



WELCOME TO THE CHILD CARE AND DEVELOPMENT FUND (CCDF) VOUCHER PROGRAM

CCDF PROVIDER MANUAL



Thank you for choosing to serve families enrolled in the Child Care and Development Fund (CCDF) Program. The CCDF Program provides child care subsidies for low income families who are working or attending an accredited /certified school or training program. These families rely on affordable, quality child care in order to work and become self-sufficient. Their children rely on high quality child care in order to be safe, healthy, learning and ready to succeed in school and life.

You are an important part of the success of the families you serve!!

The CCDF Program is administered through the Indiana's Family and Social Services Administration (FSSA) in the Office of Early Childhood and Out of School Learning (formerly Bureau of Child Care). The Office of Early Childhood and Out of School Learning is committed to increasing the availability of quality child care environments for all Indiana families. High quality child care environments ensure that children are safe, healthy and learning. Assistance and support is available to all child care providers who wish to continue to grow professionally and offer the best quality child care possible. One of the many ways to receive this assistance is by joining Paths to QUALITY™, Indiana's Quality Rating and Improvement System.

Paths to QUALITY (PTQ) is a free, voluntary system that allows all regulated child care providers the opportunity to join and provides families with an easy to recognize symbol of quality to assist in making child care choices which are best for their family. Each level of this four level system builds on the foundation of the previous one, resulting in significant quality improvements at each stage and national accreditation at the highest level. There are many advantages to joining Paths to QUALITY including free on-site technical assistance, free and low cost trainings, awards and incentives at each level and free marketing opportunities. If you are not currently participating in Paths to QUALITY and are interested in learning more, contact your local Child Care Resource and Referral Agency or the Indiana Association of Child Care Resource and Referral at (800) 299-1627.

The Indiana CCDF Provider Manual which follows is intended to give CCDF eligible providers an overview of the CCDF program including helpful hints on getting started and details about CCDF program policies and procedures. As a CCDF provider it is your responsibility to be fully aware of all CCDF policies and procedures. It is recommended that you check the Office of Early Childhood and Out of School Learning website at www.childcarefinder.in.gov frequently for important CCDF announcements and other helpful resources.

If you would like more complete information about Indiana's CCDF Policies and Procedures, you may view the complete CCDF Policy and Procedure Manual at http://www.in.gov/fssa/files/Child_Care_Provider_Manual.pdf

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COMMONLY USED TERMS

805 Application

The form a family completes with the local Intake Agent when applying for CCDF assistance.

Accreditation

A voluntary system which evaluates child care programs against specific criteria in areas of curriculum, health and safety, parent communication, and staff qualifications which has been validated by a nationally recognized early childhood organization or institution.

Adverse Action

Adverse action is an action toward an Applicant or Co-Applicant that includes denial of services, the potential termination of services, increase in co-pay or reduction in services. CCDF Applicant / Co-Applicant and CCDF Eligible Providers must be notified at least ten (10) calendar days before an Adverse Action can be imposed.

Age of Child

Children must be under the age of thirteen (13), unless they have a qualifying documented special need. Children with a documented special need who require adult supervision or children requiring court ordered adult supervision may be enrolled through age seventeen (17).

Association of Christian Schools International Accreditation (ACSI)

A Voluntary, nationally recognized accreditation system for child care programs. It is authorized and validated by the American Christ Schools International (ACSI).

Appeal

The right to request a hearing or administrative review as a result of a Notice of Order, suspension or termination.

Attendance

An electronic or written record of child care provided which includes date and time of arrival and departure and has been verified by the parent/guardian for an identified period.

Authorized Representative

A person, over the age of 18, other than the CCDF applicant(s), who receives a Hoosier Works for Child Care card with parent/guardian consent and is permitted to check children in or out of the child care facility or home. This authorized representative does not include their child care provider.

Break Care Voucher

A document which states the authorized subsidy for school-age child care services for a specific eligible child during a break in school which is greater than one week, including: CCDF eligible provider, begin date, and end date, and dollar amount. Multiple vouchers within a subsidy begin and subsidy end date may be created to facilitate flexibility.

CCDF Eligible Provider

CCDF Eligible Provider is defined as a provider, either licensed or exempt from being licensed by law, who has met all applicable CCDF Provider Eligibility Standards and has completed the application process. This includes: licensed center, facilities and homes, unlicensed registered day care ministries, legally license-exempt child care facilities and homes, relative care (grandparent, great grandparent, aunt and/or uncle of the eligible child), and nanny care, and in home care not provided by the child's parent, step-parent, guardian or other in loco parentis.

CCDF Reimbursement Rate

CCDF Reimbursement Rates are county maximum reimbursement rates for child care by age category, provider type and PTQ Level determined through the local CCDF Reimbursement Rate Survey of Indiana's licensed child care providers. The applicable rate is based on the applicant's county of residence.

Central Reimbursement Office (CRO)

An entity which validates and processes claims from CCDF Eligible Providers.

Check-In / Check-Out

The term to describe the process of electronically documenting a child's attendance through the use of a Point of Service (POS) device located at the child care center, home or ministry.

Child Care and Development Fund (CCDF)

The CCDF program was authorized by Congress through the U. S. Department of Health and Human Services to amend the Child Care and Development Block Grant. The purpose of the CCDF program is to have one single, integrated child care funding system to assist low-income families through subsidized child care and to increase the availability and quality of child care services.

CCDF Provider Eligibility Standards (PES)

These standards were also called Minimum Standards and are defined by Indiana state law. If a child care provider moves, the new building or home must be inspected. CCDF approval does not automatically transfer to another site.

Child Care Resource and Referral (CCR&R)

The Child Care Resource and Referral is an agency serving each Indiana County to help families make decisions about quality child care for their children. CCR&R agencies also offer various training opportunities and other business and child care resources to providers.

Co-payment

The dollar amount the family is responsible for paying directly to the provider based on the family's income, family size, years on the program and the Federal Poverty level. This amount is listed on their voucher. It is the responsibility of the family to pay this directly to the provider.

Conduent

The company under contract to the Indiana Family & Social Services Administration to install and maintain the Hoosier Works for Child Care Payment System.

Council On Accreditation (COA)

A voluntary, nationally recognized accreditation system for early childhood centers and after-school programs. It is authorized and validated by the National Early Childhood Program Accreditation Commission.

Daily Voucher

Daily voucher is defined as four (4) hours or more for non-school age and school-age other care and two (2) hours or more for school-age children during the school year.

Family Child Care Home Provider

An individual who provides child care services in a residential structure other than the child's residence.

Financial Need

A CCDF Household with current gross monthly income from all countable sources which falls below the established federal poverty guideline percentages determined by the Office of Early Childhood and Out of School Learning.

Full Time Weekly Voucher

Weekly voucher provided for twenty-five (25) hours or more per week, Sunday through Saturday, for non-school age children or school-age children when school is not in session or when care is required during non-traditional hours. For school-age children, when school is in session, full time care is defined as ten (10) hours or more per week Sunday through Saturday.

Hoosier Works for Child Care Card (HWCC)

A card with a magnetic strip used to electronically documents a child's attendance at a CCDF eligible provider. This card is issued by the local Intake Agent when an Applicant and/or Co-Applicant is authorized to receive CCDF subsidy.

Hourly Voucher

Hourly voucher is defined as less than four (4) hours for non-school age and school-age other care and less than two (2) hours for school-age children during the school year.

In-home care by a non-relative (Nanny Child Care)

Nanny care is defined as child care services provided by an individual over eighteen (18) years of age who comes into the child's own home and does not reside at the child's address and is not the child's parent, step-parent, guardian or in loco parentis.

Inclement Weather Closure Day

An Inclement Weather Closure day is defined as a day a provider can use, up to five (5) inclement weather closure days per calendar year, for which the child's attendance is credited as documented on the child's CCDF voucher. An Inclement Weather Closure day can be used by a provider when your counties emergency management system has issued travel advisories restricting travel. The

following Department of Transportation website can be used in monitoring the status in your county www.in.gov/dhs/traveladvisory

Indiana Family & Social Services Administration (FSSA)

Indiana's lead agency for CCDF funding.

Late Attendance (formerly Discrepancy)

Late Attendance is defined as a payment request from a child care provider resulting from an incorrect payment for services provided. This must be submitted through the Provider Website for additional payment for a weekly, hourly or daily voucher when payment was less than the authorized subsidy and attendance was recorded inaccurately.

Local Intake Agent

An entity which is, by contract, obligated to perform CCDF intake and eligibility functions according to state guidelines. These functions include, but are limited to: verifying service need, verifying financial need, accurately enrolling a child with a CCDF eligible provider according to the CCDF Household's needs, performing authorizations as needed and reporting suspected fraud.

Legally Licensed Exempt Provider (LLEP)

An unlicensed home provider, who does not care for more than 5 unrelated children at a time.

Licensed Child Care Provider

A provider meeting the legal requirements of the state to provide child care services and has been issued a license by the Office of Early Childhood and Out of School Learning to operate a child care facility or home.

National After-School Accreditation (NAA)

A voluntary, nationally recognized accreditation system for after-school programs. It is authorized and validated by the National After-School Association.

National Association for the Education of Young Children Accreditation (NAEYC)

A voluntary, nationally recognized accreditation system for all types of early childhood centers and schools. It is authorized and validated by the National Academy of Early Childhood Programs, a division of the National Association for the Education of Young Children (NAEYC).

National Association for Family Child Care Accreditation (NAFCC)

A voluntary, nationally recognized accreditation system for family childcare homes. It is authorized and validated by the National Association of Family Child Care (NAFCC).

National Early Childhood Program Accreditation (NECPA)

A voluntary, nationally recognized accreditation system for early childhood centers. It is authorized and validated by the National Early Childhood Program Accreditation Commission.

Non-Traditional Care

Care provided outside Monday through Friday, 6:00 a.m. to 6:00 p.m., and sick child care.

Office of Early Childhood and Out of School Learning (OECOSL)

The Office is the lead agency for CCDF administration responsible for issuing program policies and procedures, as well as, monitoring contractors, and collecting data. Additionally, the Office develops and evaluates the CCDF State Plan and is accountable for administration of funds.

Overage

An overage is defined as the portion of a provider's charges which exceed the applicable county CCDF Reimbursement Rate and may be charged to the Applicant or Co-Applicant.

Paths to QUALITY (PTQ)

Paths to QUALITY™ is a system where each level builds on the foundation of the previous one, resulting in significant quality improvements at each stage and national accreditation at the highest level. The system validates programs and providers for ongoing efforts to achieve higher standards of quality and provides incentives and awards for success.

Personal Days

Twenty (20) days a parent/guardian may use for a child's absence per client anniversary year on the program. Personal / absent days are provided to children who are enrolled on a full time weekly basis. These days may be used at the parent/guardians discretion for days when the provider was open for business, and the child was scheduled to attend, but did not attend any part of the day. A personal day is equivalent to the numbers of hours per day authorized on the child's voucher.

Point-of-Service (POS) Device

A machine issued to a CCDF eligible provider which is used to electronically document the eligible child(ren)'s attendance at the facility and generate reports.

POS Reports - Reports child care providers receive from the POS equipment.

Totals Report (Detailed and Summary) - The Totals Reports allow you to check your payment totals for children who have checked in or out of your child care program. The two types of Totals Reports are Detailed Totals and Summary Totals.

The Detailed Totals Report provides detailed payment information for the report period selected. The information will be sorted by week, for each child. The amounts are subtotaled by week and totaled to reflecting the total payment. The business week for child care runs from Sunday at 12:01 a.m. to Saturday at 12:00 a.m. (midnight). The Summary Totals Report will only provide the total payment for the report period selected.

Weekly Attendance Hours Report

The Weekly Attendance Hours Report produces a report of the total attendance hours for each child for one of the following time periods: Current week, Previous Week (last week), or Previous Week (2 weeks ago).

Exceptions Report - The Exceptions Report produces a report of the children that have been checked in but have not been checked out. This report is useful in identifying Check Out transactions that were not successfully processed.

Attendance Report - The Attendance Report produces all attendance transactions performed on a specified date. The Attendance Report produces a recap of all the transactions performed on a specified date.

Provider

An individual, eighteen (18) years of age or older, who is responsible for the direct care, protection, and supervision of children in the absence of their parent/guardian.

Provider Holidays

Reimbursement may be made to all providers for up to six (6) days per calendar year, per active CCDF child, when the facility or home is closed. These dates do not have to be legal holidays, rather dates you have selected as pre-determined closures.

Resident

A person who lives in the county in Indiana where they are applying or receiving CCDF assistance. This can include a person temporarily residing in a domestic or homeless shelter. Also included are children who are legal (qualified) aliens. There is no minimum length of time a client must reside in Indiana.

School-Age Care

School-Age care is defined as child care provided to children attending school for the entire day needing before and after school care during traditional hours, including children attending all day Kindergarten.

School-Age Other Care

School-age other care is defined as child care provided during a break in school which is greater than one (1) week, for care provided outside of Monday through Friday 6:00am – 6:00p.m. and care provided to sick children.

Service Need

A service need is established when each parent/guardian living in the home with an eligible child(ren) can demonstrate the need for child care by providing proof of participation of one or more of the following: employment activities, education and training activities or Child Protective Services.

Shift Care

A licensed provider may decide to offer child care services 24-hours a day. CCDF children are to be assigned, according to their service need, to one of two 12-hour shifts (6pm to 6am or 6am to 6pm or other shift defined and approved by the Office of Early Childhood and Out of School Learning). The provider may not enroll more than their licensed capacity during either 12-hour shift. A child who needs care that would overlap during these shifts shall be assigned to **both** shifts.

Store and Forward (SAF)

The POS system's method of processing swipe activity (check in / check out) when the telephone line is unavailable. The swipes are stored in the POS and forwarded to the main computer when the phone line becomes available provided electricity is available or battery life remains.

Subsidy Begin Date

The date the CCDF Household is eligible to begin receiving CCDF services. The subsidy begin date may not be more than two weeks prior to the application date for TANF Impact Applicants only. The subsidy begin date must occur the week of application or the week following for non-TANF Impact applicants, unless otherwise stated.

Subsidy End Date

The date CCDF services will end, unless the Applicant or Co-Applicant completes the reauthorization process according to established CCDF policies and procedures.

Subsidy

The maximum child care reimbursement less applicable co-pay.

Substantiated

A determination supported with proof of evidence; verified.

TANF IMPACT

A TANF program that provides services to parents who are involved in very specific job related activities.

The Consultants Consortium (TCC)

The agency responsible for inspection and certification of legally license exempt centers and homes.

Unlicensed Registered Child Care Ministries

Child care services provided by a religious organization which is exempt from state licensing, but must meet the minimum requirements of sanitation, fire prevention, and building safety pursuant to IC12-3-2-12.7(c).

Volunteer Caregiver

An individual who provides services without compensation for more than eight hours a month.

Voucher

A document which states the authorized subsidy for child care services for a specific eligible child, including: CCDF eligible provider, voucher date and dollar amount. Multiple vouchers within the subsidy period may be created to facilitate flexibility.

Voucher Begin Date

The date a voucher is considered valid for reimbursement to a CCDF eligible provider. The first voucher begin date may be the same as the subsidy begin date unless the CCDF applicant or Co-Applicant has requested alternate begin date or has been placed on Approved Leave.

Voucher End Date

The date a voucher is no longer considered valid for reimbursement to a CCDF eligible provider.

Waiting List

A list of children who preliminarily meet financial need and declare a service need of employment, education/training or Child Protective Services, but for whom there are not available CCDF funds.

Week

A week is defined as Sunday through Saturday.

WHO ARE CCDF ELIGIBLE PROVIDERS?



All providers are required to submit a W-9 form to be verified with the Internal Revenue Service (IRS). Reimbursement will not be made until the verification has been completed and approved.

The following categories of providers with a valid Indiana child care license are considered eligible CCDF providers. **Please note: Licensed providers that are under enforcement action will not be eligible to receive public funds through the CCDF subsidy program.**

Categorically Eligible CCDF providers are:

- **Licensed Child Care Center** (IC 12-7-2-28.4) – a non-residential building where at least one child receives child care from a provider:
 1. While unattended by a parent, legal guardian, or custodian
 2. For regular compensation;
 3. For more than four hours but less than 24 hours in each of ten consecutive days per year excluding intervening Saturday, Sunday and holidays.
- **Licensed Class I Child Care Home** (Sec. 33.7.(a))- a child care home that serves any combinations of full-time and part-time children, not to exceed at any one (1) time twelve (12) children plus three (3) children during the school year only who are enrolled in at least full day kindergarten. Except as provided in IC 12-17.25-6.3(b), the addition of three (3) school age children may not occur during a break in the school year that exceeds four (4) weeks. (b) A child: (1) for whom a provider of care in the care home is a parent, stepparent, guardian, custodian, or other relative and who is at least seven (7) years of age; or (2) who is at least (14) years of age and does not require child care: shall not be counted in determining whether the child care home is within the limit set forth.
- **Licensed Class II Child Care Home** – (Sec.1) – A Class II child care home serves more than twelve (12) children but not more than sixteen (16) full-time and part-time children at any one (1) time.

All other providers are required to meet CCDF Provider Eligibility Standards.

CCDF Provider Eligibility Standards (PES):

Effective July 1, 2002, and amended in subsequent years, (please refer to <http://www.in.gov/fssa/carefinder/4945.htm>), the General Assembly passed legislation that requires all child care providers to comply with certain health and safety standards prior to their participation in the Child Care and Development Fund Voucher Program. Unlicensed childcare providers must demonstrate compliance with the CCDF Provider Eligibility Standards through written documentation as well as a home/facility inspection. The verifying agencies are as follows:

- Registered child care ministries – Office of Early Childhood and Out of School Learning Facilities Consultant
- Legally License Exempt child care providers / In-home care by a non-relative (Nanny Care) – The Consultants Consortium (TCC – state contractor)

CCDF Providers that must demonstrate that they meet Provider Eligibility Standards (PES) are:

- **Unlicensed Registered Child Care Ministry** – is defined as a child care provided as an extension of a church or religious organization that is exempt from deferral income taxation under Section 501(c)(3) of the Internal Revenue Code, unlicensed but registered with the Office of Early Childhood and Out of School Learning and Indiana State Fire Marshal’s office.
- **Legally License-Exempt Provider** - The following are exempt from licensure per IC 12-17-.2-2-8.
 1. A program for children enrolled in grade kindergarten through 12 that is operated by the Department of Education or a public or private school.
 2. A program for children who become at least three years of age as of December 1 of a particular school year (as defined in IC 20-18217) that is operated by the Department of Education or a public or private school.
 3. A nonresidential program for a child that provides child care for less than four hours a day.
 4. A recreation program for children that operates for not more than 90 days in a calendar year.
 5. A program whose primary purpose is to provide social, recreational, or religious activities for school age children, such as scouting, boys club, girls club, sports, or the arts.
 6. A program operated to serve migrant children that:
 - a) Provides services for children from migrant worker families; and
 - b) Is operated during a single period of less than 120 consecutive days during a calendar year.
 7. A child care ministry registered under IC 12-17.2-6
 8. A child home if the provider:
 - a) Does not receive regular compensation;
 - b) Cares only for children who are related to the provider;
 - c) Cares for less than six children, not including children for whom the provider is a parent, stepparent, guardian, custodian, or other relative; or
 - d) Operates to serve migrant children.
 9. A child care program operated by a public or private secondary school that:
 - a) Provides day care on the school premises for children of a student or an employee of the school;
 - b) Complies with health, safety, and sanitation standards as determined by the division under Section 4 of this chapter for child care centers or in accordance with a variance or waiver of a rule governing child care centers approved by the division under section 10 of this chapter; and
 - c) Substantially complies with the fire and life safety rules as determined by the state

fire marshal under rules adopted by the division under section 4 of this chapter for child care centers or in accordance with a variance or waiver of a rule governing child care centers approved by the division under section 10 of this chapter.

10. A school age child care program (commonly referred to as a latch key program) established under IC 20-26-5-2 that is operated by:
- a) The Department of Education;
 - b) A public or private school; or
 - c) A public or private organization under a written contract with:
 - i. The Department of Education; or
 - ii. A public or private school.

• **IN-HOME CARE (NANNY CARE)**

In-home care is defined as child care services provided by an individual over eighteen (18) years of age who comes into the child's own home and does not reside at the child's address and is not the child's parent, step-parent, guardian or in loco parentis.

All CCDF Eligible Providers must enroll with the Central Reimbursement Office (CRO)

A provider will enroll with the Central Reimbursement Office after the provider has at least one active child care voucher. If the provider is unable to comply with enrollment requirements or refuses to complete enrollment information, the CCDF voucher(s) will be voided. Payment will not be made to the provider.

To be enrolled, a provider must:

- Be at least 18 years of age; and
- Be legally operating under Indiana's child care regulations including meeting the required certification requirements; and
- Have a working land-line telephone that is compatible with the electronic time and attendance system; and
- Complete and submit all required paperwork to the CRO.

A provider may **not** receive CCDF payments for a child if the provider is;

1. A sibling of the child being cared for and lives in the child's household; or
2. The child's parent or step-parent; or
3. The child's legal guardian.



**For more information on becoming a qualified
CCDF provider visit:**

<http://www.childcarefinder.in.gov>

**or contact the Office of Early Childhood and
Out of School Learning at 1-877-511-1144**

WHO ARE ELIGIBLE CCDF VOUCHER FAMILIES?

Just as providers must meet certain criteria to become eligible for the CCDF voucher program, so must families who want to enroll in the CCDF program. Some of the CCDF criteria are found in the table below.

SERVICE NEED	A Service Need is established when each Applicant and Co-Applicant living in the home with an eligible child(ren) can demonstrate the need for child care by providing proof of participation on one or more of the following: employment activities, education and training activities or Child Protective Services.
FINANCIAL NEED	A CCDF Household with current gross monthly income from all countable sources which falls below the established federal poverty guideline percentages determined by the Office of Early Childhood and Out of School Learning.
RESIDENCY	A person who lives in the county in Indiana where they are applying or receiving assistance. This can include a person temporarily residing in a domestic or homeless shelter. Also included are legal (qualified) aliens. There is not minimum length of time a client must reside in Indiana.
AGE OF CHILD	An eligible child is a child related to the Applicant and Co-Applicant either by blood or law or other person standing in loco parentis (in place of the parent). All eligible children must be under the age thirteen (13) unless the child has appropriately documented special needs or court ordered supervision and is under the age of eighteen (18).

Families are required to verify their eligibility from time to time. This process is called reauthorization and is completed through the local Intake Agent. Failure of families to reauthorize will result in termination from the CCDF program. Child care services provided after the voucher end date are the responsibility of the family. **CCDF reimbursement cannot be made after the voucher end date.**

HOW DOES A CCDF FAMILY CHOOSE ME AS THEIR PROVIDER?

Each time a family is enrolled or reauthorizes in the CCDF program, their provider will need to complete the **Provider Information Page** documenting information about their charges for child care on an hourly, daily and/or weekly basis. **These charges must not be more than the charges to non CCDF families**. If a provider does not offer hourly or daily rates to families, the CCDF family of a child in need of part-time child care will be required to select another provider.

Completing the Provider Information Page for a family that wishes to choose you as their provider **does not** guarantee payment for services. A family must complete their application process to receive a child care voucher. Once this application process is completed you will receive a copy of the voucher.

****Please note: In the event a child no longer attends your facility, but remains on your roster, you may submit a written request for the child(ren) to be removed to your local Intake Agent.***

A sample of the **Provider Information Page** has been provided on the following page.



PROVIDER INFORMATION PAGE (Child Care and Development Fund Voucher Program)

State Form (10-11) OECOSL 0805Adem *DRAFT*

Parent (Guardian) Name Enter the CCDF Parent's name here **Date Completed** Form may not be more than 30 days old

Caregiver's Name Enter your name here **Business Name (if applicable)** Enter business name here, if applicable

Street Address (where care is provided) This is the location where care is being provided

City _____ **Zip** _____ **County** _____

Hours of Operation _____ **Days (Please circle)** S M Tu W Th F S

Type of Provider	
<input type="checkbox"/> Licensed Home	License # _____
<input type="checkbox"/> Licensed Center	License # _____
<input type="checkbox"/> Registered Ministry	Registration # _____
<input type="checkbox"/> License Exempt Home	
<input type="checkbox"/> License Exempt Facility	<i>Check your Provider Type</i>
<input type="checkbox"/> Providing care in child's home	

Child's Name (first & last)	Child's Age Years / Months		Kindergarten <i>Indicate</i> HD = ½ Day FD = Full Day	Current Charge (List charges for School-Age School Year) Week / Day / Hour	Charge for next age group (If child is currently 2 list charge at age 3) Week / Day / Hour			School-age (List charges for summer/evening care) Week / Day / Hour		
					Week	Day	Hour	Week	Day	Hour
Name of Child Receiving Care	Enter	Age		Provide all charges	This must be			For care provided		
				including part-time,	completed			Evenings/weekends		
				if part-time is offered						

FOR SCHOOL AGE AND KINDERGARTEN FULL-DAY CARE

School Year Begins Current year begin **Ends** Current year ends

Does school-age child need break care vouchers? ___ No ___ Yes
If yes, a school schedule must be provided. Complete to request vouchers for periods school is not in session - Include school calendar.

Are you related to the children listed above? _____ **If yes, explain** _____
 **** You must answer the question above if you are a home provider ****

PLEASE NOTE: Eligible providers must demonstrate compliance with CCDF Minimum Standards prior to participation in this program.

Parent / Guardian: Your caregiver must complete this information in its entirety. Please bring the completed form to your appointment to assist in prompt completion of your child care vouchers. If you wish to make a provider change, you must obtain new vouchers prior to attendance or payment for care may become your responsibility.


Provider: Please complete all information and sign the form in the box to the left.

If you have any questions, please contact: *Your local intake agent information will be in this box. Call them with any questions regarding this form.*

PROVIDER AFFIRMATION

I affirm the information provided on this application form is true and correct. Further, I affirm child care will be provided at the address listed above and agree to comply with the rules and regulations of the CCDF program. (Available on OECOSL website www.childcarefinder.in.gov) I also understand I must allow unscheduled visits by a parent or legal guardian to my child care program during the hours my child care program is in operation. In signing this application, I certify I am the individual listed above or the authorized designee.

Signed, This form MUST BE signed

Until you receive a copy of the Child Care Voucher, you can not
 at a family has been enrolled in the CCDF program.
Therefore, **providing care without an authorized voucher is at your own risk.** This will also alert you to any possible changes in reimbursement and/or co-payment expected from the family.

WHAT IS A CCDF VOUCHER?

A CCDF Voucher is issued to a family when they have completed the application process. This document provides the child care provider important information about the family's child care assistance such as the rate of reimbursement, the number of hours of care that have been authorized, and the length of time the subsidy will last before a reauthorization must be completed.



You should keep track of the date each of your families are due for reauthorization. This date may be found on the paper voucher and is listed as "Reauthorization Date". It is helpful for parents to get reminders about this date from both their Intake Office and their child care provider.

Receipt of a Child Care Voucher authorizes payment for child care services for a specific duration of time and reimbursement rate. A child's voucher may be amended prior to the voucher end date. While you should receive notification of this change, it is also important to check www.hoosierchildcare.com to verify voucher end dates and reimbursement rates on a regular basis.

Providers must care for a child at the site listed on the child's voucher. Children **must** have their attendance recorded on the device assigned to the address listed on the child's voucher.

State of Indiana Child Care Voucher

Family and Social Services Administration
for the period **Aug 18,2016 through Dec 14,2016** ← Dates for Voucher
THIS IS A CCDF VOUCHER FOR CHILD CARE SERVICES

Parent/Guardian:

Test, Sample L
9999 S. Drive St.
City Name, ST
44444

Family Information

County: County Name

Child:

Test, Child Name
Date Of Birth: 4/16/2014
Age Group: Toddler

Child Number: 1 ← Child Number for Swipe Card

Case Number: 182810

Sequence Number: 2

Intake Agency:

Intake Agency Name, Inc.

Name of Agency who issued the voucher

Facility:

ABCDE Child Care
99999 E Child Care Lane
City Name, ST
44444

Provider Information & Address where care is provided

Phone: (317)888-8888
County: Marion

Mailing Address:

99999 E Child Care Lane
City Name, ST
44444

Facility Type: Licensed Center ← Type of Provider

PTQ Level: 3 ← Paths to QUALITY Level 0-4

Shift: Shift 1

Voucher Info

Status: Active
Service Hours/Day: 5
Service Hours/Week: 25
Full time/Part time: Full Time
Number of Days/week: 5
Number of Weeks: 17

Provider Charge: \$220.00/week
Copay: \$0.00/week
Over Amount: \$32.00/week
CCDF Subsidy Amount: \$188.00
Total/Subsidy Amount: \$3,196.00


Amount Parent owes each week
Maximum weekly subsidy amount paid by State

Parent must Re-Authorize by this date

Recertification Date: **December 14,2013**

Total Value of this voucher

Signature: Nicole Arnold Date: _____
Director, Office of Early Childhood and Out of School Learning

 You should keep this voucher for your records. DO NOT MAIL THIS VOUCHER TO THE STATE.
Parent/Guardian (Please retain for your own records.)

To select a pin for your Hoosier Works for Child Care Card:

Call 1-800-876-0487
Have 16 digit Hoosier Works Card Number ready
Have a PIN selected
Follow the instructions given by the automated attendant
Application information:
Case Number = 182810
Sequence Number = 2

To setup PIN# and activate the swipe card

Para activar su tarjeta:

Llama a gratis a 1.800.876.0487
Tiene los 16 digitos de la tarjeta Hoosier Works listo
Tiene un numero de PIN escogido
Sigue las instrucciones por asistente automatizado
Tiene la disponible:
El Número del Caso = 182810
El Número de Serie = 2

If you or your Authorized Representative have trouble using your Hoosier Works for Child Care Card, please contact the Hoosier Works for Child Care Client Help Desk at 1-866-258-8808.
To report suspected CCDF Fraud by either a parent or provider please contact the CCDF Fraud Coordinator at 317-234-2200.



It is your responsibility to verify your charges have been entered correctly. If a CCDF eligible provider, reports to their local Intake Agent, an error on the CCDF voucher within 45 days of issuance, CCDF subsidy may be adjusted. If the CCDF eligible provider or Applicant/Co-Applicant fails to notify the local Intake Agent of an error timely, the CCDF voucher will remain unchanged.

HOW DO I GET PAID?

Child care reimbursement is only authorized to certified and enrolled CCDF eligible providers. Certified is defined as a child care provider meeting CCDF Provider Eligibility Standards and is either regulated by the state (licensed child care center, licensed family child care home, or an unlicensed child care ministry) or provided by legally licensed-exempt providers. After you have been CCDF certified and a child care voucher has been assigned to you and has begun, Conduent has seven to ten (7-10) business days to provide you with a Point of Service (POS) device for your facility or home. To receive reimbursement for child care services provided, you **must** have a communication device, which must be a landline telephone, that is compatible with Indiana's Automated time and attendance system for the CCDF voucher program. The state contractor, Conduent, responsible for installation and maintenance of all POS devices and will provide you with a POS device at your facility or home.

When you receive your POS device, you will receive information on the installation and use of the device, as well, as the remaining documents to complete your CCDF Provider enrollment process. These forms include:

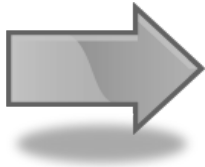
- POS Operation Manual
- Provider POS Tip Sheet (Quick Reference Guide)
- Provider Web Portal access instructions
- Late Attendance Quick Reference Guide
- Payment Schedule
- Holiday Form
- Helpful Phone Numbers

You must complete these forms and return them to:

Conduent State and Local Solutions C/O Child Care
Contracts Department
PO Box 80589
Austin, TX 78708
Or Fax to: 405-951-5389

*** You cannot get paid until the above information is completed***

Installation, replacement and repair of the POS devices are the responsibility of Conduent. You will be provided with two rolls of paper for the device when it is installed. You are responsible for purchasing replacement paper; however, a portion of this cost will be reimbursed quarterly by Conduent electronically. To find more details about replacement paper, please refer to your POS operation manual.



If you have not received or been contacted by Conduent within 7-10 business days regarding a POS device or are having difficulty with your POS device, call the Conduent Provider Help Desk.

Provider Help Desk (800) 422-0850
Generic Provider ID #1234
Generic Password 123456

My POS Device is installed. Now what?

- Families must use their HWCC card to record time and attendance information (in-and-out swipes) on the POS device in your facility or home. Failure to do so may result in termination of the child's CCDF benefit without notice.
- Failure to require CCDF families to enter their attendance through the POS machine will jeopardize the accuracy and timeliness of your payments and may result in your decertification as a CCDF eligible provider.
- **Providers must maintain additional written attendance records which document all children's arrival and departure times.** It is best practice to obtain a parent signature, written or electronic, verifying attendance times.
- Provider's must have a communication device, which may be a telephone, that is compatible with Indiana's Automated time and attendance system or the CCDF voucher program.



WARNING!!!!

CCDF Child Care Providers may not possess or use a HWCC card, card number and/or Personal Identification Number (PIN), User Name and Password or other information enabling a provider to document a CCDF eligible child's attendance. This policy also applies to child care staff, as well as any members of the provider's household in which child care is provided. CCDF Providers may not require or coerce families to violate this policy.

Failure to follow the above policy will lead to negative action including suspension and/or termination from the Child Care and Development Fund (CCDF) voucher program and required repayment of CCDF funds received. This policy is applicable to all child care providers receiving CCDF reimbursements.

DOCUMENTING ATTENDANCE

The CCDF parent(s) or guardian(s), and one additional authorized user, if requested, will be given a HWCC swipe card as shown below.



The local Intake Agent will provide families with an opportunity to view a training video or will provide verbal training, as well as written training materials, explaining the use of and policies related to the HWCC swipe card.

Families document their children's attendance by swiping this card through the POS device. The CCDF parent/guardian/authorized user is responsible for swiping their HWCC to electronically document their child(ren)'s attendance. Failure to do so may result in termination of the child's CCDF benefit without notice. The provider is responsible for verifying an enrolled child's parent/guardian/authorized user is properly documenting their child(ren)'s attendance. In addition, the provider is responsible for maintaining written attendance records which support their electronic child care claim (i.e. Parent Sign-in/out sheets or other appropriate method). Failure to properly use the POS device will result in an inaccurate or delayed reimbursement. Reimbursement is based on the attendance recorded by the POS device in your center, home or ministry. Providers who do not require their CCDF families to utilize the electronic attendance system may be in risk of decertification/revocation from the CCDF program.

Remember: Your payments are based on families using the POS device accurately!

In order to ensure parents are documenting attendance correctly, to verify payments received and to see all active vouchers assigned to your facility, a Provider Website is available to all current CCDF Providers. The website is www.hoosierchildcare.com.

Hoosier Works Cards found in provider's possession

First offense –If a provider is believed to be holding CCDF HWCC or card numbers and PINs, the Office of Early Childhood and Out of School Learning will send a warning letter to the provider. Providers may be required to submit a Corrective Action Plan, sign a new provider agreement form, and will be subject to ongoing monitoring. Cards believed or known to be in the possession of the provider will be deactivated. Families will be required to get new HWCC through the local Intake Agent within 10 days. Families may be required to sign a new parent agreement indicating that they understand the policies and procedures of the CCDF program.

Second offense – If it is determined that a provider is in possession of HWCC cards or card numbers and PINs for a second time the above actions will be repeated. Additionally, repayment

of CCDF funds previously received may be required. Both providers and families may be suspended or terminated from the CCDF program for failure to comply with CCDF policy and procedures.

CCDF Reimbursement Rate Types

Although child care subsidy is based on the individual provider's charge for service, there are established maximum CCDF Reimbursement Rates. These maximum reimbursement rates are determined by a local CCDF Reimbursement Rate survey of Indiana child care providers.

CCDF REIMBURSEMENT RATE PROVIDER CATEGORIES

For purposes of CCDF Reimbursement Rates Provider types are defined as:

- Legally License Exempt Home
- Legally License Exempt Child Care Facilities, including Unlicensed Registered Child Care Ministry
- Licensed Home
 - Licensed Home & Licensed Home PTQ level 1
 - Licensed Home PTQ level 2
 - Licensed Home PTQ level 3
 - Licensed Home PTQ level 4
- Licensed Center
 - Licensed Center & Licensed Center PTQ level 1
 - Licensed Center PTQ level 2
 - Licensed Center PTQ level 3
 - Licensed Center PTQ level 4
- VCP (Voluntary Certification Program) Ministry
 - VCP Ministry PTQ level 1
 - VCP Ministry PTQ level 2
 - VCP Ministry PTQ level 3
 - VCP Ministry PTQ level 4

CCDF APPROVED ACCREDITING ORGANIZATION

Accredited providers have entered a voluntary system which evaluates their childcare program against specific criteria in areas of curriculum, health and safety, parent communication, and staff qualifications which has been validated by a nationally recognized early childhood organization.

- ACSI (American Christian Schools International)
- COA (Council on Accreditation)
- NAA (National After School Accreditation)
- NAEYC (National Association for the Education of Young Children)
- NAFCC (National Association of Family Child Care)
- NECPA (Nation Early Childhood Program Accreditation)

How Is My Reimbursement Calculated?

Although child care reimbursement rate is based on what the individual child care provider charges for service, the categories below are taken into consideration when your CCDF reimbursement is calculated.

PTO LEVEL INCREASES

A provider is eligible for a higher CCDF Reimbursement Rate when the provider's PTQ level increases and the provider's current charges are equal to or greater than the maximum reimbursement amount. The system will adjust all existing vouchers to reflect the provider's new rate of CCDF reimbursement, the first Sunday of the month following the PTQ Level approval.

If a CCDF eligible provider qualifies for a higher CCDF Reimbursement Rate, a voucher adjustment may be completed for any change in charges when the provider submits new provider forms for all current CCDF families and their level increase letter, within 30 days from the date of the level increase letter. This documentation can be submitted by fax or in person to the local Intake Agent. The Intake Agent will have a maximum of 10 business days from the date received to complete the changes and mail new vouchers to the provider.

VOLUNTARY CERTIFICATION PROGRAM (VCP)

Unlicensed Registered Child Care Ministries who have entered into a voluntary system (VCP) which evaluates their childcare program against specific criteria in areas of curriculum, health and safety and staff qualifications which have been validated by the Office of Early Childhood and Out of School Learning are eligible for a higher rate of reimbursement in recognition of this commitment to quality child care.

OVERAGE

If a provider's charges exceed the applicable county CCDF reimbursement rate, this difference is called an "Overage". It is the responsibility of the CCDF family to discuss this balance with you. You may waive this charge to all of your CCDF clients, if desired, but you are not obligated to do so. Any over rate or overage charges are the responsibility of the family.

CO-PAYMENT

The dollar amount the family is responsible for paying directly to the provider based on the family's income, family size, years on the program and the Federal Poverty level. This amount is listed on their voucher and is the responsibility of the family to pay directly to the provider. Failure of a family to pay this charge must be reported to the local Intake Agent within 30 days from their first missed payment. **YOU MAY NOT WAIVE THIS CHARGE!**

PROVIDER HOLIDAYS

Reimbursement may be made to all providers for up to six (6) days per calendar year, per active CCDF child, when the facility or home is closed. This provision applies only if the facility or home has a written policy to charge all families for days they are closed. Prior to each new calendar year, you will be asked to identify which six (6) holidays or chosen days of closure you want reimbursed. These days are chosen, by the provider, through the Provider website (www.hoosierchildcare.com). These dates do not have to be legal holidays, rather dates you have

selected as pre-determined closures. Failure to submit your holiday closures timely will result in non-payment of the holiday.

Provider Holiday Tips

- Annually you must report 6 selected holidays or chosen days of closure to be used throughout the year
- These chosen days must be days you are closed and for which you are also charging non-CCDF families.
- Failure to timely report your holidays will result in non-payment.
- CCDF children must have attendance electronically documented at least once during the 21 day period prior to the holiday to be eligible for holiday payment.

PERSONAL DAYS

When enrolled full-time at a weekly rate each CCDF approved child is allowed twenty (20) personal days for which reimbursement can be made if a child is absent. **Personal days are not given to children who are enrolled with hourly or daily vouchers.** The personal days can be used at the family's discretion when:

- The provider was open for business; **and**
- The child did not attend any part of the day; **and**
- The time of use is one of the child's scheduled days to attend.

Families have the option of choosing when they want to use their twenty (20) personal days for each child. Once the child's twenty days are exhausted, the family is responsible to pay for any days the child does not attend. Personal days **cannot** be used to provide two-week termination notices. Any requirements for notice are between the family and the provider.

For children with special circumstances or other medical issues, the family should contact the local Intake Agent to learn how to request additional personal days.

Personal Day Tips:

- Children who attend full time at a weekly rate are allowed 20 personal days per year
- Personal days can only be used on days that you are open and that the child is regularly scheduled to attend
- Personal days can only be used for days that the child is not in attendance for any part of the day
- Personal days are used at the parent's choice
- If a family chooses not to use a personal day or they have already used all of their personal days, the family is responsible for any charges incurred for days the child is not in attendance.
- Personal days may not be used to provide a termination notice

INCLEMENT WEATHER CLOSURE DAY

An Inclement Weather Closure day is defined as a day a provider can use, up to five (5) inclement weather closure days per calendar year, for which the child's attendance is credited as documented on the child's CCDF voucher. An Inclement Weather Closure day can be used by a provider when your counties emergency management system has issued travel advisories restricting travel. The

following Department of Transportation website can be used in monitoring the status in your county www.in.gov/dhs/traveladvisory

- An Inclement Weather Closure Day can be claimed within the current back-swipe period only and may not be for a future date.

Detailed instructions and requirements for entering Inclement Weather Closure Day(s) can be located in the Provider Web Portal User Guide and Provider Operations Manual (located on www.hoosierchildcare.com) or by contacting Conduent Provider Help Desk at 1-800-422-0850.

Late Attendance (formerly Discrepancy)

Late Attendance is defined as a payment request from a child care provider resulting from an incorrect payment for services provided. This request must be submitted through the Provider Website for additional payment for a weekly, hourly or daily voucher when payment was less than authorized subsidy and attendance was not properly documented. (See screenshot sample below)

Total Hours for 07/31/2015: 06:00							
08/01/2015	13:00	LATE CHECK IN	01:00	08/01/2015	13:00	PENDING	
	14:00	LATE CHECK OUT		08/01/2015	14:00	PENDING	
Total Hours for 08/01/2015: 01:00							
Attendance Payment							
Payment Date	Attendance hours	Personal Day hours	Holiday hours	Inclement Weather Closure Day Hours	Total Hours	Payment Amount	Rate Applied
08/23/2015	-	-	-	18:00	18:00	\$99.50	1/2 Weekly Subsidy
Late Attendance Payments							
Payment Date	Attendance hours	Personal Day hours	Total Hours	Payment Amount	Rate Applied		
-	-	-	-	-	-		

ADD LATE ATTENDANCE

Reason: Voucher Prior to Back Swipe Period Description: LA11

Cardholder: FIRST LAST Enter By: u3931

Is child still attending the facility? yes

Date when the child last attended the facility:

Date	Personal Day	Check In	Check Out
Date 1	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date 2	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date 3	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date 4	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date 5	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date 6	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Date 7	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

SUBMIT CANCEL

MY PAYMENTS Select Payment Day SUBMIT

MY VOUCHERS More Voucher Options SUBMIT

Detailed instructions and requirements for entering Late Attendance can be located in the Provider Web Portal User Guide and Provider Operations Manual (located on www.hoosierchildcare.com) or by contacting Conduent Provider Help Desk at 1-800-422-0850.

LATE ATTENDANCE POLICY

- All Late Attendance entries **must** be entered into the provider website at www.hoosierchildcare.com no later than 56 days (8 weeks) from the date of service.
- Parents/Guardians have 42 calendar days to approve or deny late attendance by logging on to the Parent/Guardian website at www.hoosierchildcarefamily.com or by calling the helpline at 1-800-876-0487. If action is not taken by the Parent/Guardian on the 43rd day, the late attendance will be denied and the action taken status will be updated to “denied” on the provider website. If the provider does not agree with the decision of the office, they have fifteen (15) calendar days from the date of the denial to appeal. (See Late Attendance Appeal Policy)
- Personal Day late attendance **must** have parent/guardian approval. Without parent/guardian approval the late attendance request will be denied on the 43rd calendar day.

LATE ATTENDANCE APPEAL POLICY

If a provider wishes to appeal a denied late attendance, there is a two-step appeal process.

Step 1:

Within fifteen (15) calendar days of the denied late attendance,, the provider must send a written request of appeal to the Office of Early Childhood and Out of School Learning (OECOSL) Director of Operations.

Office and Early Childhood and Out of School Learning
Attn: Director of Operations – Late Attendance Appeals
402 W. Washington Street, W-361, MS-02
Indianapolis, IN 46204-2739

The Director of Operations has thirty (30) calendars days to review the request and respond in writing. This response must provide information on the next step of appeal process.

Step 2:

If the provider is not satisfied with the decision of the Director of Operations, they have fifteen (15) calendar days from receipt of the letter to submit a final written request for appeal to:

Office and Early Childhood and Out of School Learning
Attn: OECOSL Director – Late Attendance Appeals
402 W. Washington Street, W-361, MS-02
Indianapolis, IN 46204-2739

The OECOLSL Director has thirty (30) calendar days to review the decision of the Director of Operations and respond in writing. **The decision of the OECOSL Director is FINAL.**

How Is Attendance Time is Captured?

Step 1: A family uses their HWCC card to swipe their children in and out. If a family forgets their card, they manually enter their card number or complete a Previous Check In and/or Previous Check Out on the POS device the next day they attend. Please remember children should not be allowed to use the card to check themselves in or out. You may not swipe in or out for a family. Doing so is grounds for repayment of funds received and possible decertification/revocation from the CCDF program.

It is very important that the parent or authorized representative check their children in and out of your child care program every day they attend.

Step 2: The data collected by your POS device is sent to the State Data Center.

Step 3: Once the attendance period has closed, the swipe activity (check-in with a matching check-out) is added to determine the total hours of care. In the event that a family forgets to check in or out, they may enter attendance for previous days up to 13 days in the past (back-swipe period).

Step 4: Your child care reimbursement is calculated and directly deposited into your bank account on the designated date. If you have questions about your child care reimbursement, contact Conduent at (800) 422-0850 using the generic Provider ID 1234 and Password 123456 to reach customer service.

It is recommended that you keep your POS tapes until at least the time you receive your reimbursement for services for those weeks. If you feel that you have been paid incorrectly, keeping your POS tapes may help you identify possible reasons.

lated?

Your child care reimbursement is calculated based on the following attendance rules:

FULL TIME WEEKLY VOUCHER – NON-SCHOOL AGE CHILDREN

Care provided for twenty-five (25) hours or more per week, Sunday through Saturday, for non-school age children or school-age children when school is not in session or when care is required during non-traditional hours. **Weekly reimbursement will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement for care can never exceed the full time weekly reimbursement.

★ Please note: If you feel you have been over paid, contact your CCDF Policy Consultant for further instructions.

FULL TIME WEEKLY VOUCHER – SCHOOL-AGE

Care provided for ten (10) hours or more per week, Sunday through Saturday, during the school year. If a school-age provider charges a weekly rate, the full weekly subsidy can be paid for the school-age child who is in attendance at least ten (10) hours per week, Sunday through Saturday, during the school year. **Weekly reimbursement will be cut in half for full time children who do not have at least 9 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

FULL TIME WEEKLY VOUCHER – SCHOOL-AGE OTHER

School other vouchers are used during the summer when school is not in session, or for breaks in school which are greater than one week, or for care provided when a family works non-traditional hours (before 6:00 a.m. or after 6:00 p.m.) any time during the calendar year, full time care for school-age children is defined as twenty-five (25) hours or more per week. **Weekly reimbursement will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement can never exceed the full-time weekly reimbursement.

*** Please note: If you feel you have been over paid, contact your CCDF Policy Consultant for further instructions.**

SHIFT CARE

CCDF children will be assigned, according to their service need as determined by the local Intake Agent, to one of two 12-hour shifts: either 6pm to 6am or 6am to 6pm. If you wish to use alternate hours for these two shifts, you must first contact your CCDF Policy Consultant for approval. A provider may not enroll more than their licensed capacity during either 12-hour shift. A child who needs care that would overlap the shifts will be assigned to **both** shifts.

WHERE CAN I GET PAYMENT INFORMATION?

Payment information is available to providers in several ways.



By using your POS device to obtain “Totals Report” for the previous week’s payment. Detailed instructions are available in your Provider Operations Manual.



By viewing payment details on www.hoosierchildcare.com. For assistance accessing this website, contact the Conduent Helpdesk or download a user guide.



By contacting the Conduent Helpdesk at (800) 422-0850. You may use the generic ID 1234 and password 123456 to reach customer service.

WHAT HAPPENS IF I MOVE?

It is important to remember Indiana law links your CCDF child care reimbursements to the actual address where you provide child care. The local Intake Agent will not be able to complete a provider change request until the new facility appears in the Intake Software; therefore, every child care provider must document they have met CCDF Provider Eligibility Standards at the address where care is provided. Certification includes, but is not limited to, an inspection of the facility or home. Once vouchers have been assigned to the new address, the provider must contact Conduent for assistance in re-programming their Point of Service (POS) device to reflect the change in address.



REMEMBER: If a provider begins to care for children prior to demonstrating compliance with applicable Licensing laws and/or CCDF Provider Eligibility Standards, the provider may not be paid for services provided.

★Please note: If you're planning to move, you must follow the steps listed below.

Licensed Centers/Homes and Unlicensed Registered Child Care Ministries

If you are planning on moving, contact your State Child Care Licensing/Registration Consultant.

1. Schedule a time before you move to have the address inspected.
2. **Once you have received your new license or certificate of registration in the mail**, have your CCDF families contact the local Intake Agent. Families will need to fill out forms showing they have changed the address where their children receive child care services. Families must do this before child care can be reimbursed at the new site.
3. Call the Conduent Provider Help Desk **1-800-422-0850**. Ask how to reprogram your POS to your new address.



REMEMBER: If the new address fails to meet CCDF Provider Eligibility Standards, CCDF reimbursements will not be made for child care provided at the new address, and families will be required to select another child care provider.

Legally Exempt Centers and Homes

1. Once you know your new address, contact The Consultants Consortium (TCC) at 1-866-921-6623.
2. Schedule a time before you move to have the new address inspected.
3. **When you receive official notification your address has been approved**, have your CCDF families contact their local Intake Agent. The families will need to fill out forms showing they have changed the address where their children receive child care. Families must do this before child care can be reimbursed at the new site.

4. Call the Conduent Provider Help Desk 1-800-422-0850. Ask how to reprogram your POS to your new address.

★ Please note: Anytime your License/Registration number or provider types changes, your CCDF families must contact their local Intake Agent.

PROVIDERS WITH MULTIPLE LOCATIONS:

Providers must care for a CCDF child at the address listed on the voucher. Providers with multiple sites must have parents or authorized user's swipe in and out on the Point of Service (POS) devices assigned to the specific approved address in order to electronically document the child's attendance. The POS device must be located in the home or facility where child care is assigned. **The provider must ensure children attend and are claimed at the site to which they are assigned.** Care provided at an alternate address will not be reimbursed and can result in a repayment of CCDF funds received and/or decertification/revocation from the CCDF program.

WHAT HAPPENS IF I LOSE MY CCDF ELIGIBILITY?

(Provider Compliance / Non-Compliance)

After you have been certified as a CCDF Eligible Provider, your certification can be changed. This law outlines certain home/facility conditions, as defined by this law, which may place the child(ren) in your care at risk can result in Emergency Closure. If these conditions exist, you will be unable to receive CCDF payment effective immediately.

Additionally, this law includes reasons for revocation of your ability to receive CCDF payment. If it is determined the provider (applicant) has given false statements on an application or any records required by the Office of Early Childhood and Out of School Learning, there are credible allegations the provider has committed fraud, or if criminal charges of fraud have been filed again you, your CCDF eligibility will be revoked. If this happens, you will not be able to reapply to become a CCDF Eligible Provider for at least 2 years.

IC 12-17.2-3.5-16

Revocation of eligibility

Sec. 16. A provider is ineligible, and the division may revoke for a period of not less than two (2) years from the date on which a final determination is made under IC 4-21.5 a provider's eligibility, to receive a voucher payment under this chapter for any of the following reasons:

- (1) The provider is determined by the division to have made false statements in the provider's:
 - (A) application for eligibility to receive a voucher payment;
 - or
 - (B) records required by the division;under this chapter.
- (2) Credible allegations of fraud have been made against the provider, as determined by the division.
- (3) Criminal charges of welfare fraud have been filed against the provider.
- (4) Allegations of welfare fraud committed by the provider have

been substantiated by the division.
As added by P.L.225-2013, SEC.15.

For a complete list of the child care laws please refer to
www.childcarefinder.in.gov

1. Non-compliance with CCDF Provider Eligibility Standards

A CCDF eligible provider must assure CCDF Provider Eligibility Standards (PES) are maintained at all times. Failure to maintain compliance may result in decertification through a Notice of Order:

- ✓ A “**Notice of Order**” will be sent to you telling you why you are no longer in compliance. It also explains you have 18 days to correct the issue(s). An effective date is listed on this letter. This is the date your ability to receive reimbursement will end.
- ✓ CCDF families assigned to this address will immediately be sent a letter from the local Intake Agent which notifying them you are not in compliance with one or more of the required standards. Further this notification provides them with contact information for the CCRR should they wish to find a new provider and explains they will receive a second notification if you are decertified.
- ✓ If the issue(s) is **not** resolved by the effective date on the “Notice of Order,” you will **not** be reimbursed for any child care services you provide to CCDF children after this date and CCDF families will be notified of your ineligibility and their need to select a new eligible provider or lose their child care assistance.
- ✓ When the issue(s) has been corrected, you must contact TCC or the Office of Early Childhood and Out of School Learning to verify/document your compliance.
 - Once resolved, a “**Rescind Order**” will be sent to you. The Rescind Order reinstates your CCDF certification and your eligibility to receive CCDF reimbursements.
 - Depending on the effective date of the Rescind Order, you may or may not have a **gap** in your eligibility for CCDF reimbursement.

If no gap exists, your families may continue their child care without interruption.

You may appeal a **Notice of Order** to the Office and Early Childhood and Out of School Learning using the process outlined below and ineligible CCDF providers, who choose to file a written request for appeal, **will not be reimbursed during the appeal process.**

Appeal Process:

Prior to the effective of the Notice of Order (NOO), the provider must send a written request for appeal to the Office of Early Childhood and Out of School Learning. The written request must state you are the person to whom this order is directed; that you are negatively affected by the order; and that you are entitled to a review of the order. Your request should be directed to:

Office of Early Childhood and Out of School Learning

CCDF Policy Manager
402 W. Washington Street, Room W-361, MS02
Indianapolis, IN 46204-2773

2. Suspension for Other Reasons

In certain situations where there are immediate concerns for the protection of children or the integrity of the provider, the Office of Early Childhood and Out of School Learning may take adverse action against a provider affecting the ability to participate in the CCDF program. **Reimbursement will cease upon suspension or termination of a CCDF eligible provider.** A provider may be suspended by the Office of Early Childhood and Out of School Learning from the CCDF program for the following reasons:

- ✓ Death or serious injury of a child while in the provider's care pending the outcome of the investigation;
- ✓ A pending abuse or neglect charge against the provider, an existing employee or volunteer of the provider, or in the case of a licensed or legally license exempt child care home, a member of the provider's household;
- ✓ substantiated health or safety hazard;
- ✓ Threatening behavior directed towards a representative of the Office of Early Childhood and Out of School Learning or its agents;
- ✓ Providing false or misleading information on any form connected with the CCDF Voucher Program;
- ✓ Illegally operating a home or facility;
- ✓ Failure to respond to the Office of Early Childhood and Out of School Learning request for information, including but not limited to, written attendance records;
- ✓ Failure to meet the CCDF provider eligibility standards, IC 12-17.2-3.5;
- ✓ A substantiated health or safety hazard posing an immediate threat to the health or safety of the children in care;
- ✓ Documentation of a CCDF eligible child's attendance, by the provider, in a manner not allowed by the Office of Early Childhood and Out of School Learning;
- ✓ Failure to respond to a repayment agreement or to remain current with any repayment agreement in place with the Office of Early Childhood and Out of School Learning;
- ✓ Failure to allow the Office of Early Childhood and Out of School Learning or its agents access to the child care facility / home, child care staff and other child care records;
- ✓ Possession of a CCDF client's card, card number, personal identification number or other information enabling a provider to document a CCDF eligible child's attendance;
- ✓ Requiring a CCDF client to allow the provider to possess their CCDF care, card number, personal identification number, or any other means for recording electronic attendance;
- ✓ Charging the CCDF voucher program for time a CCDF eligible child was not in attendance, excluding approved holidays and personal days, as allowed by the Division;
- ✓ Charging the CCDF voucher program for time the CCDF eligible child was not cared for at the CCDF approved address;

- ✓ Substantiated violation of CCDF voucher program policies and procedures;
- ✓ Substantiated fraud, any components of fraud, or the illegal receipts of government funds by any governmental agency.

Appeal Process:

STEP 1: Within **15 calendar days** of receipt of suspension notice, the provider must send a written request for an informal meeting with the Office of Early Childhood and Out of School Learning to:

Office of Early Childhood and Out of School Learning
402 W. Washington Street, W-361, MS02
Indianapolis, Indiana 46204-2773
Attn: CCDF Policy Manager

The Office of Early Childhood and Out of School Learning Policy Manager has **15 calendar days** to review the request and respond.

STEP 2:

If the provider is not satisfied with the decision of the Office of Early Childhood and Out of School Learning Director, the provider has **15 calendar days** to submit a **final written** request for a hearing:

Office of Early Childhood and Out of School Learning
402 W. Washington Street, W-361, MS02
Indianapolis, Indiana 46204-2773
Attn: Administrator

3. Termination for Other Reasons

Termination of a CCDF Eligible Provider will become effective immediately upon notice. **Reimbursement will cease upon termination of the ineligible CCDF provider.** A provider will be terminated by the Office of Early Childhood and Out of School Learning from the CCDF program for the following reasons:

- ✓ A CPS substantiation of abuse or neglect against the provider, an existing employee or volunteer of the provider, or in the case of a licensed or legally license exempt child care home, a member of the provider's household;
- ✓ Substantiated fraud, any component of fraud, or the illegal receipts of government funds by any governmental agency;
- ✓ For licensed child care facilities / homes, the loss of licensure;
- ✓ Illegally operating child care facility or home;
- ✓ Repeated failure to meet CCDF provider eligibility standards under IC 12-7.2-3.5 even if insufficiencies have been corrected;
- ✓ Pending criminal charges for fraud, any component of fraud and/or CCDF voucher program policies or procedures by any governmental agency;

- ✓ Repeated substantiated violation of CCDF voucher program policies and procedures;
- ✓ Providing false or misleading information on any form connected with the CCDF voucher program;
- ✓ Charging the CCDF voucher program for time a CCDF eligible child was not in attendance, excluding approved holidays and personal days, as allowed by the Office of Early Childhood and Out of School Learning;
- ✓ Charging the CCDF program for time a CCDF eligible child was not cared for at the approved CCDF address;
- ✓ Requiring a CCDF client to allow the provider to possess their CCDF card, the card number, or personal identification number, or any other means for recording electronic attendance;
- ✓ Charging CCDF families for any liquidating damages or overages owed by the provider.

If termination action is taken, CCDF families will be advised to choose another CCDF eligible provider immediately. **Reimbursement will cease upon termination of the provider.**

Appeal Process:

STEP 1: Within **15 calendar days** of receipt of suspension notice, the provider must send a written request for an informal meeting with the Office of Early Childhood and Out of School Learning to:

Office of Early Childhood and Out of School Learning
402 W. Washington Street, W-361, MS02
Indianapolis, Indiana 46204-2773
Attn: CCDF Policy Manager

The Office of Early Childhood and Out of School Learning Director has **15 calendar days** to review the request and respond.

STEP 2: If the provider is not satisfied with the decision of the Office of Early Childhood and Out of School Learning Director, the provider has **15 calendar days** to submit a **final written** request for a hearing:

Office of Early Childhood and Out of School Learning
402 W. Washington Street, W-361, MS02
Indianapolis, Indiana 46204-2773
Attn: Administrator

LIMITATIONS OF APPEAL

If a provider misses the timeline, the right to appeal is forfeited. All appeals sent by providers will be counted as sent on the date as postmarked. All dates on responses by the state will be counted as sent on the date as postmarked.

Provider payments will not be made during the appeals process. Any CCDF families assigned to your facility will be notified by the local Intake Agent to choose another CCDF Eligible Provider.

AS A CCDF PROVIDER YOU ARE SUBJECT TO RANDOM AUDITS!

When you became a CCDF certified provider, you agreed to allow access to your child care facility or home to any representative of the Family and Social Service Administration. This consent includes FSSA Field Auditors. These auditors are responsible for determining if appropriate reimbursement has been made to eligible child care providers for providing care to eligible CCDF children. To make this determination, FSSA Field Auditors may conduct on-site inspections. These inspections will include viewing and copying, or requesting copies, of your alternate written attendance documentation, holiday schedule or other reimbursement related policies. FSSA audits may also include desk audits of the electronic attendance of enrolled families and payments made to providers.

If an audit of your records indicates receipt of an inappropriate reimbursement, you will receive written notification of their intent to collect repayment. The notification will inform you of your right to appeal.

REPAYMENTS AS THE RESULT OF AN INVESTIGATION

When you became a CCDF certified provider, you agreed to allow access to your child care facility or home to any representative of the Family and Social Service Administration, which also includes FSSA Investigators. If an investigation indicates receipt of inappropriate reimbursement, you will receive written notification of their intent to collect repayment. This notification will inform you of your right to appeal.

FREQUENTLY ASKED QUESTIONS



How do I get paid? Will you send me a check?

You will not receive a check. Your reimbursement will be electronically sent to your bank account. Electronic funds transfer is very accurate and timely when compared to mailing checks



When can I expect to receive my reimbursement?

Funds are transferred every two weeks on Wednesdays to the bank account designated in your Provider contract. Reimbursements are made 17 days after the last day of a two week service period. You may find the schedule of reimbursements and service periods in the packet of information Conduent gave you when your POS was installed or you may obtain a copy from www.hoosierchildcare.com. You may also receive a copy by contacting the Conduent Provider Help Desk at 1-800-422-0850.



What if I have a question about my reimbursement, user ID or password?

Call the Conduent Help Desk at 1-800-422-0850.



Can I keep a Parent's HWCC card so they don't forget it?

No! Possession or use of a parent's card, 16 digit card number and/or Personal Identification Number (PIN) is prohibited and could result in termination of the family and decertification/revocation of the provider from the CCDF program.



How do I change my direct deposit account?

You will need to fill out and mail in a new direct deposit authorization form. The form can be obtained by calling Conduent at 1-800-422-0850 or from the provider website www.hoosierchildcare.com. The form must be mailed to the following address:

**Conduent State and Local Solutions C/O Child Care
Contracts Department
PO Box 80589
Austin, TX 78708
Or Fax to: 405-951-5389**



My reimbursement was for an incorrect amount. What do I do?

If you believe that your payment is not correct, you may contact the Conduent Provider Help Desk at 1-800-422-0850.



How do I know if the child I am serving is eligible?

When the family (or family's authorized representative) correctly swipes the card in the POS device, the POS device will deny a transaction for an ineligible child. You should consult your POS Operations Manual for an explanation of the different types of denial/error codes you may receive. You can also find information about the CCDF children you are serving at www.hoosierchildcare.com

If a family fails to reauthorize their CCDF case will be terminated and their card will not work. You can help the parents enrolled with you by keeping track of their subsidy end date and sending out reminders to parents to reauthorize their CCDF.



The family is not making their co-payment. Who is responsible?

It is your responsibility to collect the co-payment as specified on the child's voucher. If you are having problems collecting co-payment from a specific family, please contact the family's local Intake Agent within thirty (30) days from the first missed payment. The local Intake Agent can determine if the family is still in compliance with CCDF policies.



If a family is not paying their overages, can the local Intake Agent require the family to pay the charges?

An overage is the portion of your charges which exceed the maximum allowable reimbursement. It is your responsibility to address the payment arrangements needed to cover these charges with the CCDF family.



What happens if I increase my charges before the voucher end date?

A change in a family's reimbursement may only take place at the time of reauthorization, if appropriate. However, if you increase your PTQ Level prior to the family's voucher end date, you should contact the local Intake Agent to receive instructions regarding a possible increase in reimbursement.



If the family does not have their card, can they still check a child in/out?

The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. If the parent does not know their card number, they will have to perform a PREVIOUS CHECK IN or PREVIOUS CHECK OUT when they return with their card. It is essential the family swipe in/out as soon as possible so you can receive the correct reimbursement. Additionally, if a family doesn't swipe for 60 days the voucher will be terminated without notice.



If the family has their card but it is damaged and the device cannot read it, can they still check a child in or out?

The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. You should advise the family to contact their local Intake Agent to get a replacement card.



If I am closed due to bad weather or other circumstance can my parents use a personal day?

No, personal days can only be used when:

- The provider was open for business; and
- The child did not attend any part of the day; and
- The time of use is one of the child's scheduled days to attend.
- However a provider may chose to claim an Inclement Weather Closure Day

WHO DO I CALL?

The following people and organizations can be contacted if you have any questions regarding child care or the CCDF Program.

Conduent Provider Helpdesk

(800) 422-0850

- ❖ Questions about your CCDF payments
- ❖ Problems with you POS Device
- ❖ Information on completing a Late Attendance Claim
- ❖ Reporting provider holidays
- ❖ Reporting a change in banking information
- ❖ Questions about tax reporting documentation (Form 1099)
- ❖ Verification of income received
- ❖ For technical assistance with the provider website www.hoosierchildcare.com

Parent Help Line

(800) 876-0487

- ❖ To create or change your card PIN number
- ❖ To report your card lost or stolen
- ❖ Approve or deny Late Attendance
- ❖ Speak with a Conduent Customer Service Representative

CCDF Policy Consultant

(877) 511-1144

See the following map for contact information

Assists with all CCDF Policies and Procedures and program support for families and providers.

CCDF Provider Helpdesk

(866) 258-8808

- ❖ Status of a Late Attendance Claim
- ❖ Clarification regarding denied Late Attendance Claim

The Consultants Consortium (TCC) Certified Unlicensed and Unregistered Providers *only*

(866) 921-6623

- ❖ Questions about your CCDF provider standards
- ❖ Considering a move to a new location
- ❖ Questions about a Notice of Order
- ❖ Your facility is not available for selection by the local Intake Agent.

Child Care Resource and Referral

(800) 299-1627

- ❖ Paths to Quality
- ❖ Educational and business resources for child care providers
- ❖ Assistance for families in locating child care in their community

Licensing Consultant

- ❖ Issues pertaining to licensing or registration
- ❖ W9 issues
- ❖ Issues with your Tax ID number

To locate your licensing/registration consultant access the following website:

www.childcarefinder.in.gov or by calling the Office of Early Childhood and Out of School Learning at 1-877-511-1144.

CCDF Fraud Coordinator

317-234-2200

- ❖ To report suspected CCDF fraud

Other Resources

www.hoosierchildcare.com

This website provides valuable information about your CCDF vouchers, swipe activity and CCDF payments. You can also access all provider manuals and training guides, W9 form, bank change notification form, holiday request form and payment schedule.

If you are logging on for the first time, you must enter your user ID and password.

- ✓ Your user ID is lower case “u” followed by your Provider ID provided to you when your POS device was installed. If you do not have your Provider ID, contact the Conduent Helpdesk for assistance.
- ✓ Your password is the same as your provider ID.
- ✓ Once logged in, you will need to select security questions and a new password.

Now you will be able to:

- ❖ View detailed payment information
- ❖ View active and inactive voucher details for all children enrolled
- ❖ View attendance activity for each child by the day or week. This data is displayed the day after attendance is reported.
- ❖ Enter/View Late Attendance
- ❖ Enter/Modify Provider Holidays
- ❖ Enter Inclement Weather Closure Day
- ❖ View Broadcast messages from the State
- ❖ Review POS device service requests
- ❖ Create and manage staff users
- ❖ Access your 1099

www.hoosierchildcarefamily.com

This website provides valuable information to the parent/guardian with regards to their CCDF vouchers and approved late attendance.

www.childcarefinder.in.gov

This is the Office of Early Childhood and Out of School Learning website. Here you will find valuable information about the CCDF program as well as other child care programs throughout the State. Please make sure to check this site frequently for provider information and updates.

www.childcareindiana.org

This website will provide information on Paths To Quality (PTQ), as well as other provider and family resources.

PLEASE DIRECT CALLS ACCORDINGLY

CCDF Intake Agent Map

Region 1A
Geminus Corporation
 debra.jones@geminus.org
 Debra Jones
 219-757-1874
 888-757-1957
 Fax: 219-738-5283

Region 1B
CANI
 childcare@
 mybrightpoint.org
 Lesa Cassel
 260-423-3546
 800-589-2264
 Fax: 260-440-376

Region 1C
Children's Bureau, Inc.
 ljohnson@childrensbureau.org
 Latrice Johnson
 765-838-3805
 866-287-2420
 Fax: 765-838-3816

Region 4A
Casy
 dpayne@casonline.org
 Danielle Payne
 812-232-3952
 800-886-3952
 Fax: 812-232-1731

Region 4B
4 C's of Southern IN
 egolininellis@child-care.org
 Erin Golini-Nellis
 812-423-4008
 866-200-5909
 Fax: 866-503-5970

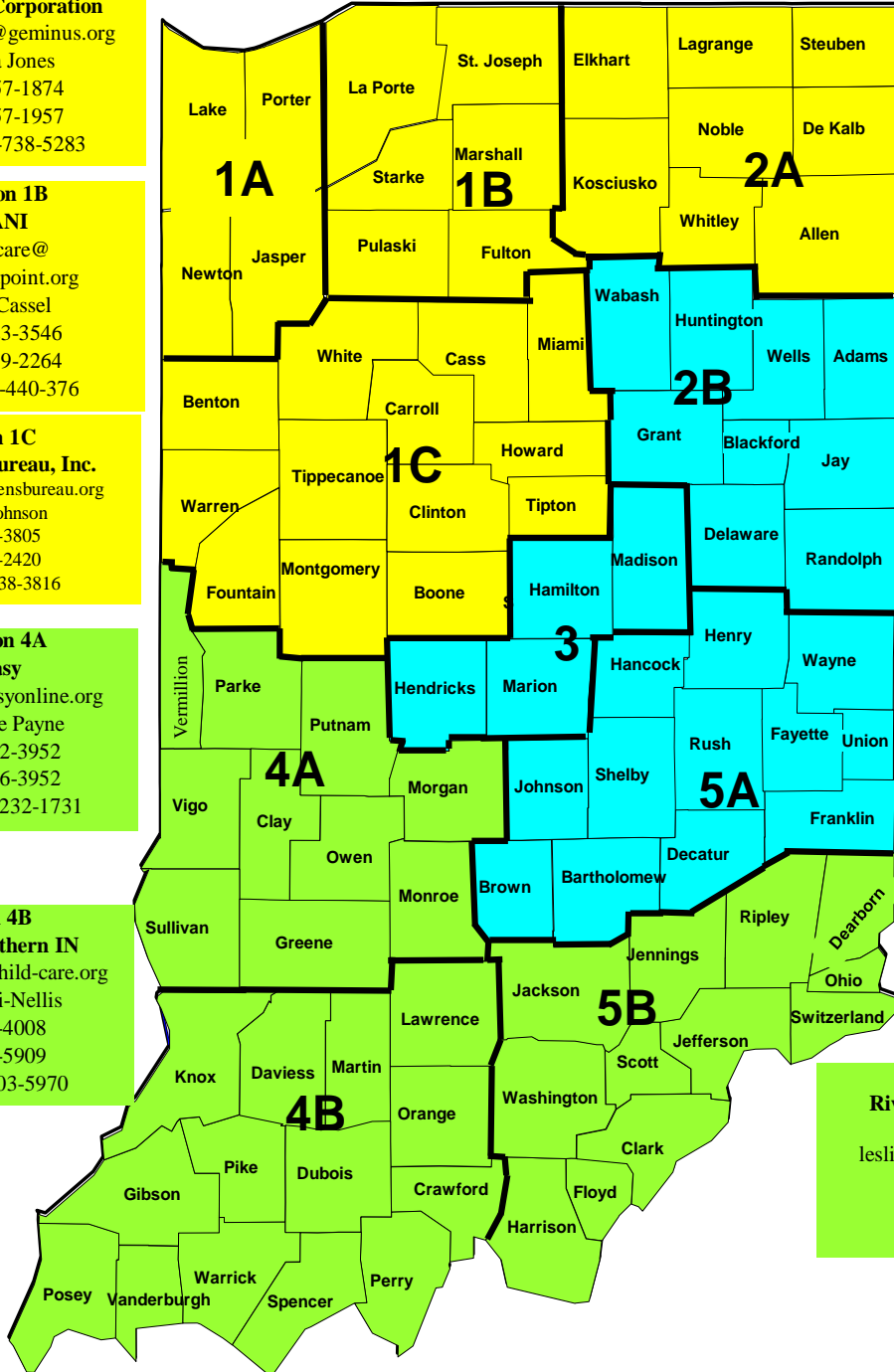
Region 2A
CANI
 childcare@
 mybrightpoint.org
 Lesa Cassel
 260-423-3546
 800-589-2264
 Fax: 260-440-3767

Region 2B
Children's Bureau, Inc.
 denyart@childrensbureau.org
 Debi Enyart
 765-381-0210
 866-800-8115
 Fax: 765-381-0212

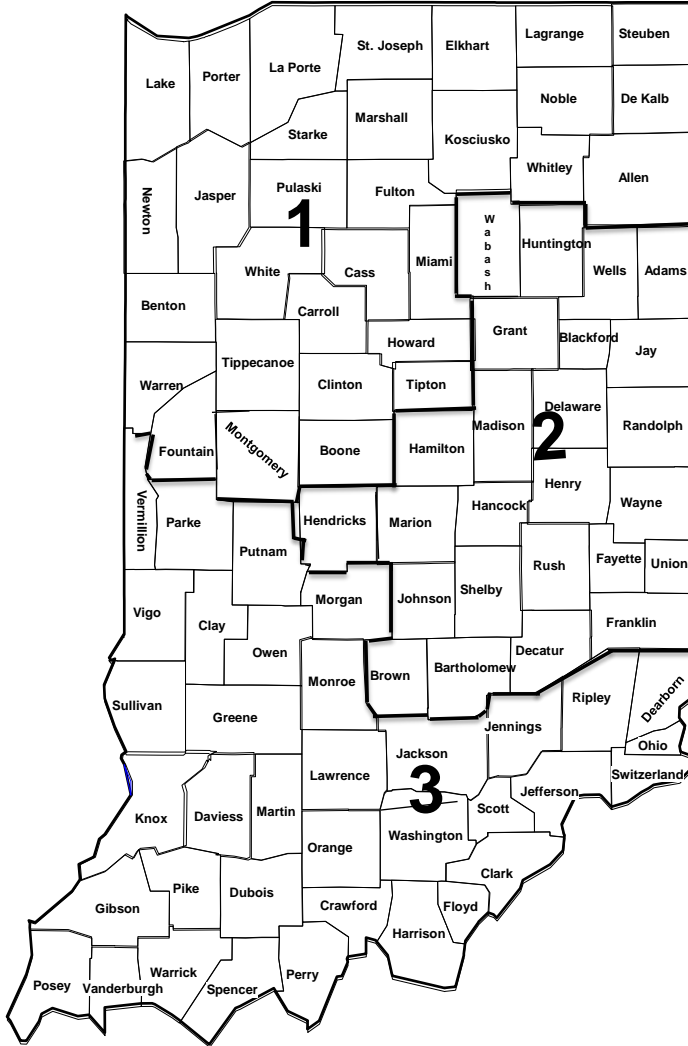
Region 3
Children's Bureau, Inc.
 amassey@childrensbureau.org
 Andrea Massey
 317-545-5281
 866-287-2420
 Fax: 317-545-1069

Region 5A
Children's Bureau, Inc.
 adonges@childrensbureau.org
 Ashlee Donges
 317-535-3326
 866-494-5330
 Fax: 317-535-3615

Region 5B
River Valley Resources, Inc.
 Leslie Abbott
 leslie@rivervalleyresources.com
 812-273-9270
 855-591-7848
 Fax: 812-265-2664



**State of Indiana
CCDF Policy Consultants**



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