



**WORKFORCE
SERVICES**
CHILD CARE

Welcome to the OCC Webinar:
The Application Process for Child Care
Assistance

DWS Child Care Assistance

- Basic application process
- Information on subsidy cases
- How to help

How to apply

- Apply online at jobs.utah.gov
- Complete an application in a DWS office
- Contact Eligibility to request an application by mail

Apply for Assistance



An application is almost always required; families on the Family Employment Program **only** may request child care assistance from their employment counselor.

How to apply

Important:

Answer ALL required child care questions

The application date is the earliest possible date from which subsidies can be paid, if the family qualifies



What next?

- The application is screened
- Customer is sent a written verification checklist of all items required and instructions for turning in their documents
- Items that must *always* be verified:
 - Parent or guardian's income and work hours (**Not all programs require employment**)
 - How many weekly hours of child care are needed
 - Choice of provider
 - Names of the children in care, and the start date of care for each child
- Families must report this information to a caseworker.
- Providers report to the Office of Child Care (OCC) at occ@utah.gov, or by phone if contacted.
 - Report any rate less than your full time rate as published on Care About Childcare.
- If the parent and provider do not report the same information, it can cause delays.



When will the case be processed?

- “Up front” child care assistance is provisional, based on limited verification.
 - Complete verification is still required for ongoing assistance.
- Minimum of 30 days to return all required documentation
- After 30 days, applicants may lose benefits if all information is not received.
- Parents are responsible for understanding what is needed for their case:
 - Review their Mycase account for information, or
 - Contact Eligibility for questions or assistance: 866-435-7414, option 3

When will the case be processed?

Approximately 7-10 days for imaging and processing documents

Workers may need to request additional documentation.

Additional time is given to turn in additional items.

Eligibility teams strive to process applications quickly, normally within 30 days or less of the application date.





Case processing

- Eligibility workers determine if there is enough information to make a decision.
- When a decision cannot be made within 30 days, the case will be denied.
 - If it is later determined that all items were received in time, subsidy can be issued from the date of application.
 - If all items are not received timely, subsidy can only start from the date needed verifications are received.
 - If all verifications are not received within 60 days of application, the household must reapply.

Incomplete documentation is the number one cause of delays.

Ongoing Eligibility and Reviews

- Most cases have a 12 month review period.
 - Some cases must be approved on a month to month basis.
- Reviews work much like an application; similar verifications are required.
- You can see review dates on the Children in Care tab on the portal .
 - If the review date is the end of the current month, the case is set to close.
 - Incomplete documentation is the number one cause of delays in processing and loss of benefits at review.



1	Review Date
	05/31/2022
	01/31/2023
	09/30/2022
	05/31/2022
	10/31/2022
	08/31/2022
	10/31/2022
	01/31/2022
	10/31/2022
	08/31/2022



OCC Role

Please note: The OCC Provider help line does not process cases.

- OCC cannot give an exact timeline for when documents or cases will be processed.
- OCC cannot determine when all required documentation has been received.
- ALL verification documents must be sent to Eligibility, not to OCC.
- OCC cannot make any guarantee of payment or payment date. Parents are responsible for all costs not covered by subsidy.

What *can* we tell you?

DWS or OCC may release *limited* information to a designated provider:

- Any information available on your portal account
- Payment status and details, or that no payment was issued
- Services were denied (but not specific reasons)
- Confirm the selected provider, and provide the case number
- Date of application or month of review
- General information about verifications needed, but not specific details

How Providers can help

- Report start dates promptly.
- Collect a registration fee, or all or part of your charges up front (reimburse families when subsidy is received)
- Monitor case status on the DWS Provider Portal
 - Encourage applicants to contact Eligibility when in doubt
 - If a pending case disappears from your portal account, it has most likely been denied; it is urgent that the customer contact Eligibility as they may be losing benefits and will be responsible for paying you.
 - Remind parents of review due dates
- You can request (but not require) third party access for the Mycase system
- Help families submit documents to Eligibility (not OCC).
 - Eligibility Fax: 1-877-313-4717 or: 801-526-9500

Thank you!

Thank you for watching!

Please let us know if you have any questions. Email OCC@Utah.gov.
Be sure to view our other Webinars, and refer back to them as needed.

