



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2012-58
December 21, 2012

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC – Changes to EEC Child Care Resource and Referral Agencies

Overview

Effective January 1, 2013, the Department of Early Education and Care (EEC) will implement changes to their Child Care Resource and Referral (CCR&R) contracted agencies. Some CCR&Rs will discontinue child care services and others will change their service areas. The changes will be updated on the EEC website for implementation on January 1, 2013.

Additionally, EEC has provided DTA with a list of the CCR&Rs and the new service areas that will be operational, effective January 1, 2013. Central Office will send the list electronically to the TAOs with this memo.

All parents receiving child care who are impacted by the changes were sent a transition letter (Attachment A) from the existing CCR&R notifying them of the transfer of service to another CCR&R. Child care providers affected by the CCR&R area changes were sent notification of the new CCR&R that will serve the city/town where the provider is located.

Purpose of Memo

This Operations Memo advises TAO staff about the change in CCR&Rs and child care service areas. It also informs TAO staff of EEC's transition plan for ensuring the continuity of child care services for DTA clients.

**Discontinued
Child Care
Services**

The following CCR&Rs will no longer provide child care services:

- Child Care Resource Center in Cambridge, MA; and
- Child Care Outlook (Community Action of Franklin, Hampshire and North Quabbin Regions, Inc.) in Greenfield, MA.

On January 1, 2013, parents receiving child care from these CCR&Rs will begin receiving child care from another CCR&R identified in the transition letter sent to them in early December 2012.

**BEACON Update
and the CCR&R
List**

Effective December 26, 2012, the BEACON Resource Search page will be updated by Central Office staff with the CCR&Rs that will providing child care services for DTA clients as of January 1, 2013.

A list entitled *Child Care Resource & Referral (CCR&R) Service Areas 2013* will be sent electronically to the TAO directors and assistant directors. The list will also be on DTA Online in Resource Inventories.

Case managers must ensure that clients requesting child care on or after December 26, 2012 are aware of the CCR&R changes by informing them of the CCR&R that services their area.

There is no change to the DTA child care referral process.

**Voucher
Extensions and
Child Care
Eligibility**

To prevent disruption in child care services, EEC will provisionally extend vouchers 90 days beyond the end date of the client's current voucher for all clients whose voucher will expire between December 1, 2012 and February 28, 2013 and who are being transferred to a new CCR&R.

For example, EEC will extend a voucher expiring on January 1, 2013 to April 1, 2013. The client has been notified by the CCR&R that an updated voucher with a new end date will be mailed to the child care provider and the client must sign it to ensure the continuation of the child care.

To ensure the eligibility of clients whose voucher has been extended, on a case-by-case basis beginning in January 2013, the new CCR&Rs will begin contacting case managers for a new *Child Care Referral* notice. The case manager should fax the new *Child Care Referral* notice to the appropriate CCR&R, if the client remains eligible for child care.

**Voucher
Extensions and
Child Care
Eligibility
(continued)**

If a client is no longer eligible for child care, the case manager should fax to the CCR&R a copy of the system-generated *Employment Services Program – Terminating, Reducing or Denying Support Services Notification* (ESP-30 form) sent to the client. The ESP-30 form can be found in the Document History folder on the BEACON Tools tab.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

Attachment A

Dear Parent,

I am writing to inform you of an important change to your voucher administration. **As of January 1, 2013, the Department of Early Education and Care (EEC) is transitioning the administration of your early education and care voucher(s) from our agency to _____.** What this means for you is that the management of your child care financial assistance, including all future eligibility reassessments, will be administered by _____. This will mean that when you have a reassessment after January 1, 2013, it will be with _____ agency. However, you will still be responsible during this transition time and thereafter for reporting any significant changes to your circumstances to the new CCR&R (for example, changes to your income of 20% or more, additions to your household size, loss of job, the ending of DTA cash benefits, etc.)

A complete copy of your child care eligibility file, which consists of all the financial assistance eligibility documentation you submitted when your child was enrolled through your CCR&R, will be transferred to the new CCR&R. Your file will remain confidential and should only be accessed by EEC authorized entities.

Please be aware that this transition should not result in a disruption of services for your child, provided that you remain eligible to receive financial assistance under EEC's regulations and policies. To prevent unintended disruptions in service, EEC has authorized our agency to extend the vouchers most likely to be impacted by this transition. If your voucher is expiring between December 1, 2012 and February 28, 2013, the end date on your voucher will be extended by 90 days (e.g., if your current end date is December 1, 2012, your new end date will be March 1, 2013). The updated voucher with the new end date will be mailed to your provider, in order to obtain your signature and ensure continued access to your early education and care program.

If you currently have a Review that is pending regarding the termination of subsidized care or a recoupment/repayment of funding issue, such cases will continue to be processed by EEC.

If you have any questions or concerns about this transition, please contact _____ {INSERT CONTACT INFO FOR NEW CCR&R – name of new CCR&R and phone number}.

Thank you,

INSERT EXISTING CCR&R'S DIRECTOR'S NAME