DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

September 12, 2013

M E M O R A N D U M

What's Inside:	
Child Care Case	
Review System	
Follow Up	

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: CHILD CARE CASE REVIEW SYSTEM FOLLOW UP

DISCUSSION:

Supervisors began conducting Child Care Assistance program case reviews in the Case Review System (CRS) March 1, 2012. The Early Childhood and Prevention Services Section unit is monitoring Child Care Case Review submission, as well as accuracy and quality trends for each of the eligibility elements. The information entered by supervisors is being used to identify programmatic strengths and challenges and areas for policy, field and training improvement.

Expectations

The Child Care Case Review manual section has been updated to clarify expectations of Supervisors as well as Regional, Program and County Managers. Local Family Support Division (FSD) leadership is expected to monitor reviews for timely submission and ensure the 95% benchmark for quality and accuracy standards are met for each Child Care eligibility element.

Supervisors are to conduct case reviews, submit to the Eligibility Specialist (ES) and submit to reports, as specified in policy. The case reviews can be conducted in conjunction with the review of another program area case review.

The expectation is that approved Child Care Assistance cases will be read whenever possible. Closed or rejected actions should only be reviewed if there are no approval or adjustment actions for a county, for the review month. Supervisors must ensure staff are

taking necessary action to correct any cases determined to be incorrect, including entering any client claims discovered through the case reading process.

Updates to the Case Review System

The following updates have been made to the CRS, as a result of feedback from FSD management at the local level.

1. The Child Care Worksheet has been updated to allow the reviewer to delete information with the added feature of restoring the information in the event the reviewer selected a child for deletion in error.
2. The Transitional Child Care (TCC) documentation has been moved above the sliding fee documentation, due to navigation issues.
3. The "IM-3 Changes You Must Report not provided/signed" has been removed as a causal factor, as the form is no longer required.
4. The "Child Not Eligible" indicator box in the Eligible Benefit section of the Worksheet has been changed to "Child Not Eligible to be Authorized."

Updates to CRS Supporting Documents

Based on these changes and FSD management recommendations, updates have been made to the following supporting documents for the CRS.

1. The Data Entry User Guide has been updated to reflect changes made to the Child Care Worksheet.
2. The Improper Payment Report explanation has been posted to the CRS Information page on the Intranet.
3. The Child Care and System Maintenance sections of the CRS Questions and Answers document has been updated to include questions posed by staff during the CRS training sessions and guidance for reporting CRS problems.

NECESSARY ACTION

1. Review this memorandum with all Family Support Division staff.
2. *Review revised Child Care Manual sections and documents as indicated below.*
3. All questions should be cleared through normal supervisory channels and directed to:

PDS /MAS II CONTACT Nikki Martin 573-526-3467 Nikki.L.Martin@dss.mo.gov	**PROGRAM MANAGER** Marianne A. Dawson 573-751-6793 Marianne.A.Dawson@dss.mo.gov
CHILD CARE MANUAL REVISIONS 1250.000.00 Child Care Case Reviews	
FORMS AND INSTRUCTIONS N/A	

REFERENCE DOCUMENTS AND RESOURCES
[User Guide Data Entry](#) [Case Review System Questions & Answers](#) [Child Care Causal Factor List](#) [Child Care Worksheet Information](#) [Improper Authorization Report Explanation](#)
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