

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

March 21, 2011

M E M O R A N D U M

What's Inside:
How to Address
Authorization
Issues Impacting
Child Care
Provider
Payment

TO: ALL REGIONAL AND COUNTY CD AND FSD STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR
CHILDREN'S DIVISION
ALYSON CAMPBELL, DIRECTOR
FAMILY SUPPORT DIVISION

SUBJECT: HOW TO ADDRESS AUTHORIZATION ISSUES IMPACTING
CHILD CARE PROVIDER PAYMENTS

DISCUSSION:

The purpose of this memorandum is to inform Children's Division (CD) and Family Support Division (FSD) staff of the process Child Care Provider Relation Unit (CCPRU) staff will follow in addressing authorization issues impacting payment to child care providers. Sometimes, situations occur where CCPRU staff need to consult with either CD or FSD field staff to ensure proper payment is made to a child care provider. The attached guide outlines the steps CCPRU staff will take when addressing authorization issues. The guide has been shared with both FSD and CD management.

The goal of the guide is to ensure children are authorized correctly, by verifying information, so payment is made correctly and timely to the child care provider. This is the guide CCPRU staff will use to address authorization issues in a timely manner. The expectation for CD and FSD field staff is to respond in a timely manner to authorization issues in an effort to reduce the likelihood of an improper child care payment. CD and FSD field staff is required to take the necessary steps to correct any authorization issues, as needed.

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: Marianne Dawson 573-526-9587 Marianne.A.Dawson@dss.mo.gov	PROGRAM MANAGER Alicia Jenkins 573-751-6793 Alicia.Jenkins@dss.mo.gov
CHILD CARE MANUAL REVISIONS N/A	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES How to Address Protective Services Authorization Issues Impacting Payment How to Address Family Support Division Authorization Issues Impacting Payment	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE N/A	
COUNCIL ON ACCREDITATION (COA) STANDARDS (List or put N/A if not applicable.)	
CHILD AND FAMILY SERVICES REVIEW (CFSR) N/A	
PROTECTIVE FACTORS Parental Resilience - N/A Social Connections - N/A Knowledge of Parenting and Child Development- N/A Concrete Support in Times of Need - N/A Social and Emotional Competence of Children - N/A	
FACES REQUIREMENTS N/A	