

MSDE CHILD CARE SUBSIDY TRANSITION PROJECT UPDATED: 8/21/15



FREQUENTLY ASKED QUESTIONS & INFORMATION

Thank you for taking an interest in the Maryland State Department of Education (MSDE) Child Care Subsidy program transition project!

The Frequently Asked Questions (FAQs) document below includes information related to the transition for interested families, families with CCS vouchers, providers and child care related stakeholders.

Information may be added to this document as the MSDE Child Care Subsidy (CCS) program will centralize case management functions, starting Monday, AUGUST 31, 2015, through this transition project.

Details and information provided in this document may be adjusted as we near our start date, so stay connected. To request future updates, please email ccscentral@cspring.com.

FAQ General Categories:

(click on the category to jump to that section)

- [!\[\]\(e40bb48ad1470e3a14017c64c5673877_img.jpg\) General Information](#)
- [!\[\]\(de28875f44a359ca6d30bbb1d9f6cdbd_img.jpg\) Centralized Case Management for Child Care Subsidy Program](#)
- [!\[\]\(2d84cfc19096ca16fe323c530253896b_img.jpg\) CCS Central Information](#)
- [!\[\]\(6b933a0050dc38b6c79d63f70c853f8d_img.jpg\) CCS Case Details & Inquiry Information](#)

GENERAL INFORMATION

On Monday, August 31st, case management and eligibility processing for the Maryland State Department of Education (MSDE) Child Care Subsidy (CCS) program will move from local DSS offices to CCS Central. CCS applicants and customers will contact CCS Central with a new toll-free number. When they call CCS Central, they can:

- Have a CCS application mailed to them or ask for help completing their application
- Get case details 24 hours-a-day/7 days-a-week
- Ask questions about their CCS application or case

Any documents that are needed for the CCS application will be mailed, FAXed or emailed to CCS Central.

CENTRALIZED CASE MANAGEMENT FOR CHILD CARE SUBSIDY (CCS) PROGRAM

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1. Do I need to do anything if I am currently in the CCS program?

No, if you are a current customer, you will receive a letter in the mail informing you of the updates. No action is necessary on your part.

2. I see the term and logo, CCS Central, what is this?

CCS Central is the new name for the Child Care Subsidy program application processing and case management center. Starting Monday, August 31st, all requests for assistance, case documentation, and eligibility determination will be handled through the CCS Central toll-free number, and will no longer be handled in-person at a local DSS office.

3. How can I start an application or inquire about my case?

Once CCS Central is operational, you can call the new toll-free number to speak with a help desk agent to ask about details of an existing case, request a new application, or inquire about an application or document that has been submitted. This new toll-free number will be shared when CCS Central opens.

4. I heard that there will be a new CCS application soon and the old applications (including the online SAIL applications) will not be accepted after CCS Central begins operations. How will someone get one of the new CCS applications?

If someone needs an application, s/he can call CCS Central at the new toll-free number to have one mailed to them. The application is available at http://www.marylandpublicschools.org/msde/divisions/child_care/subsidy/ccs.htm to print and fill in by hand. Soon, the application will be replaced by a fillable PDF to type on the computer, print, sign and submit by mail or FAX.

5. How did the CCS application change?

Changes were made to make the application easier to complete, and to promote more efficient and complete data entry into CCATS (the state CCS system) at the point of application. Within about a year, when the MSDE statewide portal is implemented, the CCS application will be fully online, to allow electronic submission.

6. What if I don't have access to the internet and need a paper application?

An application can be mailed to your location by calling the new toll-free number.

7. What if I've started my application but it isn't approved before the new center opens?

If you have started an application and need to turn it in or submit additional documentation, continue submitting it to your Local DSS office. Staff at local DSS offices will not be responsible for CCS functions after Friday, August 28th. Once CCS Central opens on Monday, August 31st, the staff will have the phone number for CCS Central, and mailing address or FAX number you can use to send documents.

8. How will redeterminations that are coming due during the transition from DHR to MSDE impact the customer and DSS?

The instructions for redeterminations will be changed for September redetermination documents and inquiries to be handled by CCS Central through the toll-free number, mail, FAX and/or email.

9. Do Temporary Cash Assistance (TCA) customers get priority in Child Care Subsidy (CCS) application processing?

Yes, active TCA cases, homeless and disabled children will have priority for processing and will be exempt from the waitlist. CCS applications from those with a pending TCA case (such as, in applicant job search) will be processed and approved, with priority placement in the CCS Central work queue, when all necessary verifications are received and the TCA case is active. Some local DSS offices are considering designating a CCS Liaison to facilitate the submission of CCS verifications from TCA applicants and recipients in their county.

10. How will this change affect CCS child care providers?

Child care providers have been calling a centralized toll-free number for CCS payment processing questions and management for the last five years, also managed by Xerox for MSDE. CCS Central will include both the payment processing staff who work with child care providers today, and the Help Desk representatives and Eligibility Specialists who will handle CCS customer and applicant calls, eligibility processing and case management. With all of the CCS staff in one location, child care providers should find that any case questions or challenges are addressed even more quickly than before, since the payment processing staff will have access to case management specialists in the same facility.

Child care providers will use the same phone number and contact information they use today, and they should see no other differences in CCS payment processing.

CCS CENTRAL INFORMATION

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1. Are you adding more staff to the call center to handle the extra volume?

MSDE and their vendor partner are committed to the success of the CCS program and are staffing the call center appropriately to handle general inquiry calls, as well as, hiring and training staff to handle eligibility determinations and program policy. If it is identified that more staff will be needed to handle call volume, this will be addressed.

2. How can I apply for a job at the call center for CCS program?

All jobs related to the CCS program that are still available can be found on Career Builder (WWW.CAREERBUILDER.COM). Go to this website and enter "MBC" in the keyword box and "Baltimore" in the location box. This should bring up available CCS related positions for the call center. MBC is the name of the company that is posting the positions.

3. What case details and information will be available 24 hours a day, 7 days a week?

The 24/7 automated menu will allow applicants and customers to check on the status of their application or hear details about their case.

4. How will customers who don't speak English be helped by CCS Central?

CCS Central will use a three-way call with the Language Line to handle real-time translation of any language other than English that a CCS customer speaks.

5. How long will CCS applications take to process at CCS Central?

State regulations require that CCS applications be processed within 30 days of receipt of a complete application (with verification documents). However, with the efficiencies XEROX has proposed, processing time should shorten over time.

6. Where will the centralized case management and call center be located?

CCS Central is not a customer-facing facility and should be reached through the toll-free number. By contract, the facility must be within 25 miles of the MSDE offices.

CCS CASE DETAILS & INQUIRY INFORMATION

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1. I've submitted my application, how can I check on the status of the application?

If you have not received notification in the mail that you have been determined eligible, you are still in the application phase. Contact the new toll-free number at CCS Central and "log in" with your Date of Birth and Contact Phone number provided on your CCS application to receive the status of your application.

2. Will customers in the CCS program need a login or user ID to view details on their case?

No. At this time, CCS customers do not have a website to view case details online. This statewide online portal functionality is currently in design and is a separate project from CCS Central. More information will be provided when customers can go online to view information or submit an application.

Customers can call in to the new toll-free number to hear details about their case by entering their Party ID that was assigned and mailed to them once they were determined eligible for CCS. (**NOTE:** Current CCS customers will receive a notice before August 31st that includes their Party ID and how to access information through the CCS Central toll-free number.)

3. What is the timeline for the new statewide portal capability? (This is separate from the CCS transition project)

An exact date is not known, but expect more information on the MSDE Statewide Portal in the first half of 2016. This portal does not impact the current CCS Central operations that will be implemented in late August of 2015.

4. Will providers have access to application and case information on the automated menu?

No. Providers will have access to their provider payment information through the automated menu, but they will not have access to customers' case or application information.