompanying documents in a manila file folder labeled with the Child's Last name, First name and ICCIS number and put the file in the designated CCPO Eligibility Staff's mailbox.

## 8060-2

### **APPLICATION PROCESS – ELIGIBILITY STAFF**

A separate application is not needed when a family identifies more than one child with a special need. However, documentation supporting each child's special need and the child care provider's *Plan of Care for a Child with Special Needs CC89* is required to make a determination for each child. If the family uses more than one (1) provider for the same child with special needs, each provider must complete the process in order to be eligible to receive payment.

The Child Care Program Office (CCPO) Eligibility Staff will review the application and all supporting documentation. Supporting documentation will only be requested directly from the family's health care professional or school district at the request of the family.

The supporting documentation must contain: a diagnosis or description of the child's developmental delay, or special need; and the additional service(s) needed for the child's care in a child care setting. The child care provider must identify how they will address these service(s) and include the costs associated with providing them.

Information received by the CCPO regarding the child's diagnosis, supporting documentation, and/or treatment plan will not be shared with any other agency, including the Alaska statewide Child Care Resources and Referral (CCR&R) Network.

Within two (2) days of receiving the application, CCPO Eligibility Staff will:

1. Review the Integrated Child Care Information System (ICCIS) to confirm the family and selected child care provider(s) are participating in the Child Care Assistance Program (CCAP). The issuance of a *Child Care Assistance Authorization* or a *Request for PASS I Child Care* CC01 has been submitted for at least the month of the Alaska IN! application confirms CCAP participation;
2. Review the *Application for Alaska Inclusive Child Care* CC48 and supporting documentation for completeness. A complete application includes:
  - a. A completed *Application for Alaska Inclusive Child Care* CC48;
  - b. Documentation supporting the child's special need which can be:
    - *Special Needs Documentation* CC49 form;
    - Individualized Education Plan (IEP);
    - Individual Family Service Plan (IFSP); or
    - Medical diagnosis, or mental health evaluation completed by a healthcare professional (i.e. Doctor, Nurse Practitioner, Public Health Nurse, Licensed Clinical Social Worker, Psychiatrist, Psychologist, or Licensed Psychological Associate);
  - c. *Plan of Care for a Child with Special Needs* CC89, for the child, signed by the child care provider and the parent at the time the child is being enrolled or when the special need is identified; and
  - d. *Child Care Provider Inclusion Plan* CC50 signed by the child care provider, the CCR&R and the family's responsible party;
3. Contact new family applicants to conduct an orientation. The orientation includes information about the:
  - a. Purpose of the program;
  - b. Eligibility criteria;
  - c. Application process including coordination with the family's CCAP eligibility;
  - d. Family and provider's interactions with the CCR&R; and

- e. Family's rights and responsibilities pertaining to Alaska Inclusive Child Care Program (Alaska IN!);
4. Make a determination to approve, deny, or pend the application;
5. Issue the applicable notification to the family and/or provider(s);
6. Document the determination in an ICCIS case note;
7. Copy the determination ICCIS case note and set an alert in CMS for PASS I families;
8. Send a copy of all approved and denied determinations to the CCR&R; and
9. Update the Alaska IN! Tracking Spreadsheet.

## **8060-2 A. PENDING AN APPLICATION**

When the family has applied for CCAP and their eligibility has not yet been determined or does not provide all documentation needed to complete their Alaska IN! application, a notice must be issued advising the family of the information needed and the date by which it is required to be received by the CCPO. Most applications will be pended due to the requirement for the family's child care provider(s) to schedule an on-site observation with the CCR&R and to develop the *Child Care Provider Inclusion Plan* CC50. The observation and receipt of the *Child Care Provider Inclusion Plan* CC50 must be completed prior to an eligibility determination of approved. The CCPO Eligibility Staff will:

### **1. Obtain a Complete *Application for Alaska Inclusive Child Care* from the family**

When the family confirms they did intend to apply for Alaska IN! during the orientation and that they have submitted an application for CCAP participation and a determination has not yet been made by the Designee, or they have not submitted a complete *Application for Alaska Inclusive Child Care* CC48 or required documentation, including documentation supporting each child's special need, the CCPO Eligibility Staff will:

- a. Review the family's *Application for Alaska Inclusive Child Care* CC48 for completeness;

- b. Issue the *Alaska IN! Application - Pended* notice, to the family, advising them of the information needed from both the family and their child care provider, including encouraging the family to participate in the development of the *Child Care Provider Inclusion Plan CC50*, before an eligibility determination can be made for Alaska IN!. The family is advised if all of the Alaska IN! determination information is not received within thirty (30) days of the date their provider's on-site observation is conducted, their *Application for Alaska Inclusive Child Care CC48* may be denied. A completed Alaska IN! application will not be denied prior to CCAP eligibility determination being made for a family. Processing times are adjusted when the only information needed to complete the Alaska IN! eligibility determination is the family's CCAP eligibility determination.
- c. Document in the family's case in an Integrated Child Care Information System (ICIS) case note using subject heading: AK IN Pend – CCAP Eligibility. The body of the case note includes the items needed, and the date information is due.

**2. Obtain Needed Documentation from the Family's Child Care Provider**

Action is not taken to request information from the family's child care provider, request the on-site observation, or notify the CCR&R until the family has been determined eligible for CCAP participation.

When the family has been determined eligible for CCAP participation and has submitted a complete *Application for Alaska Inclusive Child Care CC48*, including the required documentation supporting the special need for each child listed the CCPO Eligibility staff will:

- a. Issue the *Alaska IN! Application – Pend for Child Care Provider Information* notice to the family's child care provider(s) with a *Child Care Provider Inclusion Plan CC50*, advising them of the family's application, and the provider's requirement to contact the CCR&R for an on-site observation and completion of a *Child Care Provider Inclusion Plan CC50*.

If the family is using In-home child care the notice is issued to the parent of the family indicating the parent and their In-home caregiver must both participate in the development of the *Child Care Provider Inclusion Plan CC50*.

The due date in the *Alaska IN! Application – Pend for Child Care Provider Information* notice is thirty (30) days from the date the family’s application was date stamped received to allow for the coordination with the CCR&R.

- b. Fax a copy of the *Application for Alaska Inclusive Child Care CC48* including the signed Release of Information portion and a copy of the *Alaska IN! Application – Pend for Child Care Provider Information* notice to the regional CCR&R Statewide Coordinator;
- c. Contact the child care provider and conduct a program orientation; and
- d. Document in the provider’s case in an ICCIS case note using subject heading: AK IN Pend for Provider Info. The body of the case note includes the items needed and the date information is due.

## **8060-2 B. DENYING AN APPLICATION**

If the family confirms they did not understand the *Application for Alaska Inclusive Child Care CC48* and they did not intend to apply for program participation and requests the application be withdrawn, their application is denied.

The application is denied following a denial of CCAP eligibility or on the thirty-first (31<sup>st</sup>) day following the date the child care provider’s on-site observation was conducted, when the family’s application has been pended and all the needed information is not received.

If the CCR&R advises the CCPO of a delay in conducting the on-site observation and/or completion of the *Child Care Provider Inclusion Plan CC50*, an additional thirty (30) days, from the date the extension was requested, is allowed. When additional time has been given, and the required documentation has not been received, the application is denied on the sixty-first (61<sup>st</sup>) day following the date the application was date stamped received.

The application is denied when the *Child Care Provider Inclusion Plan CC50* does not support: additional service(s) being needed; additional services being provided; and/or additional costs being incurred by the

provider for services needed/provided. If there are questions regarding the submitted *Child Care Provider Inclusion Plan* CC50, the CCPO Eligibility Staff will contact the CCR&R, and/or the CCPO Policy Team as applicable, before taking the following actions:

1. Issue an *Alaska IN! Application Denied* notice, to the family, listing the specific reason(s) for the denial, and send a copy to the CCR&R;
2. Issue an *Alaska Inclusive Child Care Program Not Authorized* notice to the child care provider; and
3. Document in the family's case in an Integrated Child Care Information System (ICCIS) case note, copy the ICCIS case note and set an alert in CMS for PASS I families, using the subject heading: AK IN Denied. The body of the case note identifies the items not provided as requested and/or other specific reason for denying the application.

The family may reapply at any time by submitting a new *Application for Alaska Inclusive Child Care* CC48. When the family re-applies within ninety (90) days of the date their previous application was denied supporting documentation and information previously submitted may be used, if applicable.

## **8060-2 C. APPROVING AN APPLICATION**

Once the family and child care provider have submitted all the required documentation to complete the application and the additional services with their costs meet program criteria, the family's application is approved. An *Alaska IN! Application Approved* notice is issued once the program eligibility percentage and timeframe is determined. See section 8070.

A new application is not needed when a family approved for Alaska IN! transitions from Parents Achieving Self-Sufficiency (PASS) I to PASS II or PASS III as long as they continue using the same child care provider and do not have a break in their Child Care Assistance Program (CCAP) eligibility.

## 8060-3

## APPLICATION PROCESS – CHILD CARE PROVIDER

Child care providers participating in the Child Care Assistance Program (CCAP) may be eligible to receive supplemental funding through the Alaska Inclusive Child Care Program (Alaska IN!). CCAP participating families which include child(ren) identified as having a special need(s) must apply to Alaska IN! and be determined eligible, in order for their CCAP participating child care provider to receive supplemental funding. Alaska IN! supplemental funding eligibility is based on the provider incurring costs for additional services and/or accommodations to meet the specific care needs of a child identified with special needs.

Providers must complete the *Plan of Care for a Child with Special Needs* CC89 in cooperation with the child's parent at the time of enrollment or when a special need is identified. The plan of care must address how the provider will satisfy the specific child's needs. A copy of this plan of care must be provided to the Child Care Program Office (CCPO) as part of the family's application for Alaska IN!

When the *Child Care Provider Inclusion Plan* CC50 is not included with the family's *Application for Inclusive Child Care* CC48, an *Alaska IN! Application – Pend for Child Care Provider Information* notice is issued to the child care provider. This notice informs the child care provider the family has applied for the Alaska Inclusive Child Care Program (Alaska IN!) and action is needed by the provider before a determination can be made regarding the provider's eligibility for supplemental funding.

If the family is using In-home child care the notice is issued to the family indicating the parent and their In-home caregiver must both participate in the development of the *Child Care Provider Inclusion Plan* CC50.

Child care providers are encouraged to contact the Alaska statewide Child Care Resource and Referral (CCR&R) Network when they have training needs, or questions about caring for and/or meeting a child's specific care need(s).

Upon receipt of the *Alaska IN! Application – Pend for Child Care Provider Information* notice, the child care provider must contact the CCR&R to schedule an on-site observation of the child identified as having a special need, while in their care. The child's parent is notified

of the date and time of the on-site observation and encouraged to attend.

### **1. On-site Observation**

During the on-site observation the CCR&R Staff will observe the environment in which care is provided for the child and the caregiver to child interactions. They will also review a child care provider's *Plan of Care for a Child with Special Needs* CC89 developed with the parent, and any additional services being provided to ensure they satisfy the child's needs. The CCR&R Staff may identify additional and/or specific trainings for the caregiver(s), environmental changes, or accommodations recommended to better meet the child's needs while in the child care setting.

### **2. Child Care Provider Inclusion Plan**

Documentation and information provided by the family identifies the child's specific care needs, and additional needs (services), accommodations, or special requirements, including specific training.

The child care provider must complete the *Child Care Provider Inclusion Plan* CC50 describing the additional services and/or accommodations to be provided to meet the specific child's care needs. When adaptive, specialized, or additional equipment or supports needed to meet the child's needs are to be purchased, a picture of the equipment along with a price quote must be submitted with the *Child Care Provider Inclusion Plan* CC50. The purchase must also be completed within sixty (60) days of the determination of approval of the *Child Care Provider Inclusion Plan* CC50.

Additional services and/or accommodations must be provided by the child care provider or their staff in the child care setting and must have an additional cost to the provider for supplemental funding to be authorized. Examples of services and/or accommodations include but are not limited to: increased staff; a reduction in the number of children in care; the purchase or rental and/or installation of specific equipment.

The CCR&R Staff will give the child care provider a copy of the completed *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* CC70 form identifying the services and/or accommodations needed specific to the child, even if the provider has already started providing the services and/or

accommodations, and any additional recommendations specific to meeting the child's needs in the child care setting. The CCR&R Staff completes the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations CC70* form based on: their observations of the specific child while in care; review of documentation maintained by the child care provider; and discussion(s) with the family, health care provider, and/or any other agency providing services for the child.

The child care provider will use the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations CC70* form in the development of their *Child Care Provider Inclusion Plan CC50*. The provider will include in the *Child Care Provider Inclusion Plan CC50* only the services and/or accommodations they are or will be providing that have a cost to the provider, and the costs associated with providing those services.

The child care provider will submit their completed and signed plan along with any documentation supporting a needed purchase, to the CCR&R Staff. The CCR&R Staff will initial and date the services and/or accommodations in the *Child Care Provider Inclusion Plan CC50* they support. The CCR&R Staff will: contact the child care provider to discuss the services and/or accommodations they are supporting and are not recommending; sign the *Child Care Provider Inclusion Plan CC50*; and return it to the child care provider.

If the child care provider adds any services and/or accommodations to their *Child Care Provider Inclusion Plan CC50* after the CCR&R Staff has signed the form, the provider must resubmit the form to the CCR&R Staff to obtain their initials, date, and signature, showing their support for the added services and/or accommodations.

The child care provider will discuss the *Child Care Provider Inclusion Plan CC50* with the child's parent and obtain acknowledgement and agreement of the services and/or accommodations to be made by the provider. When in agreement, the parent must sign the *Child Care Provider Inclusion Plan CC50* obtain a copy from the provider.

The family is responsible for submitting a copy of the completed *Child Care Provider Inclusion Plan CC50* with all required signatures and dates to the CCPO and forwarded to Eligibility Staff for processing. The family and provider should each maintain a

copy of the *Child Care Provider Inclusion Plan* CC50 for their records.

CCPO Eligibility Staff will document receipt of the *Child Care Provider Inclusion Plan* CC50 in both the provider's and family's cases in an ICCIS case note using subject heading: AK IN! Provider Inclusion Plan Rcvd a copy of the *Child Care Provider Inclusion Plan* CC50 is forwarded to the CCR&R Staff to maintain in their file.

**3. Changes to a *Child Care Provider Inclusion Plan***

When it is identified a provider's *Child Care Provider Inclusion Plan* CC50 needs to be modified to add additional, or remove already listed services and/or accommodations, a new *Child Care Provider Inclusion Plan* CC50 must be completed.

Either the child care provider or the family may contact the CCR&R Staff who will work with the provider and family, on-site if necessary, or by telephone. A new *Child Care Provider Inclusion Plan* CC50 form must be requested from the CCPO with the dates for the new plan. The new *Child Care Provider Inclusion Plan* CC50 is completed according to section 8060-3 2. (above).

**8060-4**

**APPLICATION PROCESS – ALASKA STATEWIDE  
CHILD CARE RESOURCE AND REFERRAL  
NETWORK STAFF**

The Alaska statewide Child Care Resource and Referral (CCR&R) Network assists families in finding appropriate child care providers by providing enhanced referrals, as needed. See section 8030.

CCR&R Staff also assist child care providers by providing training and/or resources to address specific or general needs of the provider. To assist a child care provider caring for a child identified as having special needs, the CCR&R will conduct an on-site observation, provide recommendations, and assist with the development of the a *Child Care Provider Inclusion Plan* CC50 to address the specific services to be provided to meet the child's care needs.

## 8060-4 A. ON-SITE OBSERVATION

The on-site observation is to be conducted by a CCR&R Staff member who has subject matter expertise and/or education in the specific special need of the child, early care and learning environments, and/or child development.

Within two (2) business days of being contacted by the child care provider, the CCR&R Staff will schedule the on-site observation to be conducted within thirty (30) calendar days and issue an *Alaska Inclusive Child Care Observation Scheduled* notice to the provider. The notice advises the child care provider of the agreed upon date and time of the observation and the family is encouraged to participate either in person or by telephone. A copy of the notice is sent to the family and the Child Care Program Office (CCPO) which is forwarded to the CCPO Eligibility Staff.

During the on-site observation, the CCR&R Staff will:

1. Observe the child in care;
2. Review the child care provider's *Plan of Care for a Child with Special Needs* CC89;
3. Contact health care professionals and/or other agencies working with the child as needed;
4. Contact the parent of the child if the parent wishes to participate by telephone;
5. Identify if any additional accommodations specific for the child in a child care setting are recommended;
6. Identify if any additional training specific to the child's special need is necessary or recommended for the child care provider and/or staff;
7. Complete the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* form CC70, while on-site whenever possible;
8. Assist the child care provider in completing the *Child Care Provider Inclusion Plan* CC50, while on-site whenever possible. If it is not possible to complete the plan that day, identify with the child care

provider a timeframe for completion. The *Child Care Provider Inclusion Plan CC50* is completed according to section 8060-3 2;

9. Offer CCR&R resources as needed to the child care provider and/or parent when identified;
10. Offer referrals for additional resources not offered by the CCR&R to the child care provider and/or parent when identified;
11. Contact the applicable child care licensing office, depending on the provider's location, when a licensing or health and safety concern is identified; and
12. Document any follow-up actions needed, if applicable.

## **8060-4 B. CHILD CARE RESOURCE AND REFERRAL CHILD CARE PROVIDER INCLUSION PLAN RECOMMENDATIONS**

Whenever possible the CCR&R Staff will complete the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations CC70* form while they are on-site conducting the observation. When this is not possible the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations CC70* form will be completed and given to the child care provider within two (2) business days of the on-site observation.

The CCR&R Staff will use the Release of Information (ROI) completed by the parent to contact the health care professional, school, or other agency working with or providing services for the child when the parent is unable to attend or when additional information is needed. The CCR&R Staff will complete the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations CC70* form based on the on-site observation, discussion with the parent, health care professional, school, or other agency working with or providing services for the child.

The CCR&R Staff will use all documentation provided by the child care provider, parent, health care professional, school, or other agency when making their recommendations for any additional services and/or accommodations. Recommendations from the CCR&R Staff will be documented on the *Child Care Resource and Referral Child Care*

*Provider Inclusion Plan Recommendations* CC70 form with an explanation of how the services and/or accommodations provided by the child care provider will meet the specific child's needs in the child care setting based on their observation and review of documentation, even if they are currently being provided. Additionally, the CCR&R Staff will include any recommendations of additional services and/or accommodations that would assist the provider in better meeting the child's specific needs.

When the CCR&R Staff determine no additional accommodations and/or services are needed for the specific child in the child care setting, based on their observation and review of documentation, they will indicate no recommendations are needed by marking the appropriate box in each section of the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* CC70 form.

Whenever possible the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* CC70 form will be completed and discussed with the provider while on-site. A copy of the completed *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* CC70 form is provided to the child care provider for them to use in the development of their *Child Care Provider Inclusion Plan* CC50.

The CCR&R Staff will contact the parent of the child, if the parent did not participate during the on-site observation, and discuss their recommendations included on the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* CC70 form.

## **8060-4 C. CHILD CARE PROVIDER INCLUSION PLAN DEVELOPMENT**

The CCR&R Staff completes the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendations* CC70 form within two (2) business days of the on-site observation to assist the provider in the development of their *Child Care Provider Inclusion Plan* CC50. The CCR&R Staff will collaborate with the child care provider to support them in completing the *Child Care Provider Inclusion Plan* CC50 within ten (10) calendar days of the on-site observation.

When the CCR&R Staff receives from the child care provider the completed and signed *Child Care Provider Inclusion Plan* CC50, they

will initial and date the services and/or accommodations listed in the plan which they support.

The CCR&R Staff will: contact the child care provider to discuss the services and/or accommodations they are supporting or not supporting; sign the *Child Care Provider Inclusion Plan* CC50; and return the plan to the child care provider.

The CCR&R Staff will receive a copy of the completed *Child Care Provider Inclusion Plan* CC50 and the eligibility determination notification from the CCPO Eligibility Staff once the eligibility determination has been made.

When changes are needed to the *Child Care Provider Inclusion Plan* CC50, see section 8110 Changes in a Child Care Provider Inclusion Plan.

CCR&R Staff will maintain in the child's case file their documented actions and communications throughout the application process. See section 8150-3.

### **1. Incomplete Child Care Provider Inclusion Plan**

When an incomplete *Child Care Provider Inclusion Plan* CC50 is submitted to the CCPO, Eligibility Staff will:

- a. Contact the family and provider advising them of the information needed to complete the *Child Care Provider Inclusion Plan* CC50;
- b. Issue the *Alaska IN! Application – Incomplete Child Care Provider Inclusion Plan* using the same due date as the *Alaska IN! Application – Pend for Child Care Provider Information* notice when there are still at least ten (10) days from the date of issuance. If there are not at least ten (10) days, the new due date will be the ten (10) day date based on the Adverse Action Calendar; and
- c. Document the contact and notice issuance in the provider's case in an ICCIS case note using subject heading: AK IN REPEND for Provider Info. The body of the case note includes a summary of the contact and the information/items needed as identified in the notice and the date the information is due as applicable.

## **2. Conflicting Information or Information Does Not Address the Child's Need in a Child Care Setting**

The CCR&R Staff identify needed services and/or accommodations specific to the child's care needs in the child care setting, even if the provider has already started providing the services for the child. The CCR&R may also make recommendations, specific to the child's care needs, to be considered by the provider for the *Child Care Provider Inclusion Plan* CC50. These recommendations may be in addition to those included in the *Plan of Care for a Child with Special Needs* CC89.

There may be situations when services and/or accommodations included in the *Child Care Provider Inclusion Plan* CC50 are not initialed and dated as supported or recommended by the CCR&R Staff. When these situations arise, the CCPO Eligibility Staff may contact the CCR&R for additional or clarifying information needed. The CCPO Eligibility Staff will review the *Child Care Provider Inclusion Plan* CC50, supporting documentation received, and the *Child Care Resource and Referral Child Care Provider Inclusion Plan Recommendation* CC70 form to make an eligibility determination using prudent judgement.

If the services and/or accommodations included in the *Child Care Provider Inclusion Plan* CC50 are not supported by the documentation received or recommended by the CCR&R, the CCPO Eligibility Staff will exclude those services and/or accommodations when calculating any supplemental funding.

After discussion with the CCR&R, if the CCPO Eligibility Staff is unable to make a determination or needs more guidance, they will forward all documentation received to date, with their recommendation to the CCPO Policy Team for review. The CCPO Policy team will review the information and provide guidance to the Eligibility Staff within thirty (30) days of receiving the request for review.

When the CCPO Policy Team's review requires additional documentation from the family or the child care provider, or for another agency's involvement, the CCPO Eligibility Staff will re-pend the application and request the additional information.

## DETERMINING THE SUPPLEMENTAL FUNDING

Alaska Inclusive Child Care (Alaska IN!) supplemental funding provides support for child care providers to help meet the additional costs they incur when providing additional services for children with special needs. Items purchased and/or staff salaries may not be submitted for reimbursement by both the Alaska Inclusive Child Care Program and the Child Care Grant Program.

Care environment items for newly applying families must have been purchased within ninety (90) days of the child's enrollment at the facility and the family's current eligibility period to be considered eligible for the supplemental funding. Purchases of care environment items for renewing families must be anticipated to be made during the family's new eligibility period. Purchases made outside of these timeframes will not be considered for reimbursement.

The funding amounts authorized through Alaska IN! provide supplemental financial support however, will not fully reimburse the child care provider's costs in all cases.

Alaska IN! supplemental funding will be applied beginning the first of the month in which the family's *Application for Alaska Inclusive Child Care* CC48 was received as long as all required documentation was received within sixty (60) days of the date the application was first date stamped received. The supplemental funding will be applied to the remaining months based on the family's Child Care Assistance Program (CCAP) annual renewal period.

Alaska IN! supplemental funding cannot be authorized for any month, during the family's certification period in which the family is not authorized to receive a CCAP benefit.

The supplemental percentage and timeframe is determined once the *Child Care Provider Inclusion Plan* CC50 is received and supports there are additional costs for services provided to meet the child's care needs. Services and/or accommodations included in the *Child Care Provider Inclusion Plan* CC50 which are not supported by the Child Care Resource and Referral (CCR&R) Network Staff's recommendation as needed for the specific child in the a child care setting may or may not be included in the supplemental funding based on the Child Care Program Office (CCPO) Eligibility Staff's determination. CCPO Eligibility Staff will clearly document in an Integrated Child Care Information System (ICCIS) case note their

determination including services and/or accommodations on the *Child Care Provider Inclusion Plan* CC50 that are and are not included and their calculation for supplemental funding.

A calculated formula is used to determine the supplemental percentage not to exceed the maximum of 100% of the level of care authorized through CCAP. This is in addition to the payable amount for the CCAP.

## 8070-1

### **CALCULATING THE SUPPLEMENTAL PERCENTAGE**

The Child Care Program Office (CCPO) Eligibility Staff will use: the costs incurred by the provider for the additional services, as included on the *Child Care Provider Inclusion Plan* CC50; the *Child Care Assistance Program Rate Schedule*; the age of the child; and the months remaining until the family's Child Care Assistance Program (CCAP) annual renewal to determine the supplemental percentage. The supplemental percentage is applied to these remaining months.

#### **1. Supplemental Percentage:**

- a. Within five (5) business days of receiving all required information from both the family and the child care provider, the Eligibility staff determines the supplemental percentage using the:
  - *Child Care Assistance Authorization* document to determine the eligible cost of care for the child;
  - Provider's costs for services listed on the *Child Care Provider Inclusion Plan* CC50; and
  - Family's information in the Integrated Child Care Information System (ICCIS) case notes to determine the family's annual renewal date.
- b. The additional costs from the *Child Care Provider Inclusion Plan* CC50 are divided by the number of months remaining until the family's annual renewal to get an estimate of a monthly amount to be paid. This monthly amount is then divided by the authorized eligible cost of care to get a percentage.
- c. The Alaska Inclusive Child Care Program (Alaska IN!) does not reimburse child care provider costs exceeding the dollar amount of the level of care authorized through CCAP. The supplemental funding percentage increment maximum is one hundred percent (100%).

- d. Supplemental percentages used are in increments of ten percent (10%), from ten percent (10%) through one hundred percent (100%). The supplemental percentage closest to the actual is to be used. This may result in slightly more or less than the actual cost to be authorized to the child care provider.

**Example #1:**

A toddler is authorized for a full time month enrollment to a licensed home provider in Anchorage. The monthly subsidy rate is \$650 (lesser of the provider's rate or the state rate). The cost to the child care provider for additional services is \$2,000. At the time the family applied and was determined eligible for Alaska IN! eight (8) months are remaining until the family's CCAP annual renewal.  $\$2,000 \div 8 = \$250$ .  $\$250 \div \$650$  (monthly subsidy rate) = thirty-eight percent (38%). Round to the closest percentage which is forty percent (40%). Supplemental funding for this child would be authorized at forty percent (40%).

**Example #2 – Provider Costs exceeding the supplemental percentage maximum of 100%:**

A toddler is authorized for a full time month enrollment to a licensed home provider in Anchorage. The monthly subsidy rate is \$650 (lesser of the provider's rate or the state rate). The cost to the child care provider for additional services is \$5,000. At the time the family applied and was determined eligible for Alaska IN! six (6) months are remaining until the family's Child Care Assistance Program (CCAP) annual renewal.  $\$5,000 \div 6 = \$833.33$ . The maximum allowable would one hundred percent (100%) of the authorized month rate of \$650.00. Supplemental funding for this child is determined to be at one hundred percent (100%). This provider will receive \$3,900 ( $\$650 \times 6$ ) of the expended \$5,000. The remaining \$1,100 is not reimbursable through Alaska IN! and does not carry over into the family's next certification period.

**2. Supplemental Rate**

This supplemental percentage is converted to a supplemental rate for specific dollar amount based on the level of care authorized for the eligible child when the *Child Care Assistance Authorization* document is created. The amount of the actual dollar amount paid through Alaska IN! will vary when the child is authorized on an attendance basis.

## 8070-2

### SUPPLEMENTAL FUNDING TIMEFRAME

The *Authorization for Special Needs Supplement* CC51 may be authorized effective the first of the month in which the *Application for Alaska Inclusive Child Care* CC48 was received, as long as the family was participating and authorized for the State of Alaska Child Care Assistance Program (CCAP).

The Alaska Inclusive Child Care Program (Alaska IN!) eligibility end date will coincide with the family's CCAP annual renewal. The family must reapply for Alaska IN! participation at the same time they annually renew their CCAP participation.

Any funds expended by the child care provider for a specific child participating in Alaska IN!, which are not reimbursed (maximum of one hundred percent (100%)) through the supplemental funding, do not carry over into the family's next certification period.

## 8080

### ELIGIBILITY DETERMINATION

The Child Care Program Office (CCPO) Eligibility Staff will make an eligibility determination on the application, to approve, or deny Alaska Inclusive Child Care Program (Alaska IN!) participation.

Eligibility Staff will document the determination in the family's case in an Integrated Child Care Information System (ICCIS) case note, copy the ICCIS case note and set an alert in the Case Management System (CMS) for PASS I families, using subject heading as applicable: AK IN! App Approved or AK IN! App Denied, and update the Alaska IN! Tracking spreadsheet.

#### 1. Alaska Inclusive Child Care Program Approval

When the child of the family is determined eligible for the Alaska IN! the Eligibility Staff will:

- a. Issue an *Authorization for Special Needs Supplement* CC51 to be given to the family, their Child Care Assistance Program (CCAP) worker and the child care provider;
- b. Issue an *Alaska Inclusive Child Care Application - Approved* notice to the family and a copy to the Alaska statewide Child Care Resource and Referral (CCR&R) Network, identifying the child, child care provider, cost, supplemental funding percentage, and the effective dates;

- c. Update the family's ICCIS case by:
- Selecting the child from the General Screen;
  - Marking the Special Needs box for the approved child in the Family Member screen;
  - Canceling existing *Child Care Assistance Authorization* documents beginning the month Alaska IN! is to start;
  - Reissuing *Child Care Assistance Authorization* documents; and
  - Setting an alert for sixty (60) days from the date the approval was issued, to request the receipt if a purchase is needed.
- d. Notify family, provider, Work Services Provider (WSP) or Designee:  
The reissued *Child Care Assistance Authorization* documents are sent to the family along with the *Alaska Inclusive Child Care Application - Approved* notice. A copy of the reissued/new *Child Care Assistance Authorization* document is sent to the child care provider and either faxed to the WSP or Designee working with the family along with the *Authorization for Special Needs Supplement CC51*.
- e. Complete a *Supplemental Payment Request CC06* and forward it to the Designee or CCPO Accounting staff if requesting payment for eligible months the provider has already been paid through the CCAP.
- f. Notify Child Care Licensing:  
The provider's *Child Care Provider Inclusion Plan CC50*, and *Plan of Care for a Child with Special Needs CC89* for licensed providers are faxed to the Child Care Licensing Supervisor for the region where the child care provider is located, as notification of a child approved for Alaska IN! participation.
- g. Case note in ICCIS:  
Enter in the family's case an ICCIS case note documenting the approval including the effective start date, and the reissuance of authorized care. If the family is Parents Achieving Self Sufficiency (PASS) I, the case note is copied to the Case Management System (CMS) alerting the worker of the reissued *Child Care Assistance Authorization* document to print for the family's hard copy case file and the supplemental funding will no longer be included in the care authorized.

- h. For PASS I families, fax a copy of the new authorization to the WSP case manager listed on the child care request; and
- i. Create the Alaska IN! administrative case file with the following tab labels:
  - 1<sup>st</sup> tab: Application;
  - 1<sup>st</sup> tab backside: Accommodations Scales;
  - 2<sup>nd</sup> tab: Special Needs Documentation;
  - 2<sup>nd</sup> tab backside: Provider Accommodations / Plans;
  - Inside Back cover: Monitoring; and
  - File Label Tab: Child Last Name, First Name.

## **2. Alaska Inclusive Child Care Program Denial**

When it is determined the provider either will not be providing additional services or making accommodations specific to the child's need(s), or the additional services/accommodations do not have any costs associated, the Eligibility Staff will issue an *Alaska IN! Denied* notice to the family with a copy to the CCR&R Staff.

The Eligibility Staff will enter in the family's case an ICCIS case note documenting the denial and denial reason. If the family is PASS I, check the boxes *Copy to CMS* and *Alert CMS*.

The *Application for Alaska Inclusive Child Care* CC48, supporting documentation, correspondence received, and notices issued to the family and child care provider, are placed in a manila file folder and filed with the denied applications for the current fiscal year.

**8090**

## **PAYMENT VERIFICATION FOR THE SPECIAL NEEDS SUPPLEMENTAL**

Alaska Inclusive Child Care Program (Alaska IN!) special needs supplemental funding payments, unlike regular child care assistance payments, are not subject to the same monthly maximum state payment amount.

To receive payment for an Alaska IN! supplement, providers include a request for payment by writing the Alaska IN! % authorized (for example: fifty percent (50%)) in the comments section of the billing form for the child being billed.

Alaska IN! supplemental payments are not made for any month the child did not attend or for a month in which a Child Care Assistance Program (CCAP) benefit was not issued.

The State Payment amount listed on the *Child Care Assistance Authorization* document already has the family’s contribution (co-pay) deducted. The supplemental percentage amount is based on the unit cost for the level of care authorized and is added to the State Payment amount.

**For Example:**

1. Unit Cost	\$210	
2. Supplemental Payment Amount	70%	(\$210 x .70= \$147)
3. Co-pay	\$20	(\$210 - \$20= \$190)
4. Amount to Verify for Payment	\$337	(\$147 + \$190)

Designee or CCPO payment verification staff enters the Alaska IN! supplement payment amount in the supplemental line, after deducting any remaining “Amount to Pay” for the child authorized, in the Payment Options module of the Integrated Child Care Information System (ICCIS).

**Example 1: Family is receiving Parents Achieving Self-Sufficiency (PASS) II or PASS III:**

Child has an authorization for a full month enrollment in a child care center. The provider’s rate is \$650; the state’s rate is \$621. The special needs supplemental funding determination from the *Authorization for Special Needs Supplement* is fifty percent (50%). The family contribution is \$440.00.

CCAP Eligible Cost of Care	\$621 (lesser of the provider or state rate)
Family’s Co-pay	- <u>\$440</u>
Amount to Pay	\$181
Supplemental Payment Amount	+ <u>\$310.50</u> (\$621 x .50)
Total Amount to verify for payment	\$491.50 (\$181 + \$310.50)

**Example 2: Same information as in Example 1 except the child is receiving PASS I\*:**

CCAP Eligible Cost of Care \$621 (lesser of the provider or state rate)

Supplemental Payment	
<u>Amount</u>	+ \$310.50 (\$621 X .50)
Total Amount to verify for payment	\$931.50 (\$621 + \$310.50)

**\*NOTE: For PASS I there is no family co-pay required.**

## 8100

### CHANGING CHILD CARE PROVIDERS

When the family changes child care providers, the new provider, if licensed, must complete a plan of care at the time the child is enrolled into the provider's care. The Alaska statewide Child Care Resource and Referral (CCR&R) Network must also be contacted to complete the on-site observation and *Child Care Provider Inclusion Plan* CC50 before the provider can receive Alaska Inclusive Child Care (Alaska IN!) supplemental funding.

Alaska IN! supplemental funding will not be authorized until this process is completed and an eligibility determination is made.

The family must notify the Work Services Provider (WSP) or Designee working with the family for Child Care Assistance Program (CCAP) benefits within ten (10) business days if they plan to change providers except: in the case of sudden program ineligibility; in the case of an allegation of abuse, harm, or serious risk of harm to a child in the provider's care; or upon mutual agreement between the provider and the family.

The WSP, or Designee must notify the Child Care Program Office (CCPO) Eligibility Staff within one (1) business day of the change, name of the new provider, and the effective dates.

CCPO Eligibility Staff will:

1. Contact the family for confirmation of the change of child care provider, name and last day of care with the current or previous provider, and name and start date with the new provider; and advise the family the Alaska IN! will not automatically transfer to their new provider;
2. Issue an *Alaska IN! Change of Provider Information Needed* notice to the family's new child care provider advising them of their requirement to contact the CCR&R for an observation and to

complete the *Child Care Provider Inclusion Plan* CC50 within thirty (30) of the date the notice was issued;

3. Document in the provider module, of the Integrated Child Care Information System (ICCIS), in a case note using subject heading: AK IN Provider Change – Info Needed. The body of the case note includes the information the provider needs to submit and the due date.
4. Evaluate the information received from the provider as outlined in 8060-2; and
5. Determine eligibility with the new provider.
  - a. When it is determined the new child care provider is eligible for supplemental funding, the effective date is the first (1<sup>st</sup>) of the month following notification of the change in providers. See section 8070.
  - b. If it is determined the family’s selected provider is not eligible for supplemental funding, an *Alaska Inclusive Child Care Program – Information Needed* notice is issued to the family. The notice advises the family needs to select a CCAP eligible provider by the identified due date or their Alaska IN! case will close. The action is documented in the family case in an ICCIS case note, copied and an alert set in the Case Management System (CMS) for Parents Achieving Self-Sufficiency (PASS) I families, using subject heading: AK IN Information Needed.

## 8110

### **CHANGES IN A CHILD CARE PROVIDER INCLUSION PLAN**

When it is identified a provider’s *Child Care Provider Inclusion Plan* CC50 needs additional services and/or accommodations added or already listed services and/or accommodations removed, a new *Child Care Provider Inclusion Plan* CC50 must be completed and approved.

The child care provider, family, child care licensing, Child Care Program Office (CCPO), or the Alaska statewide Child Care Resource and Referral (CCR&R) Network, may initiate the process for completing a new *Child Care Provider Inclusion Plan* CC50.

The CCR&R Staff will request a new *Child Care Provider Inclusion Plan* CC50 from the CCPO with the adjusted dates the modified plan will cover.

CCR&R Staff will work with the provider either by telephone or if necessary on-site, to ensure the changes meet the child's needs. The new *Child Care Provider Inclusion Plan* CC50 is completed, signed, and dated according to the requirements of 8060-3 2.

**8120**

## **CHILD CARE RESOURCE AND REFERRAL NETWORK PROVIDER TECHNICAL ASSISTANCE REQUESTS**

The Alaska statewide Child Care Resource and Referral (CCR&R) Network is available to provide technical assistance to child care providers upon request.

Technical assistance requests can be for assistance with implementation of their *Child Care Provider Inclusion Plan* CC50, best practice to address a behavior guidance concern or other areas which are not specific to program regulations or policy.

Child care providers may request technical assistance from the CCR&R at any time. Technical assistance needs may also be identified by Licensing Staff or CCR&R Staff.

**8130**

## **COMPLIANCE REVIEWS**

Child Care Program Office (CCPO) Eligibility Staff will establish a compliance review schedule, based on the timeframes established, for the services and/or accommodations to be provided, as identified in the *Child Care Provider Inclusion Plan* CC50.

CCPO Eligibility Staff will also conduct and coordinate an Alaska Inclusive Child Care Program (Alaska IN!) compliance review when a concern is identified or received regarding a child care provider not following the *Child Care Provider Inclusion Plan* CC50.

### **1. CCPO Eligibility Staff**

When an Alaska IN! compliance review is scheduled or needed the CCPO Eligibility Staff will:

- a. Access the child's file for the *Child Care Provider Inclusion Plan CC50*;
- b. Contact the parent to determine if the services and/or accommodations identified in the *Child Care Provider Inclusion Plan CC50* have been implemented;
- c. Contact the child care provider to obtain a receipt for the purchase of service and/or accommodation items, as applicable;
- d. Coordinate an on-site visit with the:
  - Child Care Licensing Supervisor for the region where the child care provider is located for determining compliance or investigating a concern; and/or
  - Alaska statewide Child Care Resource and Referral (CCR&R) Network Staff to ensure the *Child Care Provider Inclusion Plan CC50* is being followed or if the plan requires updating.
- e. Evaluate information received from the Child Care Licensing or CCR&R Staff regarding their on-site visit to the facility to ensure the *Child Care Provider Inclusion Plan CC50* is being followed. If a non-compliance is identified for a child care provider participating in Alaska IN!, a *Plan of Correction* will be issued.
- f. Issue an *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice and/or *Plan of Correction* to the child care provider, as needed, identifying any non-compliance in meeting or maintaining their *Child Care Provider Inclusion Plan CC50* and requiring compliance. See section 8130-1 Alaska Inclusive Child Care Program Compliance;
- g. Ensure child care providers submit their *Plan of Correction* within the timeframe identified in the *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice. Follow up with Child Care Licensing Staff regarding the submission of the *Plan of Correction* for licensed providers if an additional on-site visit is needed;
- h. Review the child care provider's submitted *Plan of Correction* for Alaska IN! participation to determine if changes need to be made, or if it is accepted as complete and is approved. When

changes need to be made return the *Plan of Correction* to the provider for corrections, and follow up with the provider until the *Plan of Correction* is accepted as complete and is approved;

- i. Request an additional on-site compliance review by Child Care Licensing Staff, as needed, regarding a child care provider's compliance with their *Plan of Correction*;
- j. Complete the *AK IN! Review* form and file it in the child's Alaska IN! administrative case file;
- k. Document the results of the review in the family case in an Integrated Child Care Information System (ICCIS), case note using subject heading: AK IN! Review; and
- l. Update the *Alaska IN Tracking Spreadsheet* to track child care facilities reviewed.

## **2. Child Care Licensing Staff**

When an Alaska IN! compliance review request is received the Child Care Licensing Staff will incorporate a review of the child care provider's Alaska IN! participation requirements for compliance during an on-site announced or unannounced inspection or investigation.

The Child Care Licensing Staff will:

- a. Conduct an on-site Alaska IN! compliance review to ensure the child care provider is following their *Plan of Care for a Child with Special Needs CC89*, *Child Care Provider Inclusion Plan CC50* and/or their *Plan of Correction* regarding Alaska IN! participation;
- b. Investigate concerns received regarding a child care provider's Alaska IN! participation;
- c. Provide a copy of the completed inspection or investigation report to CCPO Eligibility Staff within ten (10) business days of the on-site Alaska IN! compliance review;
- d. Review the licensed child care provider's submitted *Plan of Correction* for Alaska IN! participation to determine if changes need to be made, or if it is accepted as complete and is approved. When changes need to be made return the *Plan of Correction* to the provider for corrections, and follow up with

the provider until the *Plan of Correction* is accepted as complete and is approved; and

- e. Provide a copy of the approved *Plan of Correction* for licensed child care providers to the CCPO Eligibility Staff.

### **3. CCR&R Staff**

When an Alaska IN! compliance review request is received the CCR&R Staff will:

- a. Conduct an on-site observation of the child in care to ensure the *Child Care Provider Inclusion Plan* CC50 is being followed;
- b. Assist the child care provider in modifying the *Child Care Provider Inclusion Plan* CC50, as needed. See section 8110 Changes in a Child Care Provider Inclusion Plan;
- c. Provide technical assistance regarding implementation of their *Child Care Provider Inclusion Plan* CC50, as requested;
- d. Notify Child Care Licensing Staff or the Child Care Assistance Program Designee, depending on provider type and location, of any identified licensing and/or health and safety concerns;
- e. Provide information regarding the child care provider's compliance with their *Child Care Provider Inclusion Plan* CC50 to the CCPO Eligibility Staff within ten (10) business days of the on-site visit.

## **8130-1**

### **ALASKA INCLUSIVE CHILD CARE PROGRAM COMPLIANCE**

If it is determined a child care provider is not providing the services and/or accommodations according to the *Plan of Care for a Child with Special Needs* CC89 and/or *Child Care Provider Inclusion Plan* CC50, the Child Care Program Office (CCPO) Eligibility Staff will advise the provider of the non-compliance and require the submission of a *Plan of Correction*.

If it is determined through a compliance or other review that an incorrect payment may have occurred, the Child Care Assistance Program (CCAP) Incorrect Payment process will be followed.

## **8130-1 A. PLAN OF CORRECTION REQUIRED FOR NON COMPLIANCE**

When it is determined a child care provider is not following their *Child Care Provider Inclusion Plan* CC50 or is otherwise not in compliance with Alaska Inclusive Child Care Program (Alaska IN!) requirements, they are required to submit a *Plan of Correction* to the CCPO. A *Plan of Correction* is the provider's plan for coming into and maintaining compliance with program requirements.

### **1. Licensed Child Care Providers:**

When the non-compliance is identified through an on-site from Licensing, the Licensing Staff will complete a *Report of Inspection* or *Report of Investigation* within fourteen (14) business days of completing the inspection or investigation regarding the Alaska IN! compliance review.

When it is determined a licensed child care provider is not in compliance with Alaska IN! requirements the Licensing Staff will identify all areas of non-compliance in their *Report of Inspection* or *Report of Investigation* and require the child care provider to submit a *Plan of Correction*.

The Licensing Staff will issue the *Report of Inspection* or *Report of Investigation* with the date the *Plan of Correct* is due and applicable cover letter to the child care provider and provide a copy to the CCPO Eligibility Staff. Licensing Staff will document in the child care provider's case in an Integrated Child Care Information System (ICCIS) case note the actions required by the provider and set an alert for the due date.

When the non-compliance is identified through an on-site by the Alaska statewide Child Care Resource and Referral (CCR&R) Network Staff, the CCPO Eligibility Staff will issue an *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice to the provider advising they must submit the required *Plan of Correction* and upon approval of their plan follow it to come into compliance with Alaska IN! requirements. CCPO Eligibility Staff will document in the child care provider's case in an ICCIS case note using subject heading: AK IN Provider Action Needed. The body of the case note includes the actions required by the provider and the due date.

Upon receipt of the Licensed child care provider's *Plan of Correction*, Licensing Staff will:

- a. Review the licensed child care provider's submitted *Plan of Correction* for Alaska IN! participation;
- b. Determine if changes need to be made, or if it is accepted as complete and is approved. When changes need to be made return the *Plan of Correction* to the provider for corrections and follow up with the provider until the *Plan of Correction* is accepted as complete and is approved; and
- c. Provide a copy of the approved *Plan of Correction* to the CCPO Eligibility Staff.

## **2. Approved Child Care Providers:**

When the non-compliance is identified through an on-site from Licensing, the Licensing Staff will collaborate with the CCPO Eligibility Staff to complete a *Report of Inspection* or *Report of Investigation* within fourteen (14) business days of completing the inspection or investigation regarding the Alaska IN! compliance review.

When it is determined an Approved child care provider is not in compliance with Alaska IN! requirements, the Licensing Staff will identify all areas of non-compliance in their *Report of Inspection* or *Report of Investigation*. They will submit the *Report of Inspection* or *Report of Investigation* to the CCPO Eligibility Staff who will identify regulation violations and require the child care provider to submit a *Plan of Correction*.

When the non-compliance is identified through an on-site by the CCR&R Staff, the CCPO Eligibility Staff will issue the *Report of Inspection* or *Report of Investigation* with the date the *Plan of Correction* is due and the *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice to the child care provider. The CCPO Eligibility Staff will issue an *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice to the provider advising they must submit the required *Plan of Correction*, and upon approval of their plan follow it to come into compliance with Alaska IN! requirements. CCPO Eligibility Staff will document in the child care provider's case in an ICCIS case note using subject heading: AK IN Provider Action Needed. The body of the case note includes the actions required by the provider and the due date.

Upon receipt of the Approved Child Care Provider's *Plan of Correction*, CCPO Eligibility Staff will:

- a. Review the approved child care provider's submitted *Plan of Correction* for Alaska IN! participation;
- b. Determine if changes need to be made, or if it is accepted as complete and is approved. When changes need to be made return the *Plan of Correction* to the provider for corrections and follow up with the provider until the *Plan of Correction* is accepted as complete and is approved; and
- c. Request an additional on-site compliance review by Licensing Staff, as needed, regarding a child care provider's compliance with their *Plan of Correction*.

## **8130-1 B. COMPLIANCE MET**

When it is determined a child care provider is following their *Child Care Provider Inclusion Plan* CC50 in compliance with Alaska IN! requirements no action is needed.

Once a child care provider has submitted their approved *Plan of Correction* to come into compliance with the requirements of Alaska IN!, CCPO Eligibility Staff may request a compliance review to ensure the provider is following their plan and is in compliance. See section 8120 Compliance Reviews.

## **8140 ENDING ALASKA INCLUSIVE CHILD CARE PROGRAM PARTICIPATION**

Participation in the Alaska Inclusive Child Care Program (Alaska IN!) may be ended for reason(s) including, but not limited to:

1. The family's or child care provider's Child Care Assistance Program (CCAP) participation ends;
2. Services and/or accommodations are no longer needed, provided, or there is no cost to the child care provider;
3. The child care provider's CCAP participation ends and a new provider is not identified;

4. The child care provider is not in compliance with Alaska IN! requirements including their *Child Care Provider Inclusion Plan* CC50;
5. The family changes child care providers and the new provider identified is not eligible for CCAP participation;
6. The family or child care provider requests their Alaska IN! participation to end; or
7. The child care provider failed to submit a *Plan of Correction*, or failed to follow their approved *Plan of Correction*, to show compliance with providing the services and/or accommodations for which they have been receiving Alaska IN! funds. This is considered an Intentional Program Violation (IPV) by the provider, under the CCAP, and will be pursued regardless of the amount of overpayment.

## 8140-1

### **ENDING A PARENTS ACHIEVING SELF-SUFFICIENCY I FAMILY'S PARTICIPATION**

When a family's Parents Achieving Self-Sufficiency (PASS) I is closing or the family is transitioning to PASS II and is receiving Alaska Inclusive Child Care Program (Alaska IN!) the Work Services Provider (WSP) is to notify the CCPO Eligibility staff.

When Alaska IN! participation is ended for a PASS I family the Child Care Program Office (CCPO) Eligibility Staff will:

1. Cancel existing *Child Care Assistance Authorization* documents beginning the month Alaska IN! is no longer to be authorized;
2. Select the child from the General Screen in the Integrated Child Care Information System (ICCIS);
3. Remove the check in the Special Needs box for the child in the Family Member Screen in ICCIS;
4. Reissue *Child Care Assistance Authorization* documents at the same level of care as previously authorized; and

5. Issue an *Alaska Inclusive Child Care Program – Closure* notice to the family with a copy to the Alaska statewide Child Care Resource and Referral (CCR&R) Network.

The reissued *Child Care Assistance Authorization* documents are sent to the family along with the *Alaska Inclusive Child Care Program - Closure* notice. A copy of the re-created *Child Care Assistance Authorization* document is sent to the child care provider.

An ICCIS case note is entered in the family module using subject heading: AK IN Closure. The body of the case note is to include the reason for closure and effective date. The case note is copied to the Case Management System (CMS) alerting the worker of the reissued *Child Care Assistance Authorization* document to print for the family's hard copy case file and the supplemental funding will no longer be included in the care authorized.

## 8140-2

### **ENDING A PARENTS ACHIEVING SELF-SUFFICIENCY II OR PARENTS ACHIEVING SELF-SUFFICIENCY III FAMILY'S PARTICIPATION**

When a Parents Achieving Self-Sufficiency (PASS) II or PASS III family's case has been closed, and the family is receiving Alaska Inclusive Child Care (Alaska IN!), the Designee is to notify the Child Care Program Office (CCPO) Eligibility Staff.

When Alaska IN! participation is ended for a PASS II or a PASS III family the existing supplemental funding authorized is cancelled.

- 1. Child Care Program Office (CCPO) Eligibility Staff will:**
  - a. Issue an *Alaska Inclusive Child Care Program – Closure* notice to the family;
  - b. Document in an Integrated Child Care Information System (ICCIS) case note, in the family module, using subject heading: AK IN Closure. The body of the case note is to include the reason for closure and effective date; and
  - c. Fax or email a copy of the *Alaska Inclusive Child Care Program – Closure* notice to the Child Care Assistance Program (CCAP) Designee serving the family.
  - d. Notify the Child Care Resource and Referral (CCR&R) Network of the family's closure and closure effective date.

**2. The CCAP Designee will:**

- a. Cancel existing *Child Care Assistance Authorization* documents beginning the month Alaska IN! is no longer to be authorized;
- b. Select the child from the family module, General Screen in ICCIS;
- c. Remove the check in the Special Needs box for the child in the Family Member Screen in ICCIS;
- d. Reissue *Child Care Assistance Authorization* documents at the same level of care as previously authorized;
- e. Issue a *Child Care Assistance – Notice of Change* to the family;
- f. Issue a *Child Care Assistance - Notice of Authorization Change* to the child care provider; and
- g. Document the action in an ICCIS case note, in the family module.

The reissued *Child Care Assistance Authorization* documents are sent to the family along with the *Child Care Assistance – Notice of Change* notice. A copy of the re-created *Child Care Assistance Authorization* document is sent to the child care provider with the *Child Care Assistance – Notice of Authorization Change*.

## 8150

### **PARTICIPATION RENEWAL**

The family's Alaska Inclusive Child Care (Alaska IN!) program participation end date matches the family's Child Care Assistance Program (CCAP) end date.

The Child Care Program Office (CCPO) Eligibility Staff will issue an *Alaska Inclusive Child Care – Renewal Notice* to the family, sixty (60) days prior to the end of the family's Alaska IN! eligibility period.

The family must submit a new *Application for Alaska Inclusive Child Care* CC48 and complete the application process along with their child care provider for the special needs supplemental funding to be re-evaluated for potential continued eligibility.

When the family completes the Alaska IN! application process and is determined eligible, their Alaska IN! effective dates will match the family's CCAP eligibility dates.

## 8160

### **RECORDS RETENTION AND CASE FILE MANAGEMENT**

The Child Care Program Office (CCPO) must retain Alaska Inclusive Child Care Program (Alaska IN!) administrative case files in accordance with the Department of Health and Social Services (DHSS) Agency Records Retention and Disposition Schedule and the CCPO-specific Records Retention Schedule.

## 8160-1

### **RECORDS RETENTION - ELIGIBILITY STAFF**

The Child Care Program Office (CCPO) Eligibility Staff will maintain the child's Alaska Inclusive Child Care Program (Alaska IN!) administrative file, including all the supporting documentation and correspondence. Each child has a hard copy case file regardless of the number of children in the family participating in Alaska IN!

**1. The Alaska IN! administrative hard copy case file includes as applicable:**

- a. *Application for Alaska Inclusive Child Care CC48;*
- b. Documentation supporting the child's special needs;
- c. *Child Care Provider Inclusion Plan CC50;*
- d. *Alaska IN! Review* forms and documentation of the on-site compliance visit from the Child Care Licensing and/or the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
- e. *Report of Inspection* or *Report of Investigation;*
- f. *Plan of Correction;*
- g. Notices issued and correspondence; and
- h. Any other information.

**2. Active Alaska IN! case files**

Alaska IN! administrative hard copy case files will be filed alphabetically by the last name of the child in the Alaska IN! active drawer.

**3. Closed Alaska IN! case files**

When a child's participation ends the CCPO Eligibility Staff will move the administrative hard copy case file from the active files to the filing cabinet labeled with CLOSED AK IN! Closed files are retained for three (3) years after Alaska IN! participation ends.

## **8160-2 RECORDS RETENTION - ADMINISTRATIVE STAFF**

The Child Care Program Office (CCPO) Administrative Staff will identify Alaska Inclusive Child Care Program (Alaska IN!) administrative hard copy case files for destruction based on the CCPO retention schedule after the close of each state fiscal year.

Closed Alaska IN! case files will be pulled after the end of the third (3<sup>rd</sup>) fiscal year of their closure. A listing of the files identified for destruction is maintained by the CCPO Administrative Assistant II.

## **8160-3 RECORDS RETENTION – LICENSING STAFF**

Licensing Staff will maintain any documentation or correspondence regarding the child care provider’s participation in the Alaska Inclusive Child Care Program (Alaska IN!), in the facility’s licensing binder. Licensing Staff will follow the closed file retention schedule for licensed child care providers.

## **8160-4 RECORDS RETENTION – CHILD CARE RESOURCE AND REFERRAL STAFF**

The Alaska statewide Child Care Resource and Referral (CCR&R) Network Staff will maintain a hard copy case file for each child for whom an on-site observation is conducted in relation to the child’s Alaska Inclusive Child Care Program (Alaska IN!) participation. Case files are retained for three (3) years after a child's Alaska IN! participation ends.

The hard copy case file for each child includes as applicable:

1. Release of Information;
2. Any notices or documentation received from the Child Care Program Office (CCPO) regarding the child’s eligibility; and
3. Documentation received and notes taken, including:
  - a. Technical assistance, training and support provided;
  - b. On-site consultation;
  - c. Diagnosis of special need;

- d. Copy of the *Child Care Resource and Referral Child Care Provider Inclusion Plan and Recommendations CC70*;
- e. Accommodations needed which support the recommendations made for additional services needed for the *Child Care Provider Inclusion Plan CC50*; and
- f. Documented communications regarding the child, family or child care provider.