

Procedure Number:	C-0820
Procedure Name:	Actions on Changes
Responsible Unit:	Quality Control
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Initial Effective Date:	05/01/15
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**Purpose:**

*The following describes the procedure for processing changes.*

**I. OVERVIEW**

- A. Each analyst must fully cooperate and implement any new state or federal regulatory policies for processing child care assistance changes. All participating households may report changes online using the CAFÉ Customer Portal, submitting the Change Report Form (CCAP 10), or in writing via mail, fax, or e-mail. Changes must be initiated by the head of household. **The analyst must attempt to contact the household by phone or email to confirm all changes received through the CAFÉ Customer Portal, or a CCAP 10, or in writing.**
- B. Certified households will be eligible for a minimum twelve (12) month certification period, except homeless cases. The certification period may be extended to a maximum of twenty-four (24) months, if a household meets the qualifying conditions.
- C. Any reported changes that will negatively impact the household’s assistance are not processed at the time of reporting. This includes, but is not limited to, changes in income, mandatory activity hours, household composition, or other family circumstances. The exception is when a participating household’s gross monthly income exceeds 85% of state median income (SMI), the head of household request closure of their case, for underutilization of the program, or commission of Fraud and/or Intentional Program Violations (IPV).

**II. PROCEDURES**

A. Case changes that will benefit the household require the following steps:

- 1. Review incoming changes reported on active cases, **contact the client** and respond within 5 business days:
  - a. CAFÉ work items received for an active case (This includes applications received from the customer portal when the household is not scheduled for redetermination.)
  - b. Change Report Form (CCAP 10)
  - c. Email requests
  - d. Fax requests (customer correspondence)
  - e. Written requests (Must include phone number of the head of household)
- 2. Document the receipt of every reported change in CAFÉ case notes.
- 3. When the participating household reports an address or name change:
  - a. Attempt to contact the household by phone or email to confirm the change received through the CAFÉ Customer Portal, or a CCAP 10, or in writing.
    - i. If you cannot make contact with the household, go to step 4.

- ii. If phone contact is made, verify the physical and mailing address. Process the change of address based on the written information provided and client statement. (Optional: additional ways of contact may include contacting the provider, reaching out to the client at work, etc.)
    - iii. Go to step 4 for name change requests. A name change will require legal documentation showing the client's name has been changed. (i.e. social security card, divorce decree, etc.)
  - b. **IMPORTANT:** Whenever a household reports an address or name change, analyst must provide the following:
    - i. Voter Registration Declaration Statement (1VR) and a Louisiana Mail Voter Registration Application form (LR-1M) to the household.
    - ii. If the household indicates that they need assistance completing the LR-1M, then contact the household to provide assistance.
- 4. If necessary for processing other changes, the analyst must request verification using the Verification Request Client Contact Letter (CCAP 14). Allow the household 10 calendar days for the verification deadline. If necessary, send additional forms to match the change request. The notices must be mailed by the 5<sup>th</sup> calendar day.
- 5. Record all notices and case actions in case notes.
- 6. Accept any verification that is voluntarily offered.
- 7. Create a task in CAFÉ and Outlook to review verification on the deadline.
- 8. Review all incoming sources for verification by the 5<sup>th</sup> business day or the scan date, whichever is later, and take action.
  - a. If the verification is received by the written deadline, evaluate the impact of the change to the household's benefits and, if required, process the change.
  - b. If the verification is not received by the deadline, keep the case open until the current certification period ends.
- 9. A change will become effective once all necessary requirements for processing have been received.
- 10. Send out Notice of Certification and Payments (CCAP 13) the same day as the reported change is completed.

**Example:** Mary Gauthier emails LDECCAP@la.gov on 07/06/17 that she got divorced and moved out. She wrote the new address and would like her name changed to Mary Simon. The analyst has 5 business days to take action and mail the notice. The 5<sup>th</sup> day is 07/12/17. The CCAP 14 notice must be mailed by 07/11/17. The address must be changed before mailing out the CCAP 14 notice. The analyst updated the client's address and sent a CCAP 14 requesting a new social security card verifying change of client's last name.

## B. PROCEDURES FOR CHANGES IN HOUSEHOLD COMPOSITION:

1. Attempt to contact the household by phone or email to confirm the change received through the CAFÉ Customer Portal, a CCAP 10, or in writing.
2. Process the addition of a new household member as a change for the earliest possible month.
3. At each addition of a household member, use the CCAP 14 to request:
  - a. Copy of Birth Certificate
  - b. Copy of Social Security Card
  - c. Copy of up-to-date immunizations, if applicable and not available
  - d. Verification of Income and Activity hours, if applicable
4. Document all activity in case notes in CAFÉ.
5. Make the change effective the date all verification is received if:
  - a. The new member is not included in another certified case, and
  - b. Required verification is received or postmarked by the due date given on the request for verification. Allow the client 10 calendar days to provide the required verification. If the 10<sup>th</sup> day falls on a weekend or holiday, the due date becomes the following business day.
6. If the new member is included in another certified case:
  - a. The system will alert the active analyst of the person's participation.
  - b. The analyst must send notification to the applicant that the intended added member is active on another case.
7. If a child is to be added to a FITAP certification, the Social Service Analyst 3 (SSA3) should reach out to the Find Work Consultant, notifying them to add the child to the case. The client should also be notified that the Find Work Consultant is the only authorized person to make the addition of the child to the case.

C. REMOVAL OF A HOUSEHOLD MEMBER (LI-CC AND STEP-CC)

1. When a member of the household is no longer eligible to be included, the person should be removed.
  - a. Removal of a child - the child should be coded (04) and status changed to CL. The member status date should be updated to the current day's date.

D. CHANGE IN HEAD OF HOUSEHOLD (LI-CC)

1. If a change in head of household is reported, and the new head of household is currently included as a household member, payments continue with no interruption. Send a CCAP 13T to the current head of household advising of closure effective the last day of the current month. It is not necessary to identify the provider on the CCAP 13T to send a CCAP 12 if payments to that provider will not be interrupted.

Pend the case under the new head of household's name effective the first of the following month. The certification periods cannot overlap. Send an application form, verification request, and a Household Designee Authorization (CCAP 2HD) form to the new head of household. Give the client 10 days to return the application and requested verification.

2. If the new head of household is not currently included as a household member, send forms CCAP 13T and CCAP 12 to the head of household and provider giving five workdays advance notice of closure and termination of payment.
3. The new head of household must submit an application which will be processed as an initial application.
4. Create a separate case record for the new head of household. Cross-reference the two case records. File copies of the current Change Report Form (CCAP 10) in the new record. Process the change within 5 workdays following receipt of the application and required verification. Send a CCAP 13 and a CCAP 12 to the new head of household and provider to advise of the change in head of household. Send a Client Contact Letter/Household Designee Information (CCAP 14HD) to the new head of household if a Household Designee is selected.

#### E. PROCEDURES FOR CASE CHANGES WITH POSTPONED ACTION

1. Case changes with postponed action require the following steps:
  - a. Review the incoming Change Report or change requests
  - b. Accept any verification that is voluntarily offered.
  - c. Input a CAPS review date and review type to coincide with the end of the certification period
  - d. Make a case note entry in CAFÉ, recording the information.
  - e. Create a reminder to review the change for the redetermination.
  - f. Mail a Notice of Certification and Payments (CCAP 13) the same day the reported change is completed.
2. If an additional change report is received, updating a condition of a prior change, before the certification period expires, then the analyst must process the latest change based on the most recent household information.

#### F. PROCEDURES FOR PROCESSING (STATE MEDIAN INCOME) SMI DISQUALIFICATION

1. If the household's gross monthly income exceeds 85% of state median income, the Analyst must take action immediately to process the SMI disqualification. When the Analyst determines that the reported income exceeds 85% of the SMI, the participating household is no longer qualified to receive assistance due to sufficient income. CCAP household is disqualified and benefits must be suspended on the case.
2. Refer to the chart below:

Family size	2	3	4	5	6
85% of SMI	\$3,828	\$4,728	\$5,629	\$6,530	\$7,430

G. For processing the SMI disqualification, the following steps are required:

1. Input the family member income calculations into CAPS on the Earned Income screen.
2. Close the case using closure code 02 for sufficient income and disposition in CAPS. All payments will be terminated in the system by close of business that day.
3. Send Notice of Termination (CCAP 13T) and Provider Notice of Non-Payment letter (CCAP 12N) to the household and the provider. To avoid continuing ineligible payments, the provider is contacted by telephone and notified of the last date of eligibility for the child(ren). All notices must be mailed by the close of business.

H. MASS CHANGES

1. When either a new law or guideline is introduced by the state or federal government, those actions may require benefit calculation changes that affect all or a large number of participating households. LDE is responsible for determining what mass changes are implemented using the appropriate programs and resources. The CCAP Program Manager will ensure the mass change is completed, including the system generated notices to inform providers and participating families.

III. FORMS AND INSTRUCTIONS

A. The following is a list of forms and instructions required to carry out the procedures outlined in Section II:

B. LR-1M Form/Instructions Louisiana Mail Voter Registration Application

C. [CCAP 14HD Form Client Contact Letter](#)

D. [CCAP 13 Form Notice of Certification and Payments](#)

E. [CCAP 13T Form Notice of Termination](#)

F. [CCAP 12N Form Provider Notice of Non Payment](#)

G. [CCAP 10 Change Report Form](#)

IV. REFERENCES

A. The following references are associated with the policy referenced in this document:

1. **Louisiana Department of Education Bulletin 139**

2. [The National Voter Registration Act of 1993.](#)

