

**CASE COMMENTS
AND
THE TEMPLATE**

USE THE TEMPLATE

INTAKE/RENEWAL TEMPLATE

HH:
PLACEMENT ARRANGEMENT:
PP ACTIVITY:
TOTAL HOURS PER WEEK:
OA ACTIVITY:
TOTAL HOURS PER WEEK:
CC HOURS REQUESTED:
CC HOURS REASONABLE ALIGN:
CC HOURS CROSSES PT/FT THRESHOLD DISCUSSION:
SCHOOL CLOSED NEEDED:
CC HOURS APPROVED:
PROVIDER NAME:
PROVIDER NUMBER:
START DATE:
ENROLLMENT FEE:
DISCOUNTS: Family/Employee
NOTE:

REMINDER:

- ✓ Only authorize child care in two-parent/ three-generation families for the period of overlap in the parents' approved activities

- ✓ You must confirm with the parent that the self-declared child care need only includes times when all parents are participating in their approved activities (plus travel time, gap time, sleep time), but do not need to document each parent's schedule

AUTH TEMPLATE

PP ACTIVITY:
VERIFIED HOURS:
OA ACTIVITY:
VERIFIED HOURS:
PLACEMENT ARRANGMENT:
CC HOURS REQUESTED:
CC HOURS REASONABLE ALIGN:
CC HOURS CROSSES PT/FT THRESHOLD DISCUSSION:
SCHOOL CLOSED HOURS:
CC HOURS APPROVED:
PROVIDER NAME
PROVIDER NUMBER/LOC:
AUTH DATES:
REASON AUTH END EARLY DATE:
DISCOUNTS: Family/Employee:
ENROLLMENT FEE:
EDUCATIONAL TRACKER:
NOTES:

REPORTED CHANGE TEMPLATE

OLD JOB END DATE:
NEW JOB NAME/START DATE:
CC NEED HOURS REQUESTED:
KEEP PRIOR HOURS:
CC NEED HOURS APPROVED:

WHY DO WE NEED TO USE THE TEMPLATE?

The template is needed to Ensure that we collect all the required information in order to enter in the child care authorization

Having all the correct and complete case comments will allow the next person working on the case to be able to enter in the authorization without having to make any follow up phone calls with the parent

WHEN TO USE THE TEMPLATE

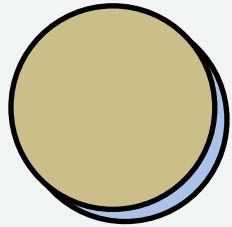
- Need to use it at Application
- Need to use it at Renewal
- Need to use it for Changes
- Need to use it when entering
in Authorizations



**LETS TAKE A
CLOSER LOOK AT
THE TEMPLATE**

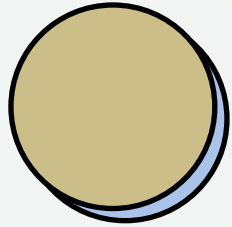


CHILD CARE TEMPLATE



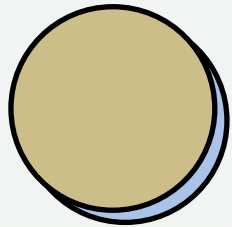
PP ACTIVITY

List type and/or where they work



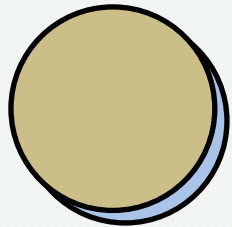
CC HOURS REASONABLE ALIGN

Yes or No, Does hours requested make sense with what was verified



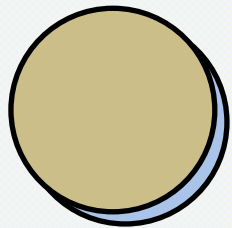
CC HOURS REQUESTED

Does this include travel time and gap time



CC HOURS APPROVED

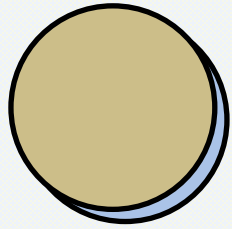
How many hours did we finally approve



AUTHORIZATION END EARLY

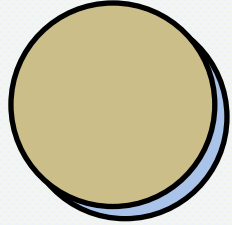
If authorization ends sooner than renewal, write why

CHILD CARE TEMPLATE



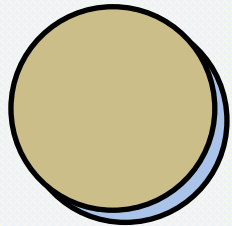
NEW JOB/ACTIVITY TYPE START DATE

When does the change start, is there a new activity



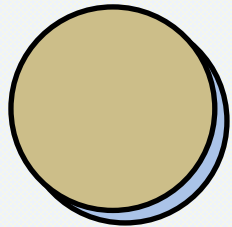
PROVIDER NAME

Collect provider name, number and location number



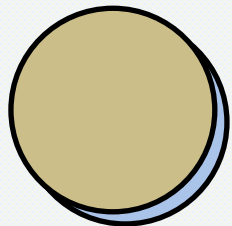
CC HOURS CROSSES PT/FT THRESHOLD DISCUSSION

Why- is there gap time, travel time, hours ver show PT but hours varies each week.



KEEP PRIOR HOURS

Add a comment on the discussion



SHARED PLACEMENT ARRANGEMENT

Have a discussion with the parent



TEMPLATE USAGE

- Ensures complete information is collected
- Ensures timely authorization is entered
- Ensures accurate authorization
- Ensures we are in compliance with CC policy
- Ensures First Contact Resolution



**DO'S
AND
DON'TS**

**CASE
COMMENTS**

DO'S

- ✓ Enter in comments when you do the intake and renewal.
- ✓ Enter in new comments when entering the authorization, you may need to cut and past some of the comments from the intake and renewal template.
- ✓ Case comments should include other information collected during the interview
- ✓ Gather all the information regarding child care needs when the parent reports changes
- ✓ Collect all the data needed for the CC Assessment
- ✓ Do include reason why authorization ends sooner than the next renewal date
- ✓ Include the name of the school the child attends
- ✓ Specify which children need the care and where
- ✓ Need to make a follow up attempt to contact the parent if you don't have all the info to enter in the authorization

DON'TS

Do not write “See case comments from 02/10/25.”
Authorizations comments must be entered into CWW on the day that the authorization was entered.

Do not just cut and paste all of the prior comments, some information regarding the number of hours a week of employment was verified needs to justify what the authorization is for.

Do not write need 20 hours a week plus 5 hours of travel time---write Requested 25 hours including travel time

Do not case comment the work schedule

WHAT NOT TO DO WHEN ENTERING COMMENTS FOR A RENEWAL

- CC March Renewal. HH:3; PLACEMENT ARRANGEMENT: yes; PP ACTIVITY: works TOTAL HOURS PER WEEK: 32; CC HOURS REQUESTED: 35. CC HOURS REASONABLE ALIGN; CC HOURS CROSSES PT/FT THRESHOLD DISCUSSION: SCHOOL CLOSED NEEDED: CC HOURS APPROVED: 35 PROVIDER NAME: no changes. START DATE: 4/1/25 DISCOUNTS: Yes, NOTE: CC pends for pends EI

What's missing?

- Placement info- such as 100%
- Name of employer
- Which child needs the care
- Did we ask about travel time
- How do you know how many number of hours of cc need to be approved if activity has not been verified yet.
- Name of provider and number
- How much is the discount

CASE COMMENTS FOR RENEWAL

CC March Renewal. HH:3; PLACEMENT ARRANGEMENT: 100; PP ACTIVITY: works at The Big Camp; TOTAL HOURS PER WEEK: 32; CC HOURS REQUESTED: Jeannie and Mary needs 35hrs/wk including travel time; CC HOURS REASONABLE ALIGN: Yes. CC HOURS CROSSES PT/FT THRESHOLD DISCUSSION: n/a. SCHOOL CLOSED NEEDED: n/a; CC HOURS APPROVED: TBD; PROVIDER NAME: Play World for both children; PROVIDER NUMBER: 9000557489-001; START DATE: 4/1/25 DISCOUNTS: Yes, 50/wk Family discount for 2nd kid; NOTE: CC pends for EI and Activity due 03/16/25.



WHAT NOT TO DO WHEN ENTERING AN AUTHORIZATION

- Processed EI in doc viewer and updated CC activity. HC/CC passing, entered auths per comments from 03/10/25.

What's Missing?

- How many hours verified for work
- Which child you entered auth
- Name of provider
- How many hours approved
- Did hours cross PT/FT threshold
- Authorization time frame
- Did hours reasonably align



THINK

CASE COMMENTS FOR AUTHORIZATION

16

Processed EI in doc viewer and updated CC activity. HC/CC passing.
AUTH TEMPLATE: PP ACTIVITY: works at Kwik Trip; VERIFIED
HOURS:18 hours a week. PP; PLACEMENT ARRANGMENT: Full ;
CC HOURS REQUESTED: only for Robert, 24 hours including travel
time; CC HOURS REASONABLE ALIGN: n/a , CC HOURS CROSSES
PT/FT THRESHOLD DISCUSSION: Yes, ver PT employment but needs
travel time. SCHOOL CLOSED HOURS: NA; CC HOURS
APPROVED: 24. PROVIDER NAME :In My Playground Day Care.
PROVIDER NUMBER/LOC:2000588920-001. DISCOUNTS: none.
AUTH DATES: 4/1/25-08/31/25. REASON AUTH END EARLY DATE:
Child should start Kindergarten in the fall.

WHAT NOT TO DO FOR CASE COMMENTS FOR A CHANGE

CCC- PP called to report job ended. New job at T-Mart. Updated EI page. FS/CC pending

What's Missing?

- When did old job end
- How many hours per week at the new job
- Does PP have a change in her child care need
- Does PP want to keep the same hours as before
- No questions asked related to child care
- CC need hours requested

CASE COMMENTS FOR CHANGE

CCC- PP called to report no longer working for My-World and started new job at T-Mart. Reports no change to CC need . OLD JOB END DATE:02/10/25; NEW JOB NAME/START DATE: T-Mart started 3/15/25. NEW JOB WEEKLY HOURS-working 26 hrs. CC NEED HOURS REQUESTED 40; KEEP PRIOR HOURS- Yes due to COC. CC NEED HOURS APPROVED- still wants 40 hrs as before. FS/CC pending ver due 03/10/25

ANY QUESTIONS

?

?

?

?

?

?

