

Family Support Frequently Asked Questions

Child Care Information for Guardians

What Early Childhood and Out-of-School Time assistance programs are available?

- Transition Employment Assistance (TEA)
- Extended Support Services (ESS) Programs
- To see if you qualify, contact Workforce Services as 1-855-225-4440

When will my child care begin?

The effective date of child care services is the date that the Family Support Specialist makes a determination that all eligibility requirements have been met (not the date on the application), **and** a Certificate of Authorization has been keyed into the child care system.

How long will I be on the wait list?

Early Childhood and Out-of-School Time Assistance is available pending the availability of funds and eligibility.

Why do I have to apply for child care services every year in order to stay on the wait list?

To maintain a current need's list, applications will expire after one (1) year and a new application must be completed. The applicant will need to provide proof of income, school attendance, and other income eligibility data.

Why must my newborn be added to the wait list if I am receiving assistance for my other child(ren)?

All children born or added to the household after the original approval date must be placed on the waitlist. If the recipient wishes to add children to the current case, the recipient must complete a new [DCC-513](#) for the child(ren). The additional children will not be given priority over those already on the county waitlist.

Why was I sent a denial letter?

The case record must document that each eligibility requirement has been met before services are granted.

How do I appeal a denial decision?

When an application is denied, or an adverse action is taken on a case, the client will be informed in writing of the decision and of the right for a review of the decision. The notice to the applicant/client states that he/she has ten (10) days from the date of the Notice of Action in which to submit a request to for an internal review of the decision.

I am moving to another county; how do I change my child care provider?

When a client notifies the Family Support Specialist that he/she is moving to another county and wants the child care case to remain open, the Family Support Specialist in the original county must contact the Family Support Specialist in the new county.

Can't find the answer to your question?

Contact the Family Service Unit at 1-800-322-8176