

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

December 13, 2013

M E M O R A N D U M

**What's Inside:**  
**Jefferson City**  
**CCPRU to**  
**Assume**  
**Responsibility**  
**of Child Care**  
**Provider**  
**Relations for**  
**St. Charles**  
**County**

**TO:** REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS,  
CHILDREN'S DIVISION STAFF, AND FAMILY SUPPORT  
DIVISION STAFF

**FROM:** TIM DECKER, DIRECTOR  
CHILDREN'S DIVISION  
ALYSON CAMPBELL, DIRECTOR  
FAMILY SUPPORT DIVISION

**SUBJECT:** JEFFERSON CITY CHILD CARE PROVIDER RELATIONS UNIT  
TO ASSUME CHILD CARE PROVIDER RELATIONS FOR ST.  
CHARLES COUNTY

**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. Effective December 1, 2013, Jefferson City CCPRU expanded its provider relations responsibilities to include St. Charles County.

**JEFFERSON CITY CCPRU FUNCTIONS**

The Jefferson City CCPRU will assume all functions related to provider registrations, registration renewals, contract reviews, invoice processing, provider payment resolutions, and customer service for St. Charles county child care providers.

**IMPLEMENTATION PLAN AND CASELOAD DISTRIBUTION**

A revised map of the Child Care Provider Relations Unit coverage is identified in the attachment "CHILD CARE PROVIDER RELATIOSN UNIT MAP." Each caseload is defined by a group of identified counties with the specific worker's name and contact information. Staff may use this information as providers contact the St. Louis CCPRU, the call center, and local offices during the transition.

Note: St. Louis City and St. Louis County will continue to be served by the St. Louis CCPRU and Cass, Clay, Jackson, Platte and Ray counties will continue to be 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 November 20, 2013, the return address will reflect the address of the Jefferson City CCPRU. In addition, FAMIS generated provider registration renewal forms with an end date February 28, 2013 or later will reflect the Jefferson City CCPRU return address. A message has been included with the December paper invoices and posted on the Message Center of the Child Care Provider Online Invoicing System (CCOIS) notifying providers of the changes and contact information for the Jefferson City CCPRU.

## **REGISTRATION RENEWAL PROCESSES**

St. Louis CCPRU staff will process all registration renewals received in their offices where the return address shown on the registration renewal paperwork is for the St. Louis CCPRU. If a St. Charles county provider submits registration renewal paperwork to the St. Louis CCPRU office after the registration has expired, the documents can be forwarded to the Jefferson City CCPRU for processing.

## **PROVIDER PAYMENTS**

Paper invoices for December child care services provided by St. Charles county providers will have the Jefferson City CCPRU return address. It is important for providers to understand the new process for invoicing; therefore, St. Louis CCPRU staff will forward any invoices received in the St. Louis CCPRU office with the Jefferson City CCPRU return address in the upper left hand corner of the invoice. The invoices will be forwarded to the Jefferson City CCPRU the same date the invoices are received in the St. Louis CCPRU office. If an invoice has the St. Louis CCPRU return address, then the St. Louis CCPRU will process the invoice.

## **PROVIDER NOTICES (FA-155 and CD-155)**

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

## **FSD CONTINUED RESPONSIBILITIES**

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

## **CD CONTINUED RESPONSIBILITIES**

CD workers will continue to process protective services child care requests as well as the child care authorizations for protective services children.

## **CONCLUSION**

During this transition, staff should recognize that providers may continue to contact the St. Louis CCPRU for assistance. The St. Louis CCPRU should refer the child care

provider to the Jefferson City CCPRU for assistance, while also providing good customer service to the providers. Jefferson City and St. Louis CCPRUs are dedicated to providing good customer service to child care providers and CD/FSD office. Staff are encouraged to communicate with the Jefferson City CCPRU as issues arise.

<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. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> Melissa Wolfe (573) 522-9095 Melissa.Wolfe@dss.mo.gov	<b>PROGRAM MANAGER</b> Marianne A. Dawson (573) 751-6793 Marianne.A.Dawson@dss.mo.gov
<b>CHILD WELFARE MANUAL REVISIONS</b> N/A	
<b>FORMS AND INSTRUCTIONS</b> N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b> <a href="#">CHILD CARE PROVIDER RELATIONS UNIT MAP</a>	
<b>RELATED STATUTE</b> N/A	
<b>ADMINISTRATIVE RULE</b> N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b> N/A	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b> N/A	
<b>PROTECTIVE FACTORS</b> (Link applicable factors and enter N/A if not applicable.) Parental Resilience Social Connections Knowledge of Parenting and Child Development Concrete Support in Times of Need Social and Emotional Competence of Children	
<b>FACES REQUIREMENTS</b> N/A	