

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 25, 2009

M E M O R A N D U M

What's Inside:
CCPRU
Expansion to
Christian,
Greene, Jasper
and Newton
Counties.

TO: ALL REGIONAL AND COUNTY CD AND FSD STAFF

FROM: PAULA NEESE, DIRECTOR,
CHILDREN'S DIVISION
ALYSON CAMPBELL, DIRECTOR
FAMILY SUPPORT DIVISION

SUBJECT: CHILD CARE PROVIDER RELATIONS UNIT ABSORPTION OF
CHRISTIAN, GREENE, JASPER AND NEWTON COUNTIES

DISCUSSION:

The purpose of this memorandum is to inform Children's Division (CD) and Family Support Division (FSD) staff of the expansion of the Child Care Provider Relations Unit (CCPRU) in Jefferson City. Presently, CCPRU serves child care providers in 99 counties. Effective September 1, 2009, CCPRU will expand its provider relations responsibilities to include Christian, Greene, Jasper, and Newton counties.

CCPRU FUNCTIONS

The CCPRU will assume all functions related to provider registration, re-registration, contract reviews, invoice processing, and provider payment resolution for Christian, Greene, Jasper, and Newton counties. This includes all background screening requirements associated with registered providers (fingerprinting and FCSR processes), tuberculosis testing verification, and all other requirements defined in RSMO 210.025.

IMPLEMENTATION PLAN AND CASELOAD DISTRIBUTION

A revised map of Child Care Provider Relations Unit coverage is identified in the attachment "[CHILD CARE PROVIDER RELATIONS UNIT MAP](#)". Each caseload is defined by a group of identified counties with the specific worker's name and contact information indicated. Staff may use this information as providers contact their local FSD offices during the transition.

Memorandum [CD06-38/OEC-06-04 \(04/04/06\)](#) describes the process that FSD and CCPRU staff are to follow in referring potential new providers for registration packets. That process applies to all child care providers who wish to register with the agency in order to provide child care services to eligible families and is specific to the location at which the provider is providing care.

Note: Please note that the expansion does not include Cass, Franklin, Jefferson, Johnson, Lafayette, Ray, St. Charles, St. Louis City, and St. Louis County. These counties continue to be served by the local child care provider relations staff. Clay, Jackson, and Platte counties are served by LINC in Kansas City.

FAMIS system changes to reflect the change in provider processes are in place. Effective with all paper invoices generated on and after September 20, 2009, the return addresses reflect the address of the Early Childhood and Prevention Services section of the Children's Division. In addition, FAMIS generated provider re-registration forms (FA 350, 351, 352, and 587) with an end date of October 31, 2009 or later reflect the new return address. A message is included with the September paper invoices, as well as the Message Center of the Child Care On-Line Invoicing System (CCOIS) informing providers of the changes and contact information for the CCPRU.

A generic e-mail address for the CCPRU is also given to providers in this message. Providers may contact the CCPRU using this generic e-mail address, CD.ASKCCPRU@dss.mo.gov, to request a registration packet (for potential providers seeking to become registered) and to contact the unit about payment issues. Please provide this e-mail address as you have contact with registered providers in Christian, Greene, Jasper and Newton counties.

INITIAL REGISTRATION PROCESSES

When a potential child care provider requests registration from CCPRU, they will be asked to identify the family who has requested their services. A cover letter accompanies the registration packet identifying all necessary verification and documents that are needed in order to process the registration. Once the registration information is received, the Child Care Provider Registration Application and Agreement (FA-350) will contain a list of children for whom the provider intends to provide care. When the registration determination is complete, a notice will be sent to the FSD Eligibility Specialist assigned to the household informing them of the provider's registration status. This notice will be in the form of an e-mail from the CCPRU worker to the FSD Eligibility Specialist. If the provider is approved for registration, the notification will alert the FSD Eligibility Specialist that the eligible children are ready to be authorized to the approved registered provider.

REGISTRATION RENEWAL PROCESSES

Staff is instructed to process all registration renewals received in their offices where the return address shown on the registration form continues to be the local FSD office.

If a provider submits their registration renewal paperwork to their local FSD office, for Christian, Greene, Jasper and Newton counties, after their registration has expired, forward the registration paperwork to the CCPRU for processing.

As FSD staff process children's authorizations/re-authorizations to providers renewing their registration with the CCPRU, an error message will appear during the re-authorization process in FAMIS alerting the FSD Eligibility Specialist if the provider is not yet registered. The FSD Eligibility Specialist may contact the CCPRU worker to find out the status of the re-registration at that time. Otherwise, the CCPRU worker will notify the FSD Eligibility Specialist, using the family information indicated by the provider on the Child Care Provider Registration Application and Agreement (FA-350) when the registration renewal is complete and in the system.

PROVIDER PAYMENTS

Invoices for September child care services, for those providers located in Christian, Greene, Jasper, and Newton counties, will have the following return address.

Children's Division/ECPS
P.O. Box 88
Jefferson City, MO 65103-0088

It is important that providers understand the new process for invoicing; therefore, FSD field staff is instructed to forward any invoices received in the local FSD office, that has the CCPRU address on the upper left hand side, to the CCPRU as soon as possible and encourage providers to contact their CCPRU worker for any questions they may have about their invoice. If the return address on the invoice is addressed to the local office address, then the local office is to process the invoice.

PROVIDER NOTICES (FA-155)

Provider authorization notices will continue to show the return address and worker name of the worker assigned to the case, regardless of the provider's location.

FSD CONTINUED RESPONSIBILITIES:

FSD Eligibility Specialists will continue to process Child Care Assistance requests as well as child authorizations. All functions associated with a family's eligibility for assistance remains the same, including the administrative hearing process when a family disagrees with action taken on their Child Case Assistance eligibility.

CHILDREN'S DIVISION PROTECTIVE SERVICES CHILD CARE

Processing Protective Services Child Care requests through CSIPS remains unchanged at this time. Children authorized for Protective Services Child Care, whether in Children's Division custody or in in-tact families, must access care with a licensed child care provider contracted with the Children's Division.

Utilization of licensed/contracted provider is preferred for protective service children. Nonetheless, it is understood that extenuating circumstances may make licensed/contracted care unattainable due to the lack of availability, accessibility or appropriateness of care. The use of registered care for Protective Services Child Care is not permitted unless explicitly approved by the Early Childhood and Prevention Services (ECPS) section of the Children's Division.

A review of a registered provider will occur after the CD worker has provided the following information:

- Name and DCN of child in care;
- Name and DVN or SSN of the child care provider;
- Location (Town) of resource provider's residence;
- Location (Town) of resource provider while child is in care;
- Attempts made to locate licensed/contracted care; and the
- Extenuating circumstances which justify utilizing a registered provider.

Review and approval of the registered provider may only occur after the CD worker has provided ECPS with the above information. If there is adequate licensed/contracted care in the area, registered care will not be approved. Child care waiver requests should be requested through normal supervisory channels.

If the chosen provider is not currently registered with DSS, the provider must apply for registration. E-mail the name, address, telephone number and Social Security Number of the provider to the Child Care Provider Relations Unit (CCPRU) at cd.askccpru@dss.mo.gov . Upon receipt of this information, the CCPRU worker will mail a registration packet to the potential provider and facilitate the registration process.

Invoicing processes for Protective Services child care remains a function of the Circuit/County Offices at this time. The CCPRU and Payment Unit work closely together by reviewing the CS-65's submitted to determine that the provider is legal and compliant with DSS requirements before the payment is authorized.

CONCLUSION

During this transition, staff should recognize that providers may continue to contact the local office for assistance. CD/FSD staff should refer the child care provider to CCPRU for assistance. The CCPRU is dedicated to providing good customer service to child care providers and CD/FSD offices. CD/FSD offices are encouraged to communicate with the CCPRU as issues arise.

NECESSARY ACTION

1. Review this memorandum with all Children's Division and Family Support Division staff.
2. All questions should be cleared through normal supervisory channels and directed to:

PDS CONTACT

Child Care Provider Relations Unit
573-522-1385
573-526-3011
CCPRU e-mail:
CD.ASKCCPRU@dss.mo.gov

PROGRAM MANAGER

Alicia Jenkins
573-751-6793
Alicia.Jenkins@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS

N/A

FORMS AND INSTRUCTIONS

N/A

REFERENCE DOCUMENTS AND RESOURCES

[CD06-18/OEC-06-02](#)

[CD06-38/OEC-06-04](#)

[CD06-48/OEC-06-05](#)

[CHILD CARE PROVIDER RELATIONS UNIT MAP](#)

RELATED STATUTE

N/A

ADMINISTRATIVE RULE

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS

N/A

CHILD AND FAMILY SERVICES REVIEW (CFSR)

N/A

PROTECTIVE FACTORS (Link applicable factors and enter N/A if not applicable.)

Parental Resilience - N/A

Social Connections - N/A

Knowledge of Parenting and Child Development- N/A

Concrete Support in Times of Need - Yes

Social and Emotional Competence of Children - N/A

FACES REQUIREMENTS

N/A