



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child Development and Early
Education

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
ANNA CARTER • Director

July 16, 2018

Dear County Directors of Social Services and Local Purchasing Agencies

Letter Number: SCCA DCDL 2018 - #04

Attention: Directors of County Departments of Social Services
Directors of Other Local Purchasing Agencies
Child Care Coordinators
Other DSS Personnel who work with the Subsidized Child Care Assistance Program

Subject: Program Compliance Monitoring Changes for the 2018-2021 Cycle

The purpose of this Dear County Director Letter is to provide county staff that work with the Subsidized Child Care Assistance Program information about changes to expect during the new monitoring cycle that begins July 1, 2018 and ends June 30, 2021. The Program Compliance Monitoring Team is responsible for carrying out statewide program compliance functions for the Subsidized Child Care Program funded by the Division of Child Development and Early Education (DCDEE) and Smart Start. Counties that will be monitored during SFY 2018-2019 received an email on May 21, 2018 with the new monitoring schedule attached along with a list of staff and county assignments. The Program Compliance Monitoring Team genuinely appreciates the efforts and cooperation of all counties during the monitoring process for the 2015-2018 cycle.

Although there will be some differences in the items monitored and monitoring documents, some things will remain unchanged this monitoring cycle. You will notice that these items have not been changed.

- Each county will continue to be monitored on a three-year cycle.
- The monitoring schedule for each fiscal year will continue to be released in advance.
- Timeframes for prior notification of monitoring visits will remain the same.
- Timeframes for receipt of the monitoring report and due dates for responses and actions remain unchanged.
- Counties will continue to receive the sample and NC FAST checklist for items to print prior to the monitoring visit until the implementation of P12.

Beginning July 1, 2018, the Program Compliance Consultants will use a new monitoring checklist to streamline the process and better align with NC FAST.

- Four categories will be monitored during visits: Eligibility Determination, Verification, Evidence, and Voucher/Action Notices.
- Each child in the sample will be listed on the first demographics sheet and assigned a sample number.
- The child's corresponding sample number will be used for each section, so there will no longer be an individual checklist for each child.
- Within each section, you will see the items monitored, points possible and points earned for each child. This will minimize the amount of paper required, especially for counties that serve many children, and make it easier to review findings in one location.
- A narrative sheet will accompany the checklist and include explanations of findings along with references to related job aids to assist staff with corrections.
- For each child, you will be able to see the total points possible for that child and the points earned on the demographics sheet, along with the overall compliance score.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD DEVELOPMENT AND EARLY EDUCATION

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In addition to the monitoring checklist changes, you will notice the following changes in the monitoring process during your next monitoring visit:

- Revised LPA Monitoring Checklist (sent prior to the visit, completed by management and returned to the Monitoring Team at least 3 weeks prior to the visit).
- Additional time will be provided to prepare the sample and documentation for the monitoring visit.
- Monitoring Checklist for Provider Records no longer utilized.
- Focus on references to NC FAST job aids within the monitoring report.
- Ranking Reports and Statistical Summaries will not be sent as part of the finalization (a compliance score will still be included in the monitoring report).
- Verification of implementation of performance improvement plans will be required to support corrections.

Regarding P12, document management, the Program Compliance Monitoring Team continues to see variances in what and how counties are managing documents and notes in NC FAST. We are working with the Policy Unit, Subsidy Technical Assistance Consultants, and NC FAST staff to determine steps to promote consistency and facilitate improved document management for child care cases. The more we can utilize NC FAST for monitoring, the less paperwork will need to be printed for the Monitoring Team during on-site visits.

While the Program Compliance Monitoring Team has made several adjustments to monitoring due to the transition to NC FAST, there are likely more changes to come to make the process as efficient and smooth as possible for all staff involved. The Team is learning how to best utilize the full functionality of NC FAST for monitoring purposes.

We believe the information in this letter will minimize uncertainty for the upcoming monitoring cycle as we continue to work together to ensure compliance with all Subsidized Child Care Assistance Program terms, conditions, and requirements specified in state and federal policies and regulations. If you have questions about the information in this letter, please contact Wanda Hopkins, Program Compliance Lead Worker, at wanda.hopkins@dhhs.nc.gov, or Kim Miller, Senior Subsidy Compliance Manager, at kim.miller@dhhs.nc.gov.

For policy consultation, technical assistance, and/or any other Subsidized Child Care Assistance Program questions, please contact dcdee.subsidy.policy.help@dhhs.nc.gov.

Sincerely,



Anna Carter

Enclosures