

Service Chapter: Child Care Assistance Program 400-28
Low-Income Home Energy Assistance Program 415-01

Effective Date: May 1, 2025

Overview

Loss of Contact policies and procedures are being put into policy for consistent case closures.

Description of Changes

CCAP

1. Case Closings 400-28-145 - Change

Per federal rules, a Child Care Assistance case cannot be closed based on a client request unless one of the other case closure requirements are met. All active provider associations should be ended the end of the month the request comes. This must be communicated when the request to close a case comes through so that households are aware the CCAP case will remain open with no future payments, unless requested by the household.

Per federal regulations CCAP can no longer close a case for loss of contact, unless there is evidence of the household residing out of state. In those situations, the case would be closed for residency and not loss of contact.

2. Loss of Contact 400-28-127-15 – New

A new policy for loss of contact procedures.

LIHEAP

1. Loss of Contact 415-40-45 -New

A new policy for loss of contact procedures.

Policy Section Updates**CCAP****1. Case Closings 400-28-145**

Cases must be closed when one or more of the following happens:

1. The caretaker(s) is no longer participating in an allowable activity and has received three months of continued assistance for activity search.
2. There is no child in the child care unit who meets the eligibility criteria.
3. The caretaker does not return a completed, Child Care Assistance Program Review, form by the end of the month in which the review is due.
4. If the review form is received but:
 - a. Is not submitted timely
 - b. Is incomplete and further eligibility cannot be determined
 - c. Indicates the household's income exceeds 85% SMI for the family size.
 - d. The child(ren) for whom child care is being requested is determined not to have a need.
5. The caretaker moves out of state
- ~~6. The caretaker requests that the case be closed (request to close a case may be made verbally or in writing)~~
- ~~7.~~ 6. Following the imposition of an Intentional Program Violation against an individual in the household.
- ~~8.~~ 7. Caretaker whose name the case is in enters a public institution.
- ~~9.~~ 8. Factual information exists confirming the caretaker whose name the case is in is deceased.
- ~~10.~~ Loss of contact.

- 44.9. When the household's monthly gross income, minus allowable expenses, exceeds 85% SMI, per the Sliding Fee Schedule for its household size.

A notice of eligibility must be sent to close a case at the end of the current month up to the last business day of the month.

The notice must inform the household of the date of CCAP closure.

When the notice is generated the mail date will be the next business day.

2. Loss of Contact 400-28-127-15

Child Care Assistance Program cases cannot be closed for loss of contact. The following must be completed within 10 days from the date of returned mail and documented in the case narrative when mail is returned:

- Send a request for verification to confirm correct address
- Contact last known phone number
- Contact last known email
- Contact associated provider to determine if children are still attending
 - If children are still attending, inform child care provider of next steps the family needs to take to continue receiving Child Care Assistance payments.
 - If children are no longer attending, end associations to the provider.

If unable to verify address information, end associations with any providers. Associations can be updated once contact information has been updated.

If mail is returned with a forwarding address that shows an out of state address the case may be closed for residency if unable to obtain verification from the household.

LIHEAP

Loss of Contact 415-40-45

Before a case can be closed for loss of contact the following must be completed within 10 days from the date of returned mail and documented in the case narrative when mail is returned:

- Send a request for verification to confirm correct address
- Contact last known phone number.
- Contact last known email.
- Contact landlord (if a renter) to determine if client is still a resident.
- Contact associated vendor to determine if household still has active account at current address.

If unable to verify address information, end associations with any vendors. Associations can be updated once contact information has been updated. If information cannot be confirmed with the household, close the LIHEAP case.

If mail is returned with a forwarding address that shows an out of state address the case must be closed if unable to obtain verification from the household.