

Subsidy Compliance Training for Child Care Providers

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Objectives of this Presentation

- Describe the Subsidy Provider Compliance Unit.
- Explain what the Subsidy Provider Compliance Unit does.
- Describe what providers can expect during a subsidy monitoring visit.
- Explain what providers can do to be successful with their subsidy records.
- Provide territory and contact information for the consultants.

What is the Subsidy Compliance Unit?

The Subsidy Services Provider Compliance Unit is responsible for conducting on-site monitoring visits to evaluate compliance with the Division of Child Development and Early Education policies and procedures set forth in the Subsidized Child Care Services Manual, 10A NCAC 10, § GS 110, 9A NCAC 9, and other state administrative rules and laws, and federal regulations as administered by County Departments of Social Services and Local Purchasing Agencies.

Objectives of the Subsidy Provider Compliance Unit's on-site monitoring visits

- Use a standardized monitoring procedure to evaluate provider records related to subsidized child care assistance for accuracy.
- Identify training needs.
- Maximize compliance with state and federal policies, rules, and regulations.
- Minimize audit exceptions at the provider level.
- Establish corrective action plans.
- Make referrals to Child Care Consultants, local purchasing agencies (LPA) which administer the SCCA Program, Child and Adult Care Food Program (CACFP), and Office of Internal Audits (OIA).
- Achieve high quality service delivery.

Major Functions

- Create a random sample of child care providers to visit each month.
- Conduct on-site visits to child care providers.
- Evaluate provider records related to subsidized child care assistance for accuracy to identify training needs, error, non-compliance, and/or fraudulent misrepresentation.
- Make and accept referrals to and from DCDEE Licensing Enforcement, LPA's which administer the Subsidized Child Care Assistance Program, CACFP, and the Office of the Internal Auditor.

Who is affected?

- Any provider who participates in the Subsidized Child Care Assistance Program may receive a visit from a Provider Compliance Consultant.
- Not every program will be visited every year.

How were providers notified?

An e-mail message was sent on November 2, 2017 to child care providers who participate in the Subsidized Child Care Assistance Program.

Dear Subsidized Child Care Provider,

In order to comply with federal expectations related to the subsidy system, the Division of Child Development and Early Education is starting a new activity. This is a subsidy monitoring program that looks at your attendance records and receipts for subsidy parent fees, and is in addition to the monitoring completed by your Licensing Consultant.

As the subsidy monitoring program begins, you may be visited by a Subsidy Provider Compliance Consultant. Only a sample of providers will be visited every year. This consultant will have a DCDEE badge.

What you can expect during the visit is for the consultant to conduct an interview with you to gather information needed to complete a checklist, review your receipts, and gather at least one month of attendance records. The consultant will look at your attendance records and receipts provided for parent fees paid by parents of children with vouchers. The attendance records used will include your sign-in/sign-out records, classroom attendance, food program attendance and meal sheets if you participate in the CACFP, and any other attendance you keep. The consultant will also look at attendance you submitted to the NC FAST Provider Portal. At the end of the site visit, you will receive a copy of the completed checklist. More than one month of records may be requested. It is important that you provide all requested information to the consultant at the time of the request. These records will be evaluated by the consultant and you will receive a final report of the findings of the attendance review.

Discrepancies in attendance records may result in a Corrective Action Plan, which could include a review of the Subsidized Child Care Assistance Program Provider Agreement, training on Job Aids and training videos found in the NC FAST Provider Portal, Overpayments, Voluntary Payment Agreements, termination from the Subsidized Child Care Assistance program, subsidy sanctions, and/or regulatory actions up to and including revocation of your license. Discrepancies in attendance records will be shared with Licensing Consultants, local purchasing agencies, and other agencies such as the CACFP and the DHHS Office of the Internal Auditor (OIA).

Our goal is to help you develop and maintain accurate records to ensure your facility remains in compliance with federal requirements for participation in the Subsidized Child Care Assistance Program. If you have questions about this information, please contact 919-527-6590 and you will be given the name and phone number of the consultant responsible for your county.

Sincerely,

Division of Child Development and Early Education

What to expect during the visit.

- An interview with the Subsidy Compliance Consultant to gather information needed to complete a checklist.
- A review of your parent fee receipts for children receiving subsidies.
- The request to provide a copy of at least one month of all attendance records during the visit. More than one month of records may be requested. The attendance records needed include:
 - sign-in/sign-out records
 - classroom attendance
 - food program meal count sheets if you participate in the CACFP
 - any other attendance you keep
- A copy of the completed checklist at the end of the site visit.

Technical Assistance

- Technical assistance during the visit may include directing the provider to:
 - Review a fact sheet related to the rules pertaining to attendance tracking
 - View training materials available in the NC FAST Provider Portal
 - Review the **NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT**
 - Review templates for attendance tracking found on the DCDEE website

A final report and who will get it?

- Providers will receive a report from the consultant once the attendance evaluation is complete.
- Details of the findings may include:
 - Violations of regulatory requirements for maintaining attendance
 - Violations of the **NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT**
 - Discrepancies found in attendance evaluation
- When no discrepancies are found, a closure letter is sent.
- If applicable, a Corrective Action Plan (CAP) will be issued.
- This information will be shared with DCDEE Child Care Consultants, LPAs, CACFP and the DHHS OIA.

Corrective Action Plan

- The purpose of the Corrective Action plan is to assist the provider to come into compliance with all requirements for participation in SCCAP.
- This may include:
 - Fact sheet about the regulatory and subsidy rules
 - Copy of the provider agreement
 - Examples of recommended forms for attendance tracking
 - Review of the SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT
 - Training on Job Aids and training videos found in the NC FAST Provider Portal
 - Send attendance records to the Provider Compliance Consultant
 - Follow-up visits by Provider Compliance Consultant to review additional records

Further Action

- Results of the evaluation may also include:
 - Overpayments calculated by the LPA(s)
 - Voluntary Payment Agreements (VPA)
 - Termination from the Subsidized Child Care Assistance Program
 - Subsidy sanctions
 - Regulatory actions up to and including revocation of your license

How to be successful as a provider.

- Maintain daily records of arrival and departure times as required by child care rules.
- Maintain daily attendance records as required by child care rules.
- Issue and maintain receipts for parent fees paid by families receiving subsidies as required by the SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT.
- Ensure that entries in NC FAST match other attendance records.
- Enter attendance in NC FAST at least weekly and preferably daily.
- Maintain records for three years as required by the SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT.
- Ensure compliance with all provisions in the SUBSIDIZED CHILD CARE ASSISTANCE PROGRAM PROVIDER AGREEMENT.

Questions?

If you have questions, please contact the Subsidy Provider Compliance Consultant assigned to your county based on the listing found on the next slide.

Division of Child Development Subsidy Provider Compliance Consultants

	Territory 1 West-Richie Biddix 919-576-3113 Richie.Biddix@dhhs.nc.gov	Territory 2 West Central- Jennifer Thompson 704-594-0047 Jennifer.L.Thompson@dhhs.nc.gov	Territory 3 East Central - Sherrie Hunt 919-819-9358 Sherrie.Hunt@dhhs.nc.gov	Territory 4 East- Sonya Ashe 252-862-5009 Sonya.Ashe@dhhs.nc.gov
Kim Miller Subsidy Compliance Manager Office- 919-527-6594 Kim.Miller@dhhs.nc.gov	Ashe Avery Buncombe Burke Caldwell Catawba Cherokee Clay Cleveland Gaston Graham Haywood Henderson Jackson Lincoln Macon Madison McDowell Mitchell Polk Rutherford Swain Transylvania Watauga Yancey	Alamance Alexander Alleghany Anson Cabarrus Caswell Chatham Davidson Davie Forsyth Guilford Iredell Mecklenburg Montgomery Moore Randolph Richmond Rockingham Rowan Stanly Stokes Surry Union Wilkes Yadkin	Bladen Brunswick Columbus Cumberland Duplin Durham Franklin Granville Harnett Hoke Johnston Lee Nash New Hanover Onslow Orange Pender Person Robeson Scotland Sampson Vance Wake Warren Wayne	Beaufort Bertie Camden Carteret Chowan Craven Currituck Dare Edgecombe Gates Greene Halifax Hertford Hyde Jones Lenoir Martin Northampton Pamlico Pasquotank Perquimans Pitt Tyrell Washington Wilson
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