

County of Orange Social Services Agency
Family Self-Sufficiency Division

Program/Area: CalWORKs/Welfare-to-Work
Title: **Temporary/Short-Term Child Care Services for Welfare-To-Work Appointments**
Number: 302B Status: Signature on file
Effective Date: 06/01/98 Revision Date: Revision Date 04/25/16
Approved:

PURPOSE The purpose of this policy is to provide guidelines for payment of short-term child care services for mandatory Welfare-To-Work (WTW) participants.

POLICY Payment for short-term child care services for a mandatory WTW participant may be provided to attend WTW appointments as needed for the Online CalWORKs Appraisal Tool (OCAT), Vocational Assessment, Orientation, and Multi-Disciplinary Team (MDT) meetings which are necessary for the client to participate in approved activities. Child care payments may be approved for up to sixteen (16) hours of care per request and as many times as needed, if the participant meets eligibility requirements. Any need for child care in excess of the 16 hours, will be determined under policies and procedures for ongoing child care. Refer to WTW [Policy 301 Child Care Services](#).

REQUIREMENTS Child care can be issued up to 16 hours if the participant is required to attend WTW appointment and meets eligibility criteria.

The participant must contact the Intake Employment and Eligibility Specialist (IEES), the Continuing Employment and Eligibility Specialist (CEES), or WTW Case Manager (CM) prior to the scheduled appointment to request child care services. The request can also be made during the application process interview. The family must meet the following criteria:

1. Child is under 13 years old.
2. The cost is not more than the set amount approved by the state (Regional Market Rates).
3. The child care provider is at least 18 years old. A copy of a valid identification card that verifies the provider's age must be provided.

4. Supply the provider's Social Security number.
5. The provider is either licensed or is exempt because he/she is a relative or a friend/neighbor who is only caring for the client's children and his/her own children.

**REQUESTS FOR
SHORT TERM CHILD
CARE FOR WTW
APPOINTMENT**

The participant may contact the IEES, CEES or CM to request child care services in order to attend WTW appointments or interviews.

Example: John and Mary are a two (2) parent family and have been scheduled for their OCAT Interview appointments individually. John is working full time. Mary is volunteering to participate in WTW so she can attend a training program. Since John is not available to provide child care, both parents are eligible to receive up to sixteen (16) hours of childcare without the need for a child care plan in place to attend their OCAT appointments.

If the CM receives the request:

- Explain that a referral will be made to the IEES/CEES and that the worker will contact the client.
- Complete a Supportive Services Referral and Information form ([F063-41-121](#)), and forward to the IEES / CEES, noting that the referral is for the WTW interview.
- If the client can be seen the same day by the IEES/CEES, the CM will indicate on the referral that the client is waiting and ensure that the client is seen as soon as possible.

For cases in Initial or On-going Services, the IEES/CEES will:

- Follow the steps indicated below under "Processing Child Care Requests".

**PROCESSING
CHILD CARE
REQUESTS**

The IEES/CEES will take the following action when a request for short-term child care is received:

1. Verify cash aid approval. If the client is not currently receiving benefits, clarify the situation.
2. Contact the client and explain eligibility criteria and the procedure for obtaining payments. Refer the client or assist them by contacting the dedicated CHS child care hotline at (714) 456-9800 for child care provider referral assistance as appropriate. It can be helpful when requesting assistance from CHS to indicate that this is a request for "drop-in care". This alerts CHS that it is a short term situation and will

facilitate locating a provider.

Note: Emphasize to the participant that payment can only be made if the Child Care Payment Assistance for WTW Appointment form ([F063-41-44](#)) is completed and returned with a copy of the provider's valid identification that proves their age and a completed W-9.

3. If the client refuses to comply with the CalWORKs eligibility process, narrate and deny the child care request within thirty (30) calendar days. The IEES/CEES will send the Child Care Denial notice ([F063-41-776](#)) to the client. The worker will notify the CM of the client's refusal to comply.
4. If the client agrees to comply, mail/give the client the Child Care Payment Assistance for WTW Appointment form ([F063-41-44](#)) and calendar for a 10-day response.
5. If the completed form and documentation are not received within 10 days, contact the client to clarify their situation. If the client does not want to comply, follow step 3 above. The IEES/CEES may grant additional time to provide documentation based on individual case situations.
6. If the form is received and all the required verifications are provided, the IEES/CEES is to review the form for completeness.
7. If the form and documentation are incomplete, contact the participant to explain what is required. Follow-up as necessary.
8. If the form and documentation are complete:
 - The IEES/CEES will note the WTW appointment date and time on the F063-41-44, and file it in OnBase, or
 - The IEES/CEES will note the appointment date and time on the F063-41-44, and process as outlined below if the provider is licensed and request an approval prior to enrolling the child.

Note: Trustline is not required for short term child care.

**CHILD CARE PLAN
AND
AUTHORIZATION
OF CHILD CARE**

Upon receipt of the completed [F063-41-44](#) form and confirmation from the CM that the client did attend the appointment, the IEES/CEES will:

1. Complete the "County Use Only" portion of form F063-41-44

SERVICES

- indicating the number of hours the participant was involved in the appointment/interview and the date of the appointment.
2. Follow current procedure and submit the case to the supervisor for review, signature and provider ID number.

The AAll/ and IEES/CEES will collaborate to:

- Set up the child care plan and assign child care services via the CalWIN Employment Services subsystem.

Refer to Resource Guides [Child Care Plans RG](#) and [Child Care Services RG](#) for additional information.

- AAll will authorize payment via the CalWIN Employment Services subsystem.
- After issuing the payment, the Supervisor will contact Systems Support Team (SST) to remove the provider ID from CalWIN for providers who need to complete TrustLine process in order to be eligible for regular child care services

Refer to CalWIN Resource Guide [Supportive Services Payment Authorization](#) for authorizing payment via the CalWIN Employment Services subsystem.

Note: There is no need to send a Notice of Approval (NOA). Approvals of a one-time-only payment do not require sending a notice of action.

Determine if on-going child care services will be required and follow current child care policy 301 Child Care Supportive Services. Document all actions taken in the CalWIN Case Comments section.

CLIENT FAILS TO KEEP APPOINTMENT

In the event the client fails to keep the appointment that temporary child care has been requested for, the CM will notify the IEES/CEES indicating the client's non-cooperation and return the [F063-41-44](#) form.

The IEES/CEES will:

- Narrate and deny the child care application.
 - Send the Child Care Denial notice ([F063-41-776](#)) to the client within thirty (30) calendar days.
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REFERENCES

EAS Manual 42-750.414, 22-071 and 22-001, ACIN I-151-82

ATTACHMENTS

- [Supportive Services Referral & Information Form \(F063-41-121\)](#)
- [Child Care Payment Assistance for WTW Appointments \(F063-41-44\)](#)
- Request for Taxpayer Identification and Certification [W9](#)
- [Child Care Denial NOA \(F063-41-776\)](#)
- [NA Back 9](#)

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