

CHILD CARE SUBSIDY PROGRAM

Stitch by Stich:
Building Strong CCSP
Case Management Essentials!



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

FALL 2025 BPRO TRAINING

AGENDA AND OVERVIEW

This session will provide an overview of guidance on waitlist procedures and documentation.

- Program Structure
- Waitlist Guidance Overview
- Live Demo
 - How to remove a family from the waitlist and complete the intake process
 - How to authorize from the waitlist
 - How to update VaCMS using the Waitlist Update Form
- Documentation Essentials
- Discussion and Questions

WELCOME! – “ROLE CALL”

Room Poll- How do you define your current role?

- Benefit Program Specialist/Supervisor
- Family Service Specialist/Supervisor
- Self-Sufficiency Specialist/Supervisor
- Senior Worker
- Benefit/Family Service/Self-Sufficiency Program Managers
- LDSS Director

TRANSITION OVERVIEW: VDSS TO VDOE

- As of June 25, 2025, the Vendor Relations and Payment Accuracy teams have transitioned from the Virginia Department of Social Services (VDSS) to the Virginia Department of Education (VDOE) and is now known as CCSP Provider Services.
- VDOE's organizational structure is also shifting to better reflect and support the operations of the Child Care Subsidy Program (CCSP), including provider services, program operations, and ECCE access and system alignment.

Rebecca Ullrich, Assistant Superintendent, Early Childhood Access, Enrollment, and Policy

Office of Early Childhood
Public-Private Provider
Services

Office of Early Childhood Policy
and Innovation

Office of Child Care Subsidy
Program Operations

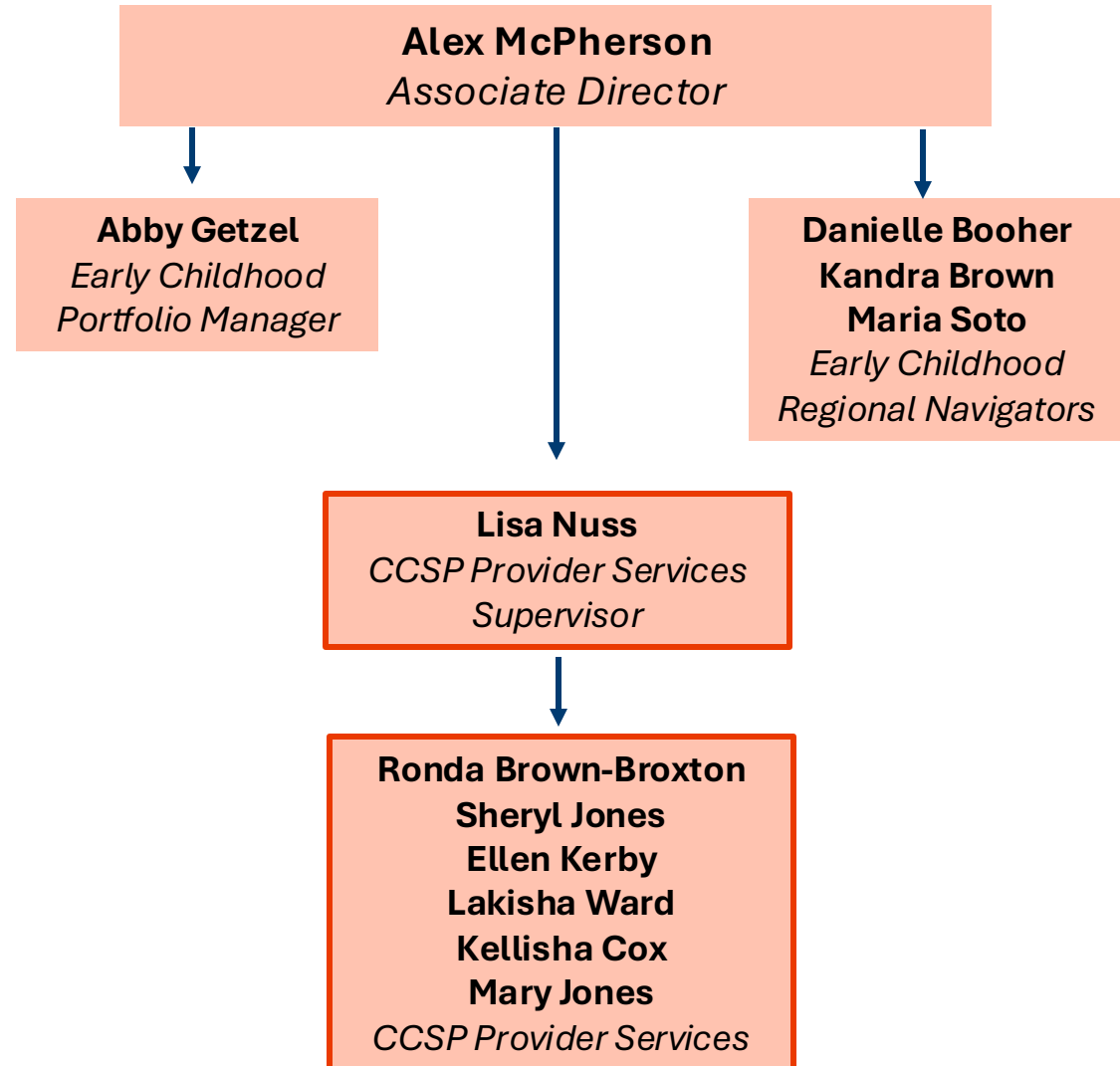
Subsidy Providers
("vendors")

CCSP policy,
guidance, LDSS
and family support

Office of Early Childhood Public-Private Provider Services

Expand and support the portfolio of privately-operated, publicly-funded providers

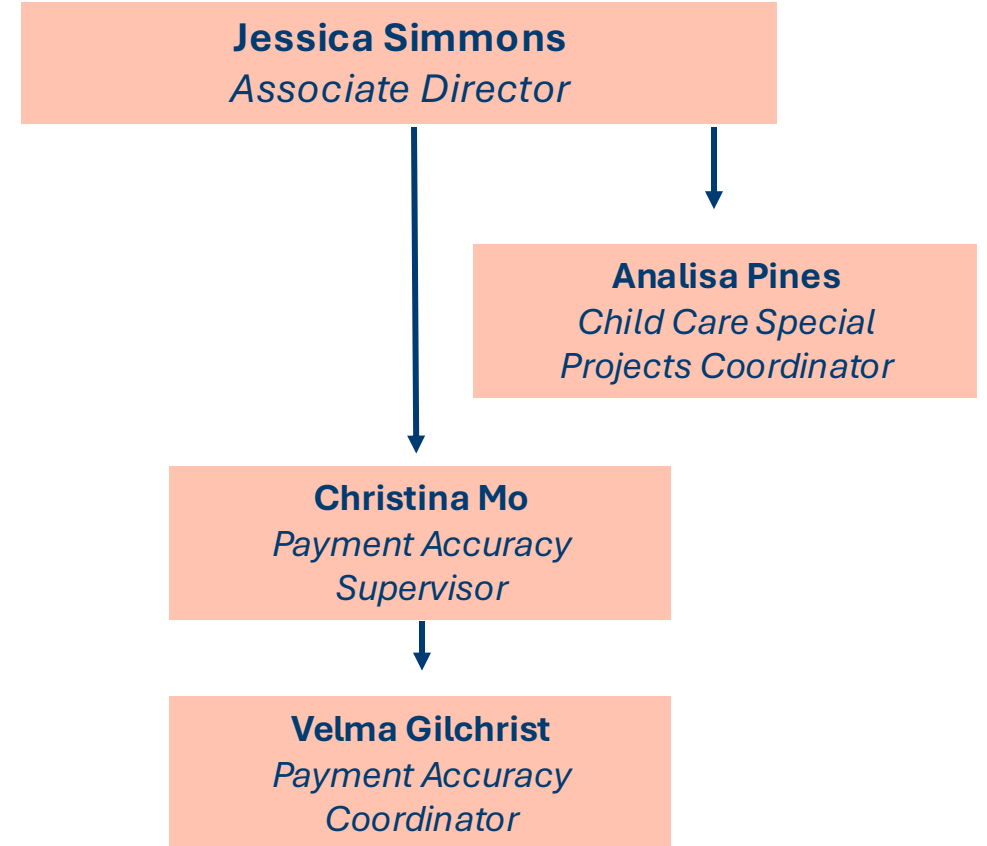
- Building on partnerships with 3,000 providers and promote a culture of customer service
- Processing applications and facilitating provider management for the CCSP
- Establishing and maintaining clear, consistent expectations for participation in state-administered publicly-funded programs
- Refining and scaling an innovative, regionalized navigator model to offer 1-1 assistance to providers that need support to apply for or participate in publicly-funded programs



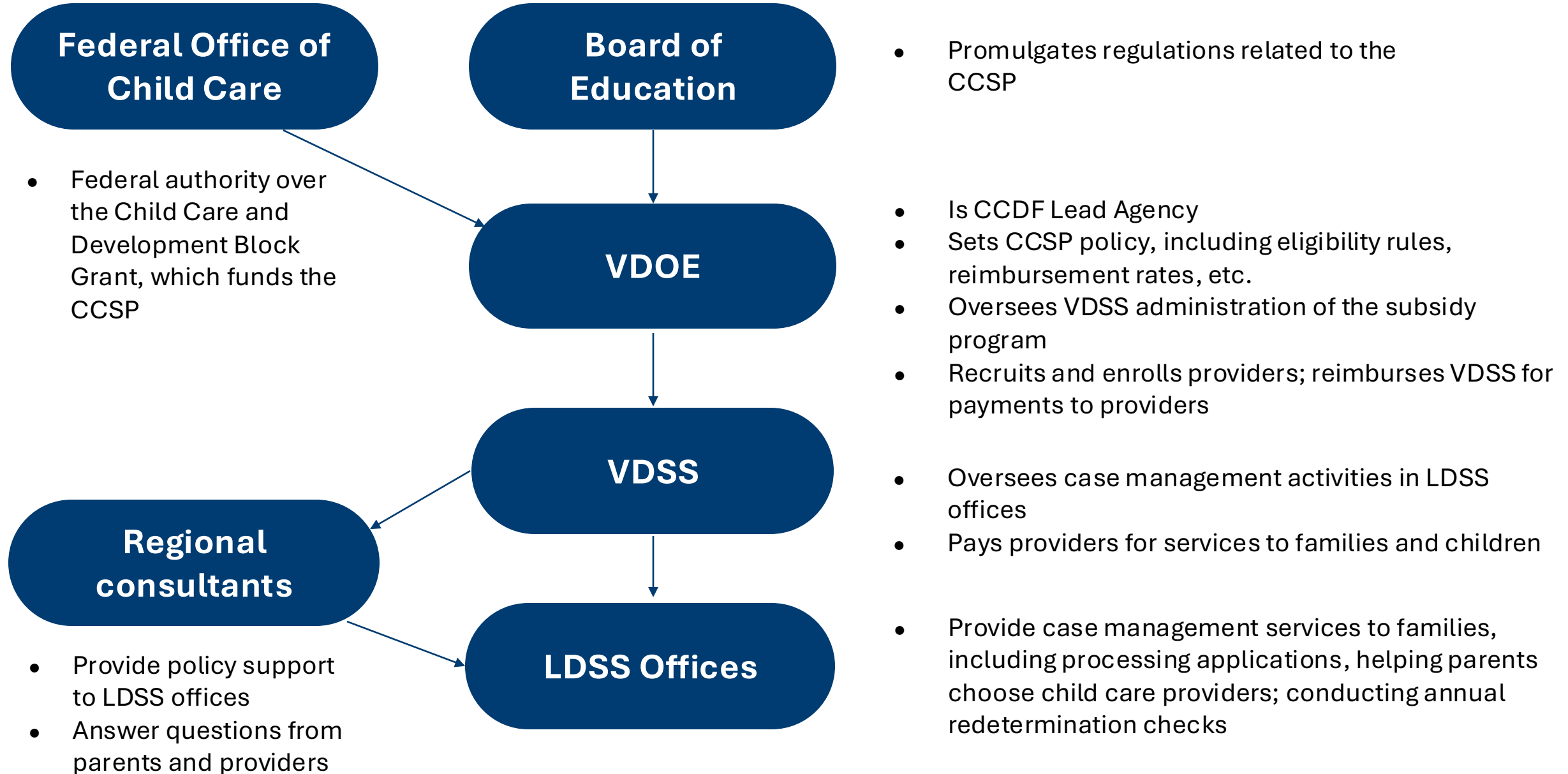
Office of Child Care Subsidy Program Operations

Strategic oversight of application, enrollment, and case management functions in the CCSP

- Building on partnerships with VDSS and 120 local departments of social services to facilitate continuous improvement and ensure the program is positioned to be continuously responsive to family demand
- Using data to identify trends and areas for improved family experience and reduced administrative burden
- Managing complex IT projects to achieve program goals
- Implementing priority policy and process changes and monitoring intended impacts
- Ensuring program policies are carried out with fidelity via triennial reviews, subrecipient monitoring, and training and resources



CCSP Oversight as of July 1, 2025



Questions?

1. Scan Code
2. Submit your question(s)!



Section 1:

Waitlist Guidance



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UPDATING THE WAITLIST

- Quarterly Waitlist updates are mandatory in January, April, July, and October.
- VaCMS generates the Waiting List Update form 45 days before the end of the update month.
- Families must complete and return the form by the end of the month.
- Verification of information is not required.
- Updated information can be provided via form, letter, call, email, or in-person, without requiring a face-to-face interview.
- Child Care Workers update screening information in VaCMS upon receipt and can access reports for families on the list for over 90 days.

REINSTATING FAMILIES FROM THE WAITLIST

- A family should be reinstated on the waitlist with their original screening date if the family was removed due to a worker's administrative error, such as misinterpreting eligibility or overlooking an on-time response.
- May use discretion to reinstate families on a case-by-case basis if there is a reasonable justification that the family did not respond.
- Reinstatement steps are outlined thoroughly in the Interim Guidance manual currently posted to Fusion.

WAITLIST PRIORITY TIERS

- **Tier 1 – Highest Priority**
 - Families with at least one child ages 0–5 and not yet in kindergarten.
 - Always placed at the top of the waitlist, ordered by screening/application date.
 - System generates alerts if a child ages out of Tier 1 criteria.
- **Tier 2 – Next Priority**
 - Families that do not meet Tier 1 but fall into other priority categories (e.g., special needs, homelessness, CPS/foster prevention, minor/emancipated teen parents, or previously discontinued due to lack of funds).
 - Placed after Tier 1, ordered by screening/application date.
- **All Other Families**
 - Placed on the waitlist after Tier 1 and Tier 2.
 - Ordered strictly by screening/application date.

WAITLIST CASE TRANSFERS

- If a pending waitlist case moves to a new locality, the case must be transferred.
- The sending locality must verify case accuracy before transfer.
- The Transfer Notice form is NOT required for pending waitlist cases.
- The receiving locality must complete a desk review within 5 business days to confirm:
 - The original screening date is maintained, and
 - Waitlist authorizations reflect the new locality.

WAITLIST GENERAL INFORMATION

- No estimated time frame for how long a family may remain on a waitlist due to the many variables that impact funding and targets.
- Families should not be given any specific timeline for when they could potentially be served or how long the waitlist might be.
- Localities may provide concrete data, such as the number of available slots (targets) and the number of families on the waitlist.
- Additionally, localities can explain general guidance, such as 12-month eligibility.

Section 2:

Live Demo



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Section 3:

Documentation Essentials



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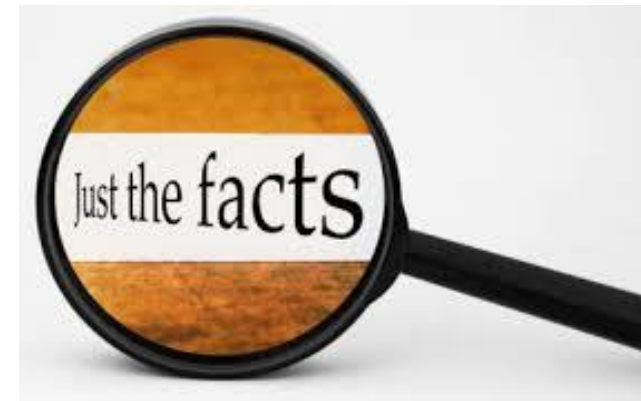
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WHY DOCUMENTATION MATTERS

- Legal & Policy Compliance
 - Documentation is a federal and state requirement.
 - Protects against audit findings and ensures VDSS is in compliance with funding sources.
 - Error reduction.
- Case Continuity
 - Workers change; documentation ensures the "story" is clear for anyone reviewing the case.
 - Case transfers
 - Information sharing
- Protecting Families
 - Records show parents' eligibility, needs, and progress
 - Prevents service interruptions.
- Protecting Workers
 - Good documentation is your best defense if decisions are questioned.
 - Accountability -- professional responsibility.

Do's & DON'TS

- **Do** make them clear & concise
- **Do** make them accurate and complete
- **Do** identify all case management activities by recording items discussed
- **Don't** write with vagueness (be specific)
- **Don't** make personal impressions, biases, perceptions; instead, document concrete observations.



WHO SHOULD DOCUMENT?

Child Care Case
Managers

Supervisors

Any DSS Staff
Member who has
contact with
applicant/recipient

WHAT SHOULD BE DOCUMENTED?

- Resources are available on FUSION to assist
- From the CCSP Home page, go to Case Management > Desk Aids.



Desk Aids

- [Application Process Overview](#)
- [Case Record Checklist](#)
- [Consumer Education Checklist](#)
- [Documentation Details Chart](#)

CASE RECORD CHECKLIST



Where collaboration and creativity SPARK positive change

Worker	Case Name	Case Number	Date	Program Category
Child Care Services Application				
Child Care Service Application and Redetermination Form	Required Action: Current, completed, signed and dated. Document the date received. <input type="checkbox"/> Application/Redetermination received (date _____) Common Help/ Paper Application <input type="checkbox"/> Signed and dated by applicant and case worker (only original needs to be signed with copy given to applicant) <input type="checkbox"/> Scanned and indexed using case number Date scanned _____ <input type="checkbox"/> Responsibilities, Change Reporting, & Penalties (copy given to applicant with change reporting and penalties)			Comments:
Redetermination				
Annual Redetermination (Exit limit = 85% of State Median Income)	<input type="checkbox"/> Face to face <input type="checkbox"/> Telephone Packet received date _____ (entered into VaCMS by 15 th of month) Graduated phase out date _____ Next redetermination date _____ Extended <input type="checkbox"/> Yes <input type="checkbox"/> No (72 month Fee Limit reached within 23 months or Child turning 13 or 18 within 23 months) Reason to extend _____			Comments:
Case Action	Required Action: Determination made within 30 days of application. <input type="checkbox"/> Approval date _____ <input type="checkbox"/> Twelve month eligibility end date _____ <input type="checkbox"/> Denial/Closure date _____ <input type="checkbox"/> Denial/Closure reason _____ <input type="checkbox"/> Administrative delay Reason _____			Comments:
Notice of Action	Required Action: <input type="checkbox"/> Mailed within 30 days of application date <input type="checkbox"/> Provide 10-14 day notice to applicant prior to effective date of case action <input type="checkbox"/> Recorded correspondence ID and date sent in case narrative, if locally printed			Comments:

DOCUMENTATION DETAILS CHART



Where collaboration and creativity SPARK positive change

Child Care Documentation Detail										Companion document for Eligibility Determination Verification Guide (Fusion)
Element	VaCMS Screen	Acceptable Documents	Comments		Scan Index Detail				Guidance	Additional Information
			Page Level	Case Narrative	Type	Sub-Type	Case	Client ID		
Child Care Application	Forms	Child Care Service Application or CommonHelp Application		X	Application - Interim - Renewal	Application	X		3.2	Signed and dated by Applicant and Case Worker. Record date of application, interview and processing delays, if any. ** Do not scan Commonhelp applications
Redetermination Application	Forms	Child Care Service Application/ Redetermination		X	Application - Interim - Renewal	Renewal Application	X		3.15	Signed and dated by applicant. Record CID # in Narrative - if one exists
Identity of Applicant	Client Demographics	Driver's license, work or school ID, ID for health benefits/assistance voter's registration card, wage stubs, social security card, or a birth certificate.		X	Permanent Verifications - Identity	Identity Documentation		X	3.3 B	Required at initial eligibility only. ** Do not scan DMV inquiries acquired via SPiDeR; record this verification in the page level comments
Residence	Household Address	Lease, driver's license, landlord's written statement or utility bills.	X - if "other"	X	Residency - Household Composition	Residence - Address Verification		X	3.3 F	Verification is required at initial application and when address changes are reported. VaCMS entry must agree with address verification type and scanned document type.

CCSP DOCUMENTATION IN VACMS



WHERE TO START

- Left Navigation: Data Collection > Case Action > Enter Case # > Add Narrative



Case Action

* Case or Application or Screening #:

* What Action Do You Want to Perform?

To View Historical and Replaced/Voiced Records:

Between: / / and / /

Virginia Case Management System

Case Narrative

Entity: * Household Non-Financial Income Expenses
 Resources ESP Enrollment/Vendor Other

Source: **Contact Date:**

Program: * SNAP Medicaid TANF Child Care
 EAP Fuel EAP Cooling EAP Crisis VIEW
 SNAPET PEBT PIPP SEBT

CASE NARRATIVE SECTIONS

Case Narrative

 [Household \(3\)](#)

 [Non-Financial \(0\)](#)

 [Income \(0\)](#)

 [Expenses \(0\)](#)

 [ESP \(0\)](#)

 [Enrollment/Vendor \(0\)](#)

 [Resources \(0\)](#)

 [Other \(0\)](#)

HOUSEHOLD

- **Initial Application**

- Application received 9/8/25. Appointment letter and verification checklist mailed. Telephone appointment scheduled for 9/18/25.

- **Interview / Missed Interview**

- Phone interview conducted 9/18/25.
- Applicant missed appointment, called to reschedule; new date set for 9/28/25.

- **Redetermination / Late Redetermination**

- Packet and updated income received 9/1/25 within 30 days.
- Packet not returned by deadline; case automatically closed.
- Packet received late; case reinstated, and redetermination processed.

NON-FINANCIAL

- **Identity, Residence, Citizenship, Immunization**
 - Verified with driver's license, utility bill, birth certificates, and immunization records.
- **Special Need**
 - Physician documentation received; vendor requested special-needs rate.
- **Need for Child Care**
 - Applicant employed full time.
- **Good Cause**
 - Father in household unable to provide care; medical documentation provided.
- **Education**
 - Applicant enrolled in school; verification confirms satisfactory progress.
- **Head Start Enrollment**
 - Verified with school roster, acceptance letter or phone call.
- **Other in-state Programs**
 - Applicant in TANF/VIEW (VIEW/SNAP ET plan scanned into case record).
 - Applicant received TANF in last 12 months; requesting Transitional Child Care.
- **Job Search**
 - Applicant has not received job search child care in prior 12 months.

INCOME

- **Document all sources** (earned, self-employment, unearned, WIC/Medicaid).
 - Example: Applicant earns \$7.50/hr., biweekly, Mon–Fri 12:30– 6:30. Verified with paystubs.
- Document income calculations manually and record in narrative
- SSI, TANF, Medicaid verified by system inquiry.
- **Excluded Income**
 - Example: First paystub not reflective of full pay; employment verification form used instead.

EXPENSES

- **Self Employment**

- Applicant provided tax return. Business expenses verified from tax document scanned into case record.

ESP

- **N/A**

ENROLLMENT/VENDOR

- Example:
 - Applicant selected ABC Learning Center; start date 9/18/25 and has completed enrollment.
 - Provider confirmed enrollment.

RESOURCES

- Example:
 - Applicant reports no resources over \$1 million in value.

OTHER

- **Service Planning & Consumer Education**
 - Application reviewed with applicant; responsibilities, penalties, and swipe card explained.
 - Child Care Service Plan completed at intake; copy mailed.
- **Notice of Action (NOA)**
 - NOA mailed approving child care; copay \$120.
- **Purchase of Service (POSO)**
 - POSO mailed to recipient and vendor; care authorized 9/15/25 for part-days plus full days on school closures.
- **Case Transfer**
 - Transferring: Case scanned, actions completed, transfer form uploaded.
 - Receiving: Case reviewed on receipt; documents verified; transfer form completed per guidance.

OTHER – NARRATIVE STYLE

Appointment

- Appointment letter and vendor resource list mailed.
- Applicant scheduled for child care appointment on **(Date)** at 9:30 a.m.

Initial Assessment

- Applicant completed phone interview and requested care for two children.
- Identity verified by Virginia Driver's License; address by utility bill.
- Citizenship verified by U.S. Birth Certificates.
- Immunizations not needed (both children enrolled in school).
- Applicant requested care to maintain employment.
- Employment at Walmart begins 9/17/25. Orientation schedule: Mon–Fri, 8 a.m.–5 p.m.
- Applicant uncertain of regular schedule.
- Employment verified by written offer letter in case record.
- Reported income: \$1,219 semi-monthly, (document manual income calculations in the narrative)
- Oldest son receives SSA benefits (verified by SOL-Q).
- No additional income reported.

OTHER – NARRATIVE STYLE (CONT.)

Eligibility & Responsibilities

- Eligibility for FEE Child Care reviewed during interview.
- Applicant informed of monthly co-pay and non-covered fees (above market rate, transportation, provider fees).
- Responsibilities, Change Reporting, & Penalties form provided.
- Electronic child care card explained; applicant informed of responsibility to swipe timely.
- Service Plan printed and mailed
- Applicant selected ABC Child Care as provider; enrollment confirmed.
- Children scheduled to start care on 9/18/25.

Approval

- Applicant eligible for FEE-Based Child Care (employed, income below limit for household of 3).
- Co-payment: \$87 per child, effective 10/1/25.
- Care authorized for 5 part-time days per child, with additional full-time days for school closures/early release.
- NOA mailed approving application and copayment.
- POSO mailed to vendor authorizing care effective 9/18/25.

CASE MANAGEMENT BEST PRACTICES

- Check Task and Reminders Daily
- Verify Before you Certify
- Set a schedule that best fits your work ethics
- Check Budget, Child Targets, and Waitlist Daily

Section 4:

Discussion



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QUESTIONS?

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1. Scan Code

2. Submit your question(s)!



Appendix