

 <b>VERMONT</b> <b>DEPARTMENT FOR CHILDREN AND FAMILIES – Child Development Division</b>		
Chapter:	<b>Eligibility Determination – Case Management</b>	
Subject:	<b>Application Denial Process</b>	
Approved:	Reeva S. Murphy, Deputy Commissioner	Effective: 10/01/2014

**PURPOSE**

Ensure consistent practice statewide in the child care eligibility determination process.

**POLICY**

The Child Care Financial Assistance Program provides financial assistance to parents/caretakers who meet the program criteria.

**PROCEDURES**

- 1 The parent, guardian or primary caretaker (client) submits an application to the Child Care Financial Assistance Eligibility Specialist serving their geographic area.
- 2 The client submits all necessary documentation to determine eligibility. If, based upon the information, they are over income or a service need cannot be established, the application is denied in BFIS. The denial letter must be generated in BFIS and sent immediately upon denial.
- 3 If a “Missing Items” letter is sent and the requested information is not received, the application is denied. The Eligibility Specialist’s must determine eligibility within 3 business days of the “Missing Items” letter due date.
- 4 In the case where a client received a “Missing Items” letter and the documentation was received prior to application denial (within the 3 business day window) you may continue the eligibility determination process with the following condition:
  - The information received completes the file and you are able to determine eligibility. Additional “Missing Items” letters may not be created.
- 5 If you are unable to complete the eligibility process with the information provided, the application is denied. The denial letter is generated in BFIS and sent immediately upon denial.
- 6 The case is made inactive in the BFIS system on the same date that the denial letter is sent to the client.

Please Note: Once a client is denied, they must reapply with all new information.