

# Project 3: Subsidized Child Care Assistance, CIP & LIEAP Child Care Waiting Lists



# NC FAST

North Carolina Families Accessing Services through Technology

P3 Fact Sheet, Issue 4: December 18, 2015  
Updated 5/20/2016

Produced by the NC FAST Team

This Fact Sheet discusses, in detail, the Subsidized Child Care Assistance (SCCA) Waiting List functionality in NC FAST. Children may be added to the Waiting List through the intake process or via the NC FAST citizen portal, ePASS. Much of what was previously managed manually will now be automated. Each county will need to indicate if they are operating on a Waiting List via the Waiting List Configuration page in NC FAST. Waiting List configuration is detailed on page 2 as this will be a new business process for counties.

## Managing the Waiting List in NC FAST

Children may be **added** to the Waiting list via ePASS or by a Child Care worker during the intake process. Both methods will ensure the Parent/Responsible Adult has met the Waiting List screening criteria.

There are different ways children may be **removed** from the Waiting List, depending on the circumstance. When subsidy funds become available and Parents/Responsible Adults are selected to apply, they will need to be sent an Apply for Services Notice. The child will be removed from the Waiting List in one of two ways:

- If the Parent/Responsible Adult **applies in response to the notice**, NC FAST will automatically remove the child from the Waiting List.
- If the Parent/Responsible Adult **does not respond** to the Apply for Services notice, workers will need to manually remove the child from the Waiting List.

When **manually removing** a child from the Waiting List, workers will choose the removal reason from a drop-down list that includes:

- No longer in need
- Parent/Responsible Adult Requested Removal
- No Response to Notice

Note: When a child is served with time-limited funds he or she will **not** be removed from the Waiting List.

## Waiting List Survey Process in NC FAST

Twice a year, NC FAST will generate survey notices for Parents/Responsible Adults who have been on the Waiting List for four months or longer. Survey notices will be sent via the State (DHHS Central Print). For those clients who applied via ePASS, they will have the option to respond to the notice through ePASS.

The survey will ask questions to determine if the household still meets Waiting List criteria and wishes to remain on the Waiting List. Parents/Responsible Adults will have 14 calendar days to complete & return the survey to the LPA.

- If the survey is returned via mail the worker will need to key the responses into NC FAST. If it is returned via ePASS the worker will not need to key responses.
- If the survey **is not** returned to the LPA by the deadline, the child will be removed from the Waiting List by NC FAST.

## Viewing the Waiting List

- Within NC FAST, Child Care Workers will have a folder called Waiting List Management. Here, workers can search, view, and manage the Waiting List for their county.
- Workers will have the ability to search the Waiting List based on different criteria including: Need for Care, Child Age, and Date Added to Waiting List.
- The Waiting List will also display the Waiting List position number. This indicates the child's position on the Waiting List.
- Another way workers can view Waiting List information is the person page Care and Protection tab of both the Parent/Responsible Adult and child.

### Coming Soon...

- SCCA Conversion Approach Fact Sheet
- Project 3 SCCA Readiness Workshops

## Contact Us

NC FAST Website:

[www.ncdhhs.gov/ncfast/](http://www.ncdhhs.gov/ncfast/)

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## Waiting List Configuration in NC FAST

Each county will have the ability to indicate their Waiting List status (whether or not they are on a Waiting List) as needed. The roles that will have this capability are the Child Care Supervisor role or the Eligibility Supervisor role. They will use the County Waiting List Configuration page in NC FAST.

When the Waiting List needs to be configured, the Child Care or Eligibility Supervisor will add a new record using the configuration page. The Administrator will indicate why the county is on a Waiting List by checking the appropriate box(es):

- Subsidy Funds Not Available
- Special Needs Funds Not Available
- Provider Slots Not Available
- Insufficient Staff
- CPS/CWS/WF/Foster Care Services Not Available

Once the Waiting List has been configured, NC FAST will identify which applications may bypass the Waiting List. For example, when the need type is DSS referral (Child Protective Services, Child Welfare Services, Work First, etc.) and the county is on a Waiting List for “Subsidy Funds Not Available” and/or “Special Needs Funds Not Available” the Waiting List will be bypassed. Note: DSS referrals will **not** be handled via ePASS, only through Child Care worker intake upon referral.

When there is a change in county Waiting List status, the Child Care or Eligibility Supervisor will have the ability to remove or edit the county’s Waiting List configuration. Historical Waiting List statuses will be maintained in NC FAST.

Below is a screen-shot of the County Waiting List Configuration page.

Add a new Waiting List configuration record

County Name	Wake County	Regular Subsidy Funds not Available	Special Need Funds not Available	Provider Slot not available	Insufficient Staff	CPS/CWS/FC/WF CC Service not available	Start Date	End Date
		Yes	Yes	No	No	Yes	08/29/2015	
		Yes	Yes	No	No	No	06/29/2015	08/28/2015
		Yes	No	No	No	No	05/28/2015	06/28/2015

Edit a Waiting List configuration record