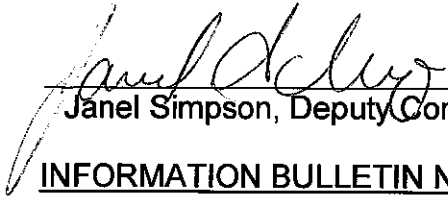


**STATE OF CONNECTICUT**  
*DEPARTMENT OF SOCIAL SERVICES*  
**PROGRAM INFORMATION BULLETIN**

  
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 Janel Simpson, Deputy Commissioner

Effective Immediately  
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 Effective Date

**INFORMATION BULLETIN NO:** 19-01

**PROGRAMS:** ALL

**Subject:** ImpaCT and Care 4 Kids System Integration

<p><b>Introduction</b></p>	<p>DSS has partnered with the Office of Early Childhood (OEC) to bring their Care 4 Kids program to the ImpaCT platform. This partnership is a result of the DSS' Shared Services Initiative to leverage the ImpaCT system as a portal for other human service agencies to administer their programs. The new system, which went live on November 19, 2018, replaces the Child Care Management Information System (CCMIS). As part of this collaboration, certain data elements are shared across agencies.</p> <p>Details about childcare expenses, childcare vendor income, enrollment, and other Care 4 Kids program information is now available for DSS staff to review in ImpaCT. Additionally, some client data elements are now shared between agencies.</p> <p>This Program Information Bulletin provides updated guidelines for processing cases and reviews how implemented changes will affect Supplemental Nutrition Assistance Program (SNAP), Medical, and Cash assistance programs.</p>
<p><b>General Principles</b></p>	<p>DSS and Care 4 Kids now share certain ImpaCT screens. A distinct and separate Child Care Driver Flow has been added in Data Collection for use by Care 4 Kids. Some pages within this new Driver Flow may look very similar to the existing Driver Flow, but each agency has separate and distinct Driver Flows. Information reported to DSS and entered into ImpaCT by DSS staff will not feed over and populate Child Care Driver Flow pages. The same is true when Care 4 Kids staff inputs information into their Driver Flow. Care 4 Kids entries, updates, and edits will not populate nor change the information in DSS cases. <b>The one exception is data entered on the Individual Details page.</b></p>

	<p>DSS staff need to be aware of the changes in ImpaCT and how to act on shared data elements.</p> <ul style="list-style-type: none"> <li>• Eligibility staff will need to know how to calculate childcare expenses and vendor income information that is reflected in the new Care 4 Kids system.</li> <li>• Eligibility staff also need to know which changes will affect DSS program eligibility and how to act on these changes when processing eligibility for SNAP, Medical, and Cash assistance programs.</li> </ul>
<p><b>Changes to ImpaCT</b></p>	<p><b>Individual Details:</b></p> <p>The Individual Details page in Data Collection is now shared by DSS and Care 4 Kids. When a DSS worker makes a change to a case on this screen, the change will take place in the Child Care case as well. This is the only screen that DSS and Care 4 Kids share. Actions taken on this screen by one agency could affect the eligibility determination by the other agency. Staff must use judgment when updating the Individual Details Screen due to the potential impact it may have on the each agency's case. For more information on how to update the Individual Details screen, please see <u><a href="#">ImpaCT Inter-Agency Business Process: IA-BP002</a></u>.</p> <p><b>Case Type:</b></p> <p>On the Right Menu under "CASE INFO" there is now a field called "Case Type." "Case Type" shows if you are viewing a DSS case (display shows "Social Services") or a C4Kids case (display shows "Child Care").</p> <p><b>Case Icon:</b></p> <p>Below the "Case Type" field are new icons indicating whether the case has an associated Child Care case. Childcare cases display a "CC" icon and/or if an individual on the case is a Care 4 Kids Vendor then it a "V" icon will display. Similarly, Care 4 Kids staff will be able to identify an associated Social Services case when working in their cases (noted by a "SS" icon).</p> <p><b>Task Management:</b></p> <p>When Care 4 Kids staff identify information that differs from what is in ImpaCT, they will send DSS a Fast Link – Data Sharing Conflict sheet.</p>

	<p>This Fast Link will indicate changes to the particular discrepant data elements:</p> <ul style="list-style-type: none"> <li>• Address</li> <li>• Individual Details</li> <li>• Household Composition</li> <li>• Relationships</li> <li>• Income</li> <li>• Assets</li> </ul> <p>The form will arrive in the Task Management module as a “General Change” task according to program type and should be processed in accordance with program rules.</p>
<p><b>What should DSS do when the client is identified as a “CC” Client?</b></p>	<p>When a “CC” case icon is displayed in the Right Menu in Data Collection, take action based on the program and activity type (i.e. application, renewal, change, etc.):</p> <p><b><u>SNAP:</u></b></p> <p>For SNAP cases, there may be out-of-pocket childcare expenses that could result in a dependent care deduction for the household. This should be the monthly amount charged by the provider minus payments that are expected to be made during the month by other parties such as Care 4 Kids.</p> <p>At Application and Renewal:</p> <ol style="list-style-type: none"> <li>1. Click on CC icon. This will populate the Case Summary screen.</li> <li>2. Compare data on Case Summary Screen in the Care 4 Kids system to what is listed on the application.</li> <li>3. Compare child enrollment and payment details to what is reported on the application. Refer to <b>‘How to Help Determining the Care 4 Kids Dependent Care Expense Calculation’</b> for more information on how to review childcare enrollment and payment details and calculate dependent care expenses.</li> <li>4. Clarify any questions regarding discrepancies from the Case Summary Screen as well as dependent care expenses at interview.</li> <li>5. Request any mandatory verifications via a VCL. ONLY request dependent care verification if questionable.</li> <li>6. <u>Do not deny the case for failure to provide deduction verification.</u> Instead, authorize SNAP case at lower benefit level when expenses are considered questionable.</li> </ol> <p>At PRF and Interim Changes:</p>

1. Click on CC icon. This will populate the Case Summary screen.
2. Compare child enrollment and payment details of Child Care case to the dependent care expense screen in ImpaCT. Refer to '**How to Help Determining the Care 4 Kids Dependent Care Expense Calculation**' for more information on how to review childcare enrollment and payment details and calculate dependent care expenses.
3. If dependent care expenses are questionable, send a W-3016 requesting verification of the expense.
4. When the information is returned by the client and verified, take action on case to update benefit.
5. If information is not returned, leave case at prior benefit level and attempt to verify at next recertification.
6. Clearly record any actions taken in case notes.

Please note that client statement is acceptable verification for dependent care expenses for SNAP. However, if the change will increase the benefit amount and information is known to the Care 4 Kids system, DSS staff must use a higher level of verification. If the client reports a change that will decrease the benefit, client statement is considered verified upon receipt and the self-declared dependent care expense should be used.

**Cash Programs (Temporary Family Assistance (TFA)/State Assistance General Assistance (SAGA)/State Supplement):**

At Application, Renewal, and Interim Changes:

1. Click on the CC icon. This will populate the Case Summary screen with details for both the Child Care and DSS cases.
2. If there are discrepancies between the Child Care and DSS information listed on the Case Summary screen, take the necessary steps to resolve these discrepancies.
3. If necessary, enter Data Collection "Read Only," using the client's Child Care case number to further review the Child Care case record.
4. If unable to resolve discrepancy via collateral contact, interface, etc., then send a VCL to the client for clarification or verification. Then enter Data Collection using the DSS case number and update the appropriate ImpaCT screens to generate the necessary VCL to the client.
5. If the requested verification is received, update ImpaCT accordingly to determine the correct cash benefit.
6. If the client fails to respond to the VCL, take the necessary steps in ImpaCT to discontinue the cash EDG.
7. Clearly record any actions taken in case notes.

	<p><b><u>Non-MAGI MEDICAL:</u></b></p> <p>At Application and Renewal:</p> <ol style="list-style-type: none"> <li>1. Click on the CC icon. This will populate the Case Summary screen with details for both the Child Care and DSS cases.</li> <li>2. If discrepancies exist between Child Care and DSS cases, enter Data Collection "Read Only" using the Care 4 Kids case number to further review the Child Care case record.</li> <li>3. Compare this information to the DSS client record in ImpaCT. Review the earned income section to determine if client has reported employment to DSS already.</li> <li>4. If there is no employment information or different employment information on the DSS case, then follow-up.</li> <li>5. If unable to verify the income documented by Care 4 Kids, enter the DSS case in ImpaCT, and enter the employer information found in the client's Child Care case to generate the VCL.</li> <li>6. If wage verification is received, update the necessary screens in ImpaCT.</li> <li>7. If the VCL comes due and the client has not provided the requested proofs, take the necessary steps in ImpaCT to close any non-MAGI Medicaid programs.</li> <li>8. Clearly record any actions taken in case notes.</li> </ol> <p><b><u>MAGI Medical:</u></b></p> <p style="text-align: center;"><b>NO ACTION NECESSARY</b></p>
<p><b>What should DSS staff do when a DSS individual is identified as a vendor?</b></p>	<p>A "V" icon displayed in the Right Menu indicates a potential income source and the following actions should be taken:</p> <p><b><u>SNAP:</u></b></p> <p>C4Kids Vendor income is considered verified upon receipt unless questionable.</p> <p>At Application, Renewal, PRF, and Interim Changes:</p> <ol style="list-style-type: none"> <li>1. Hover over "V" icon to obtain Vendor ID number.</li> <li>2. Conduct a vendor search (refer to '<b>How to Help Determining Care 4 Kids Vendor Income Calculation</b>' for details) and compare childcare earnings to any income already listed ImpaCT.</li> <li>3. Update ImpaCT with change in income, regardless of whether the change results in an increase or decrease in benefit. Look at the amount of earnings to determine whether income should</li> </ol>

have been reported in accordance with simplified reporting. Review historical payments, compare with 130% FPL for household size and take appropriate recoveries actions as necessary.

4. Clearly record any actions taken in case notes.

#### **Cash Programs (TFA/SAGA/State Supplement):**

At Application, Renewal, and Interim Changes:

1. Hover over "V" icon to obtain Vendor ID number.
2. Conduct a vendor search. Refer to '**How to Help Determining Care 4 Kids Vendor Income Calculation**' for details.
3. If the client is a vendor and receiving payments from Care 4 Kids, update the corresponding ImpaCT screens to correctly reflect the client's income to determine if the client remains eligible for cash benefits.
4. Clearly record any actions taken in case notes.

A client may be identified as a Vendor, but not receiving Care 4 Kids payments at this time. In these situations, indicate in the case notes that the vendor icon was reviewed, but client is not currently receiving payments. Note that the Vendor icon and Care 4 Kids payments must be reviewed at the case's next touch point.

#### **Non-MAGI MEDICAL:**

At Application, Renewal, and Interim Changes:

1. Hover over the "V" icon to obtain the Vendor ID number
2. Conduct a vendor search. Refer to '**How to Help Determining Care 4 Kids Vendor Income Calculation**' for details.
3. Review ImpaCT and/or, specifically the earned income section, to determine if client has already reported employment to DSS.
4. If the vendor's income has not been previously reported to DSS or there is a discrepancy, follow-up.
5. Consider the C4Kids vendor payment as verified upon receipt. Follow the How To and enter the appropriate earned income on the ImpaCT case record.
6. Only verify vendor income received from C4Kids if the vendor disputes the calculated income. Send a manual W-3016 to provide the client the opportunity to verify the lower wages. Leave the income at the amount determined above until the client submits proof that their wages are less than what was calculated.
7. Clearly record any actions taken in case notes.

	<p><b><u>MAGI Medical:</u></b></p> <p style="text-align: center;"><b>NO ACTION NECESSARY</b></p>
<p><b>What should DSS do when the General Change task is received?</b></p>	<p>Discrepant information identified by Care 4 Kids staff regarding address, individual details, household composition, relationship details, income or employment will be communicated via a Fast Link Cover Sheet that will generate a "General Change" task for DSS. The following actions must be taken when a General Change task containing Fast Link information from Care 4 Kids is reviewed:</p> <p><b><u>SNAP:</u></b></p> <ol style="list-style-type: none"> <li>1. Review the task within 10 days of receipt.</li> <li>2. Compare the information reported on the Fastlink with the current information in ImpaCT</li> <li>3. If changes result in an increase in benefits, send a W-3016 requesting verification.</li> <li>4. If no verifications are received, leave benefit the same.</li> <li>5. If verification is received and information results in a decrease in benefits, record in case notes and explore at next recertification.</li> <li>6. If verification is received and information results in an increase in benefits, record in case notes and update ImpaCT in accordance with SNAP reporting rules.</li> </ol> <p><b><u>CASH (TFA / SAGA / State Supplement):</u></b></p> <ol style="list-style-type: none"> <li>1. Review the task within 10 days of receipt.</li> <li>2. Compare the information reported on the Fastlink with the current information in ImpaCT.</li> <li>3. Staff must take the necessary steps to act on the information provided in the Fast Link if information does not match.</li> <li>4. If unable to resolve discrepancy via collateral contact, interface, etc., then send a VCL to the client for clarification or verification.</li> <li>5. If the requested verification is received, update ImpaCT accordingly to determine the correct cash benefit.</li> <li>6. If the client does not respond to the VCL, update ImpaCT accordingly to discontinue the cash benefits.</li> <li>7. Clearly record any actions taken in case notes.</li> </ol> <p><b><u>Non-MAGI Medical</u></b></p> <ol style="list-style-type: none"> <li>1. Disposition Task. <ul style="list-style-type: none"> <li>• Mark Task as complete.</li> <li>• Do not take any further action</li> </ul> </li> </ol>

	<p><b><u>MAGI Medical:</u></b></p> <p>1. Disposition Task.</p> <ul style="list-style-type: none"> <li>• Mark Task as complete.</li> <li>• Do not take any further action</li> </ul>
<b>Training</b>	For a complete review of changes made to the ImpaCT system as a result of this integration, review the <b>ImpaCT Enhancements Child Care Program Web Based Training</b> . This training course is mandatory for all eligibility staff.
<b>Additional Resources</b>	<p><b>Dependent Care Deduction How to Help</b></p> <ul style="list-style-type: none"> <li>○ Details what screens you need to navigate to in order to calculate dependent care deductions for SNAP</li> </ul> <p><b>C4K Vendor Income How to Help</b></p> <ul style="list-style-type: none"> <li>○ Details what screens you need to navigate to in order to calculate C4Kids Vendor Income</li> </ul> <p><b>Interagency Business Process- IA-BP002 Individual Details Page</b></p> <ul style="list-style-type: none"> <li>○ Details what impact updating the Individual Details Page will have on potential C4Kids eligibility</li> </ul> <p><b>ImpaCT Enhancements Child Care Program</b></p> <ul style="list-style-type: none"> <li>○ Web Based Training</li> </ul>

Disposition: Retain for future reference. This bulletin replaces PIB 09-01.  
Distribution: Eligibility Staff  
Responsible Units: Eligibility Policy and Program Support

Date Issued: January XX, 2019

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