



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2004-2
January 9, 2004

To: Transitional Assistance Office Staff
From:  Cescia Derderian, Assistant Commissioner for Field Operations
Re: OCCS Memo to CCRRs

**OCCS's
Message to
CCRRs**

This memo is informational only. It alerts DTA staff about a memo that was sent by the Office of Child Care Services (OCCS) to the Child Care Resource Referral (CCRR) agencies on December 18, 2003. This is the text from that memo:

Local DTA offices have brought concerns to our attention that we decided to have resolved in the following manner:

The timeliness of voucher appointments for DTA clients: CCRRs must respond to DTA clients within one week. If this is not possible, CCRRs have permission from OCCS to collect as much information and process **all renewal vouchers** through mail or by fax. If any CCRR believes that they cannot meet this goal, they must immediately alert their Regional Policy & Training Advisor, explain why this goal can't be met. Additionally, CCRRs must work with their Regional Policy & Training Advisor to resolve this issue.

Accepting the Child Care Authorization as proof of relationship for DTA clients: CCRRs should accept the Child Care Authorization (CCA) as documentation of household size/relationship for the family unless there are additional household members not initially listed on the CCA. Please be reminded that the OCCS Income Eligible Documentation Policy (OCCS –Income Eligible – 05) lists the CCA and the TAFDC letter as acceptable means of documenting proof of relationship. Please see the documentation policy on the OCCS website at www.qualitychildcare.org for complete detailed information.

**OCCS's
Message to
CCRAs
(continued)**

Accepting evidence of participation in Community Service from the DTA caseworker: Acceptable evidence of participation in community service can be a copy of the ESP Referral Notice that lists the days, hours of participation and start/end date of activity. The CCRAs should accept the ESP Referral Notice faxed from DTA caseworker or hand delivered from the DTA client. When there is an emergency, (e.g. DTA fax machine not working), the CCRAs should accept the DTA caseworker's verbal approval. This will comply with the OCCS policy for service need and documentation.

Accepting evidence of Employment from DTA clients:

Acceptable initial evidence of employment can be a letter from the employer, Department of Employment and Training (DET) or the Employment and Services Program (ESP) indicating the client's work schedule (days and hours), rate of pay, telephone number of employer and a contact person. The CCRAs should accept this documentation from DTA caseworker or hand delivered from the DTA client. When there is an emergency, (e.g. DTA fax machine not working), the CCRAs should accept the DTA caseworker's verbal approval. This will comply with the OCCS policy for service need and documentation.

Questions

If you have any questions about this memo, please have your Hotline designee call the Policy Hotline at 617-348-8478.
