



**CHILDCARE AND PARENT SERVICES (CAPS)
Georgia's Subsidy Program**

CAPS Procedure – Case Changes	No.: CAPS/01-5	Effective Date: 10/01/2016
		Revised: 10/01/2021
		Revision Effective: 10/01/2021

LEGAL AUTHORITY: Federal Register: 45 Code of Federal Regulation (CFR) 98 and 99.

Cross Reference/See Also: CAPS Purchase of Child Care thru Certificates Policy (CAPS/00-10), CAPS Case Change and Documentation Policy (CAPS/00-13), CAPS Redetermination Procedure (CAPS/01-6)

Note: Definitions of words or phrases in **bold** are located in [Definitions and Acronyms](#). Only the first occurrence of the defined words or phrases are bolded.

5 CASE CHANGES

5.1 Purpose

At any time during the **eligibility period**, there may be changes in the circumstance of the **family unit** or child care arrangements that affect eligibility or benefits. The purpose of this document is to define the procedures to ensure case changes are processed according to **Childcare and Parent Services (CAPS)** policy.

Note: Follow guidelines outlined in the [CAPS Case Change and Documentation Policy \(CAPS/00-13\)](#) for information about child care case changes.

5.2 Scope

This procedure applies to all employees of the **Department of Early Care and Learning (DECAL)**, all parties responsible for the administration of the CAPS program, **parents**, and child care **providers** who receive subsidies administered by DECAL, on behalf of **parents**.

5.3 Processing the Change

The change request must be completed within 14 **calendar days** from the date the request is received by CAPS.

Make every attempt to process the change as follows:

Step	CAPS Staff Action
1	Initiate 3 separate contact attempts once the change request is assigned with the parent by phone, SMS text message, or email. <ul style="list-style-type: none"> (A) The first contact attempt must occur within 24 business hours. (B) The second contact attempt must occur within 48 business hours following the first contact attempt. (C) The third and final contact attempt must occur within 24 business hours following the second contact attempt. <p>Note: CAPS staff must document all details of each contact attempt in the case record.</p>
2	If verification documents are needed to process the change, email the parent the Appointment Letter and Verification Checklist (Appendix N) detailing the documents needed to process the change request. Request that

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Step	CAPS Staff Action
	<p>the parent submit all required documentation within 3 business days from the date on the Appointment Letter and Verification Checklist (Appendix N).</p> <p>Note: due to the time allowed to submit verification documents, the Appointment Letter and Verification Checklist (Appendix N) must be emailed to the parent (if email is available). If email is not available, the Appointment Letter and Verification Checklist (Appendix N) must be mailed. The parent will have 7 calendar days from the mail date to submit verification documents.</p>
3	<p>Complete the change request by day 14.</p> <p>(A) The change request will be withdrawn if the parent does not respond to CAPS after the third and final contact attempt or submit the requested documents by the verification documents due date.</p>
4	<p>Notify parent of the change status or disposition by day 14.</p> <p>Note: if staff are unable to process the change due to the parent failing to submit verification documents, the request will be withdrawn, and the parent will need to submit a new change request. Staff must inform the parent in writing of the need to submit a new change request.</p>

5.4 Change in Child Care Provider

A **parent** may request a change in provider arrangements, including changes in providers or the location where care is given, or the need for care. Licensed providers must be a **Quality Rated Provider**, which includes providers who are Star Rated, in **CAPS/Quality Rated Probationary Status**, or in **CAPS/Quality Rated Provisional Status**. For additional information on Quality Rated refer to [CAPS Quality Rated Guidelines and Requirements \(Appendix II\)](#).

When a parent requests a change in the provider arrangement, complete the following steps:

Step	CAPS Staff Action						
1	<p>Contact the parent to determine the following:</p> <table border="1"> <thead> <tr> <th>New provider selected?</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> <p>(A) Confirm the type of provider (i.e., licensed, license-exempt, or informal)</p> <p>(B) If the new provider is a licensed provider, confirm the provider is a Quality Rated Provider via the CAPS Workflow Portal.</p> <ul style="list-style-type: none"> o If the licensed provider is a Quality Rated Provider, complete the steps in C through F below. o If the licensed provider is a Non-Quality Rated provider, complete the steps in “No/Non-Quality Rated Provider.” <p>(C) Expire the scholarships at the previous child care provider.</p> <p>(D) Notify the previous child care provider using the Disposition and Parent Information Form (Appendix L) or other state approved letter indicating the last date of eligible payment.</p> <p>(E) Create the appropriate scholarship authorizing care with the new child care provider.</p> <p>(F) Notify the new child care provider using the Disposition and Parent Information Form (Appendix L) or other state approved letter of start of service.</p> <p>(G) Send copies of the new scholarships to the parent and new provider.</p> <p>(H) Proceed to Step 2.</p> </td> </tr> <tr> <td>No/Non-Quality Rated</td> <td> <p>(A) Inform the parent of the child care provider options available.</p> <p>(B) Refer parent to DECAL website to review provider type’s available, provider health and safety reports, and quality ratings.</p> <p>(C) Refer parent to ALLGAKIDS for possible referral.</p> </td> </tr> </tbody> </table>	New provider selected?	Action	Yes	<p>(A) Confirm the type of provider (i.e., licensed, license-exempt, or informal)</p> <p>(B) If the new provider is a licensed provider, confirm the provider is a Quality Rated Provider via the CAPS Workflow Portal.</p> <ul style="list-style-type: none"> o If the licensed provider is a Quality Rated Provider, complete the steps in C through F below. o If the licensed provider is a Non-Quality Rated provider, complete the steps in “No/Non-Quality Rated Provider.” <p>(C) Expire the scholarships at the previous child care provider.</p> <p>(D) Notify the previous child care provider using the Disposition and Parent Information Form (Appendix L) or other state approved letter indicating the last date of eligible payment.</p> <p>(E) Create the appropriate scholarship authorizing care with the new child care provider.</p> <p>(F) Notify the new child care provider using the Disposition and Parent Information Form (Appendix L) or other state approved letter of start of service.</p> <p>(G) Send copies of the new scholarships to the parent and new provider.</p> <p>(H) Proceed to Step 2.</p>	No/Non-Quality Rated	<p>(A) Inform the parent of the child care provider options available.</p> <p>(B) Refer parent to DECAL website to review provider type’s available, provider health and safety reports, and quality ratings.</p> <p>(C) Refer parent to ALLGAKIDS for possible referral.</p>
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Step	CAPS Staff Action
	(D) Proceed to Step 2 .
2	Document the case record of all actions taken.

Note (1): A review for eligibility does not have to be completed for a case when there is a change in providers unless the **parent** also reports a change in circumstance that significantly impacts his/her eligibility. Reviews for on-going eligibility will be conducted at the annual redetermination or during reported case changes.

Note (2): When a **parent** initiates a change in providers without notifying CAPS and there is not a **child care scholarship** that authorizes subsidies with the new provider, the **parent** is responsible for the full cost of the child care. CAPS will not pay for services retroactively for any period prior to authorization. Refer to the [CAPS Purchase of Child Care through Scholarships Policy \(CAPS/00-10\)](#).

5.5 Changes in Income

Parents may report when there are changes in family income; however, reporting shall be mandatory if the family income exceeds 85% SMI. Changes in income include reductions or increases in the amount of **wages** or countable **unearned income** within the family unit.

5.5.1 Change Resulting in Positive Impact

If there is a reduction in the income of the family unit that results in a positive impact in services (e.g., reduced **family assessed fees** or reduced out of pocket expenses for the **parent**):

Step	CAPS Staff Action
1	Review the documents received to determine if the new income is correct. The case change must be made within 14 calendar days of the receipt of the change in income.
2	Expire and re-issue scholarships.
3	Send the Disposition and Parent Information form (Appendix L) to the parent and child care provider within one business day of the determination.
4	Change that positively impact families should be effective the first day of the new service week following the determination.
5	Document the case record of all actions taken.

5.5.2 Change Resulting in Negative Impact

If there is an increase in the income that results in a negative impact in services (i.e. increased family fees due to income, increased out of pocket expenses). The change must be reviewed.

- If the new income exceeds 85% of the **State Median Income (SMI)**, do the following:

Step	CAPS Staff Action
1	Review the documents received to determine if the new income is correct.
2	Expire all scholarships and close the case.
3	Send the Disposition and Parent Information form (Appendix L) to the parent and child care provider within one business day of determination. Send the Disposition and Parent Information form (Appendix L) at least 14 calendar days prior to the effective date of the adverse action .
4	Terminate care no earlier than the end of the service week after the 14 th day has expired.

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Step	CAPS Staff Action
5	Document the case record of all actions taken.

- If it is determined that the family unit's **gross applicable income** remains at or below 85% of the SMI, do the following:

Step	CAPS Staff Action
1	Document the case record, including capture of new income.
2	No further action is needed.

Note: All actions relating to increases in income below 85% SMI will be reviewed and implemented at redetermination. Refer to the [CAPS Redetermination Procedure \(CAPS/01-6\)](#) for more information.

5.6 Changes in Activity

Parents may report when there are changes in activity. Changes in activity include breaks or loss of **employment**, school, or training activity.

5.6.1 Temporary Change

Temporary change in activity is defined as any time-limited absence from work for an employed **parent** due to such reasons as the need to care for a family member or an illness; any interruption in work for a seasonal worker who is not working; any student holiday or break for a **parent** participating in a training or educational program; any reduction in work, training, or education hours, as long as the parent is still working or attending a training or educational program; any other time-limited cessation of work or attendance at a training or educational program that does not exceed 13 weeks.

If a temporary change in the **parent's** employment, school, or training activity is reported, do the following:

Step	CAPS Staff Action
1	Document the case record.
2	No further action is needed for temporary changes in activity. Care for children will continue during breaks to allow for continuity of services.

5.6.2 Non-temporary Change

Non-temporary changes in activity include, but are not limited to, the following:

- Loss of employment – supported by a separation notice or termination letter from employer
- Graduation from school or training program – supported by diploma, graduation certificate(s), graduation letter from program

If there is a change in activity due to a non-temporary change, do the following:

Step	CAPS Staff Action								
1	Review the documents received to determine if the change is temporary or non-temporary. If the change is non-temporary, proceed to Step 2 below. If the change is temporary, document in the case record. No further action is needed for temporary changes in activity.								
2	<table border="1"> <tr> <td>If the change is non-temporary, determine the number of weeks remaining in the eligibility period from the date the activity ended.</td> <td></td> </tr> <tr> <td> <table border="1"> <tr> <th>Is there 13 weeks or more remaining in</th> <th>Action</th> </tr> <tr> <td></td> <td></td> </tr> </table> </td> <td></td> </tr> </table>	If the change is non-temporary, determine the number of weeks remaining in the eligibility period from the date the activity ended.		<table border="1"> <tr> <th>Is there 13 weeks or more remaining in</th> <th>Action</th> </tr> <tr> <td></td> <td></td> </tr> </table>	Is there 13 weeks or more remaining in	Action			
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eligibility period from the date the activity ended?								
Yes	(A) Proceed to Step 3							
No	(A) Inform the parent that care can continue through the end of the current eligibility period and that at annual redetermination, the parent must meet applicable state-approved activity requirements. Adjust the family fee, if applicable. Document in the case record.							
3	Contact the parent to discuss job search as an allowed activity for up to 13 weeks from the date the activity ended.							
4	Send notification to the parent within one day of the confirmation of change. The notification must include: <ul style="list-style-type: none"> Continued eligibility for up to 13 weeks for job search from the date the activity ended. New scholarships detailing positive impacts to family's services (e.g., decrease in family fee allowing the family to realize cost savings). If the parent resumes participation in a state-approved activity at any level during the 13-week job search period, on-going child care can continue for the duration of the eligibility period. If the parent <i>does not</i> resume participation in a state-approved activity at any level during the 13-week job search period, the case will close at the end of the 13-week job search period. 							
5	Three weeks prior to the end of the 13-week job search period, contact the parent to determine if care can continue. <table border="1"> <thead> <tr> <th>Participating in Employment or Approved Training?</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td> (A) Request the parent provide verifying documentation. (B) If the parent meets employment or training requirements, continue care at the existing level until case redetermination. Proceed to Step 5. (C) If the parent does not meet employment or training requirements, proceed with the steps in the No section. </td> </tr> <tr> <td>No</td> <td> (A) If the parent has not resumed participation in a state-approved activity at any level during the 13-week job search period, the case should be closed. Notify the parent and child care provider by sending the Disposition and Parent Information form (Appendix L) at least 14 calendar days prior to the effective date of the adverse action. The case cannot be terminated earlier than the last day of the service week following the end of the 14th day. If the parent resumes and reports participation in a state-approved activity at any level prior to the last day of the 13-week job search period, on-going child care can continue for the duration of the eligibility period. </td> </tr> </tbody> </table>		Participating in Employment or Approved Training?	Action	Yes	(A) Request the parent provide verifying documentation. (B) If the parent meets employment or training requirements, continue care at the existing level until case redetermination. Proceed to Step 5 . (C) If the parent does not meet employment or training requirements, proceed with the steps in the No section.	No	(A) If the parent has not resumed participation in a state-approved activity at any level during the 13-week job search period, the case should be closed. Notify the parent and child care provider by sending the Disposition and Parent Information form (Appendix L) at least 14 calendar days prior to the effective date of the adverse action. The case cannot be terminated earlier than the last day of the service week following the end of the 14 th day. If the parent resumes and reports participation in a state-approved activity at any level prior to the last day of the 13-week job search period, on-going child care can continue for the duration of the eligibility period.
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6	Document the case record of all actions taken.							

5.7 Changes in Family Unit

Parents may report when there are changes in the family unit. Changes in the family unit may include:

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- Addition of child(ren) (e.g., birth, adoption, or custody)
- Marriage
- Family unit member moves in or out of home
- Death of a member of the family unit

Changes in family unit composition can be supported by documents included but not limited to:

- birth certificates
- confirmation of birth from hospital
- adoption records
- death certificates
- marriage licenses
- divorce decrees
- court documents

5.7.1 Change Resulting in a Positive Impact

If there is a change in the family unit that results in an immediate impact in services (e.g., birth of child requires increase in services for family), do the following:

Step	CAPS Staff Action
1	Review the documents received to determine if the new income is correct. The case change must be made within 14 calendar days CAPS receipt of the change in the composition of the family unit.
2	Complete the eligibility for new services and send the Disposition and Parent Information form (Appendix L) to the parent and child care provider within one business day of the determination.
3	Change that positively impact families should be effective the first day of the new service week following the determination.
4	Document the case record of all actions taken.

5.7.2 Change Resulting in Negative Impact

If there is a change that results in a negative impact in services (e.g., increase in family fees may cause more out of pocket expense to the family), the change must be reviewed. Complete the following steps:

Step	CAPS Staff Action
1	Document the new change in the case record.
2	No further action is needed.

Note: All additional actions will be reviewed and implemented at redetermination. Refer to the [CAPS Redetermination Procedure \(CAPS/01-6\)](#) for more information.

5.8 Changes in Contact Information

Parents must report when there are changes in their contact information. This will allow for seamless on-going communication between the **parent** and CAPS. Changes in contact information may include:

- Phone
- E-mail
- Address

When changes in contact information is reported, do the following:

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Step	CAPS Staff Action
1	Update the case record/system to reflect the new contact information (including address, e-mail and phone).
2	If the family no longer resides in the state of Georgia: (A) Close the case within one business day of the determination and expire all active scholarships. (B) Notify the parent and child care provider by sending the Disposition and Parent Information form (Appendix L) at least 14 calendar days prior to the effective date of the adverse action. The case cannot be terminated earlier than the last day of the service week following the end of the 14 th day.
3	Document the case record of all actions taken.

5.9 Voluntary Closures

If the **parent** chooses to voluntarily withdraw from the CAPS program, written notification must be received. The [Voluntary Withdrawal Request \(Form 64\)](#), or any other written request for voluntary withdrawal should include:

- Date
- Name of the child care provider
- Name of child(ren)
- Last desired date of service
- Reason for the withdrawal

When closing the child care case if the **parent** voluntarily withdraws, CAPS staff must do the following:

Step	CAPS Staff Action
1	Complete the Disposition and Parent Information form (Appendix L) or other state-approved letter to notify the parent and child care provider of the case closure and indicate the last day CAPS will subsidize the cost of care. Note: The effective closure date on Disposition and Parent Information form (Appendix L) or other state-approved letter should be the same as the parent's written request.
2	Expire all active scholarships and close the case.
3	Document the case record of all actions taken.

5.10 Excessive Unexplained Absences

The following lists situations where excessive unexplained absences warrants action:

- A provider has provided information that a new **parent** has not utilized the child care scholarship within the first 30 calendar days of service.
- A provider has provided information that an existing child no longer attends the child care facility for a period of at least 30 calendar days.

When notification is received that a family has abandoned the CAPS program, do the following:

Step	CAPS Staff Action		
1	Make at least two attempts to contact the parent using each available communication channel (phone, mail, email) to determine if care is still needed. <table border="1" style="margin-left: 40px;"> <tr> <td style="background-color: #d9ead3;">Care Still Needed</td> <td style="background-color: #d9ead3;">Action</td> </tr> </table>	Care Still Needed	Action
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Step	CAPS Staff Action	
	Yes	<p>(A) Review scholarships and re-issue as needed based on new need for care arrangement(s).</p> <p>(B) Provide notification to the parent and child care provider of new care arrangements.</p> <p>(C) Document the case record of all actions taken.</p>
	No	<p>(A) Notify the parent and child care provider by sending the Disposition and Parent Information form (Appendix L) or other state-approved letter at least 14 calendar days prior to the effective date of the adverse action.</p> <p>(B) Expire all active scholarships and close case no earlier than the last day of the service week following the end of the 14th day.</p> <p>(C) Document the case record of all actions taken.</p>

PROCEDURE REVISION HISTORY

Date	Description of Change
07/02/2018	Revised section 5.5.1 to align with new definition of temporary change and section 5.9 to clarify that CAPS will make at least two attempts to contact parents prior to closing cases for abandonment.
07/01/2019	Revised language related to non-temporary changes in state-approved activity to limit job search as an allowed activity to parents with more than 13 weeks remaining in their current eligibility period. Removed the 13-week suspension period that previously followed job search for non-temporary changes in state-approved activity.
10/01/2019	Revised language to note that CAPS will provide 14 days' notice of adverse actions.
11/02/2020	Renamed abandonment to excessive unexplained absences.
07/01/2021	Added language, effective August 1, 2021, licensed providers must be a Quality Rated Provider, which includes providers who are Star Rated, in a Quality Rated Probationary Status, or in a Quality Rated Provisional Status.
10/01/2021	Added language on how to process changes. Removed milestone date regarding CAPS/Quality Rated goal. Added additional information on Quality Rated can be viewed in the CAPS/Quality Rated Guidelines and Requirements (Appendix II).