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DEPARTMENT FOR CHILDREN AND FAMILIES
Child Development Division
Child Care Financial Assistance Manual

Chapter: ELIGIBILITY – Case Management

Subject: Program Integrity/Complaints

Approved: Reeva S. Murphy, Deputy Commissioner

Effective: 09/04/2016

PURPOSE

The Child Development Division (CDD) intends to deter the financial incentives to commit fraud through detection and enforcement by creating a structure that will result in thorough investigations and the ability to track data, identify trends and train staff.

To provide a guideline of what to do with information regarding providers or parents who may be providing the CDD with incorrect information.

POLICY

CDD may seek re-payment or recoupment of funds directly from the provider or eligible family if payment of financial assistance was made in error due to misrepresentation, fraud by the family or provider, or other violations of these regulations

Payment may be withheld or suspended if a child care provider fails to comply with payment procedures established by CDD, until compliance is established.

CDD may permanently deny access to the subsidy program to any family or provider substantiated for engaging in fraudulent practices within the program.

PROCEDURE

The Bright Futures Information System (BFIS) has the capacity to take in and track/coordinate provider and client complaints. Complaints may be filed by phone though the Child Care Consumer Line at 1-800-649-2642 or on-line at <http://www.brightfutures.dcf.state.vt.us>. The following guidelines apply:

- If a parent contacts you, regarding a Child Care Financial Assistance provider or subsidy complaint, please encourage them to contact the Child Development Division through one of the methods listed above.
- If the parent is calling to report suspected child abuse or neglect refer them to the Child Protection Line at 1-800-649-5285.
- If you or someone in your Community Child Care Support Agency discovers a potential provider payment issue, enter your concern on-line at the link listed above. Provide all available information and send, via email or fax, any documentation pertinent to the complaint to the Child Care Financial Assistance Program Administrator.
- Contact your Child Care Financial Assistance Grant Monitor if you suspect a client is providing inaccurate eligibility information. The Grant Monitor will contact the Program Integrity Investigator on your behalf and will provide you with further eligibility guidance once additional information is received. Do not enter this type of issue through the on-line portal.