

CCA/CHILDCARE CASE PROCESSING

While taking CCA calls, note that CC applications, reviews, and/or authorizations must be completed in the customer's county of residence. All consortium staff can look up eligibility policy to answer general eligibility questions that do not require worker to initiate the intake/renewal driver flow or make changes to the authorization.

Once you find out your caller doesn't reside in your county and meets any of the situations below, follow these steps:

1. **Application intake** - customer requested all programs including CC:
 - a. When you figure this out prior to beginning the RFA for program request, transfer the caller to the CC queue where the customer resides and inform them the CC interview is required to be done in county of residence.
 - b. Intake already began. Customer request CC in the middle of intake. Finish your intake for all other programs except CC, and transfer the caller to the appropriate CC queue in the county where the customer resides.
2. **Renewal** –
 - a. Prior to renewal driver flow begin, you realize the caller does not reside in your county but has all programs open including having a CC renewal due. Transfer this caller to the appropriate CC queue where the customer resides.
 - b. When the renewal driver flow has already begin. Caller requesting CC in the middle of the driver flow. Finish your renewal for all the programs except CC, and then transfer the caller to the appropriate CC queue where the customer resides.
3. **Change Reporting** –

CC change reporting can be process by any CCA worker. Once the changes are processed that affect the CC authorization and the customer resides in a partner county, transfer the caller to the appropriate CC queue where the customer resides to finish their CC business.
4. **All Other** - If you already begun intake/renewal/changes and due to customer's phone limitation or other circumstances they are no longer able to hold for the appropriate county of residence to finish their CC business, finish processing the case for all IM programs. Gather the following information to email the appropriate CC county of residence:
 - a. Email the Capital Leads email at: HSEACapitalLeads@countyofdane.com
 - b. Email subject line: CC and county name (CC/Sauk)
 - c. Email message: Case number, brief information on action needed related to CC.

Capital Lead Worker in County of Residence

1. The Capital Lead worker from the county identified in the email subject line will select a worker in their county (during CCA time) to act on the case and will forward the original email. For Dane, the PRT lead is the one to take action seeking assistance from the Dane staff (during CCA time) to process the CC case.
2. The Capital lead worker from the county of residence must "reply all" to the Capital lead email to confirm that someone in that county of residence will take action on the email.

Case Worker in County of Residence Who Receives the Email

The worker in the county of residence must process the CC related information received from Capital lead within 24 hours during their CCA time for all changes reported, intake or renewal call back.

Other Helpful Information Related to Child Care Processing

1. Child Care from partner county needed Hmong or Spanish interpreter, see process at this link: <https://capital-im.com/ConDoc/Spanish-%20Hmong%20Interpreter%20for%20Child%20Care%20Cases.pdf>
2. Ongoing Case Management/Child Care Case Processing, see process at this link: https://capital-im.com/ConDoc/ocm_cccp.html