

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

February 29, 2012

**What's Inside:**

Addition of the Child  
Care Program to the  
Case Review  
System

M E M O R A N D U M

TO: ALL REGIONAL AND COUNTY CHILDREN'S DIVISION AND  
FAMILY SUPPORT DIVISION STAFF

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

SUBJECT: ADDITION OF CHILD CARE INTO THE CASE REVIEW SYSTEM

DISCUSSION:

In effort to improve program integrity and accountability within the Child Care Assistance Program, Child Care has been added to the Case Review System (CRS). Over the past several months, the Children's Division has collaborated with the Family Support Division to add Child Care to the existing CRS for Income Maintenance cases. The CRS was developed to make case readings a more effective management tool that will provide consistent, accurate data to identify problem areas and to evaluate effectiveness of corrective actions for the Child Care Assistance Program. The tool can assist local managers and Child Care Subsidy Unit staff in determining why specific errors occur, as the CRS captures causal factor information that could potentially cause an improper authorization error, even if the final outcome of the case indicates no improper authorization error.

Effective March 1, 2012, Eligibility Specialist Supervisors are to begin reading Child Care cases in the CRS. Child Care cases will be included in the Case Reading Report in Managed Reporting. The Case Reading Report is generated each month listing actions taken in the previous calendar month. The report is available for viewing in Managed Reporting on the 3<sup>rd</sup> working day each month. Access to the Case Reading Report is determined by the Managed Reporting security level. Each supervisor/manager views the selected actions for individuals in his/her supervisory group.

Existing case review functions remain unchanged in the CRS. Supervisors are to access the CRS as normal. Supervisors must complete three (3) Child Care case reviews using the Case Review System each month. The requirement is three (3) reviews per supervisor, not per Eligibility Specialist (ES). The required reviews are to be completed for non-probationary staff and can be in conjunction with reviews for other

types of assistance. Supervisors are no longer to use the IM-209 to read child care cases, for probationary or non-probationary staff. All child care case reviews are to be entered in the Case Review System.

Management is responsible for ensuring each supervisor is completing these mandatory case reviews by utilizing the Supervisor Compliance Report available in the Case Review System.

### **Child Care Benefit Accuracy**

Child Care benefit accuracy is measured by the child/ren's authorization(s) to Child Care providers, not by the amount of payment that was actually issued. Child Care case reviews consist of documenting findings on Child Care Eligibility Elements as well as completion of a Worksheet for the child/ren's authorization(s) to a Child Care provider. Child Care benefit amounts are calculated by the CRS based on the information entered on the Worksheet. This Worksheet must be completed before a Child Care review can be submitted to reports, unless the "EU Closed/Rejected" and the "EU Not Eligible" boxes are checked on the Program Specific tab.

If the Child Care case review indicates an overpayment, Child Care payment information must be reviewed to determine the amount of the claim that must be entered in the client CARS system for the entire claim period, not just the benefit month under review.

If the Child Care case review indicates an underpayment, field staff should send the information to the Child Care Provider Relations Unit for the provider's county.

### **Child Care Case Review Tools**

The following tools are available to assist supervisors in completing Child Care case readings in the Case Review System. Links to these tools are included at the end of this memorandum.

- The Screens Reviewed during All Case Readings document has been revised.
- A Child Care Specific Screens Reviewed During Case Readings document has been developed.
- The Data Entry User Guide has been revised.
- The Reports User Guide has been revised.
- The Frequently Asked Questions (FAQs) have been updated.
- A Child Care Causal Factors document has been developed.
- A Child Care Provider Standard Base Rate User Guide has been developed.
- A Best Practices for Reading Child Care Cases document has been developed.
- A Child Care Worksheet Information document has been developed.

### **On-Line Review Guide**

During a case review, the reviewer can access the online review guide to assist with each eligibility element. This guide was developed to ensure accurate and consistent information is entered for Child Care case reviews. The review guide includes:

- questions that reviewers should ask themselves when reviewing a case;

- screens in FAMIS, when appropriate, that contain the information needed to answer the question;
- causal factor(s) that should be selected if the reviewer cites the Eligibility Element as incorrect; and
- manual references for exploration of the policy.

To access this guide:

- click the “Review Guide” button on the lower toolbar and a new window appears;
- select the program and eligibility element, or enter a keyword search;
- click “Find”;
- the guide displays guidance regarding the eligibility element or keyword requested.

## Reports

The current reports have been updated to include child care reviews. In addition, a new report has been added titled “Improper Authorization Measure Report”. This report will allow for the tracking of trends that may impact Missouri’s performance on the federal Improper Payment Error Rate Review. The report will display information regarding benefit errors and whether or not these errors were due, in part, to Missing or Insufficient Documentation (MID).

In the event staff experiences an issue with a Child Care case review, or would like to share an idea to improve the Child Care component of the Case Review System, staff is to email [CD.AskECPS@dss.mo.gov](mailto:CD.AskECPS@dss.mo.gov) for assistance. In summary, we hope this tool will assist in supporting programmatic outcomes. Supervisors are encouraged to discuss this information with their staff.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children’s Division and Family Support Division staff.</li> <li>2. Review revised Child Care Manual sections as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS /MAS II CONTACT</b> Lora Brown 573-526-3011 <a href="mailto:Lora.K.Brown@dss.mo.gov">Lora.K.Brown@dss.mo.gov</a>	<b>PROGRAM MANAGER</b> Alicia Jenkins 573-751-6793 <a href="mailto:Alicia.Jenkins@dss.mo.gov">Alicia.Jenkins@dss.mo.gov</a>
<b>CHILD CARE MANUAL REVISIONS</b> <a href="#">1250.000.00 Child Care Case Reviews</a>	
<b>FORMS AND INSTRUCTIONS</b> N/A	

**REFERENCE DOCUMENTS AND RESOURCES**[Screens Reviewed During All Case Readings](#)[Child Care Specific Screens Reviewed During Case Readings](#)[Data Entry User Guide](#)[Reports User Guide](#)[CRS FAQ \(Frequently Asked Questions\)](#)[Child Care Causal Factors](#)[CHILD CARE PROVIDER STANDARD BASE RATE User Guide](#)[Child Care Worksheet Information](#)**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**

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