

## CCIS CASE FILE RETENTION

### A. Low Income Cases/Applications

#### 1. Contents of file:

- Subsidy Application with all the applicable attached verifications should be included in the file.
- Verification for employment/education or training, earned income and unearned income such as; child support; disability or other pensions must be retained.
- Release of Information Form signed by parent/caretaker
- HIPPA form signed or marked “refuse to sign”
- Self-Certification form to verify information that is not included on the application or changes that occur after application. This information includes age of child, citizenship status, immunization status, days and hours for child care needs and, if appropriate, the face to face time frame extension. (See Below Note)
- Self-Declaration form to allow parent/caretakers 30 days to obtain written verification. The CCIS worker should sign the form and mail to the parent/caretaker, no additional signature is required. (See Below Note)
- Verification of residence
- Collateral Contact verification should be documented in the file if utilized for verification.
- Verification of identity of parent/caretaker.
- Case Comments **must** be entered into CCMIS with the exception of special circumstances. CCIS agencies **must** maintain case comments for special circumstances in case files.

**Note: A Policy Communiqué will be issued within the next few weeks, issuing new Self-Certification and Self-Declaration forms with specific instructions for the completion of those forms.**

#### 2. Maintenance of Files:

The case file must have all current eligibility documents and information pertaining to the most recent six-month eligibility period clipped together or in sections for ease of identification and reference.

## **B. Low Income Cases/Re-determinations and Former TANF Re-determinations**

### **1. Contents of files:**

- The re-determination form and all the applicable attached verifications should be included in the file.
- Verification for earned income and verification for any changes that are indicated on the re-determination form.
- Self-Certification form to verify information if it is not included on the re-determination form. This information includes age of child, citizenship status, immunization status, days and hours for child care needs and, if appropriate, the face to face time frame extension. (See Note Below)
- Self-Declaration form to allow parent caretaker 30 days to obtain written verification. The CCIS worker should sign the form and mail to the parent/caretaker, no additional signature is required. (See Note Below)
- Collateral Contact verification should be documented in the file if utilized for verification.
- Case Comments **must** be entered into CCMIS with the exception of special circumstances. CCIS agencies **must** maintain case comments for special circumstances in the case files.

**Note: A Policy Communiqué will be issued within the next few weeks, issuing new Self-Certification and Self-Declaration forms with instructions on the completion of those forms.**

**The below information ONLY needs to be completed if changes occurred from the time of application:**

- Release of Information Form
- HIPPA form signed or marked “refuse to sign”
- Verification of residence
- Verification of identity of parent/caretaker.

### **2. Maintenance of Files:**

The case file must have all current eligibility documents and information pertaining to the most recent six-month eligibility period clipped together or in sections for ease of identification and reference.

## C. Former TANF Initial Transfer Cases:

### 1. Contents of the file:

- The Self-Certification form should be completed with all Former TANF transfer families who contact the CCIS within 60 days after TANF ends. (Note: A subsidy application should not be used for Former TANF families.) The Self-Certification Form should verify that the following information is correct and hasn't changed.
  - The need for child care
  - The name of the employer, education or training program
  - The hours the p/c works or attends education or training
  - The address, family size and income are accurate
  - Days/hours for which the child needs care

**If any information has changed, the CCIS needs to complete a Self-Declaration Form for the changed information and obtain the follow-up verification within 30 days.**

- The Self-Declaration Form should be used for Former TANF parent/caretakers who contact the CCIS after 60 days of TANF closing or if changes are reported by Former TANF parent/caretakers who contacted the CCIS within the 60 days from TANF closing. The Former TANF parent must verify the information that was self-declared within 30 days. The information includes:
  - The need for child care
  - The name of the employer, education or training program
  - The hours the p/c works or attends education or training
  - The address, family size and income are accurate
  - Days/hours for which the child needs care
- Collateral Contact verification should be documented in the file if utilized for verification.
- Case Comments **must** be entered into CCMIS with the exception of special circumstances. CCIS agencies **must** maintain case comments for special circumstances in the case files.

**Note: A Policy Communiqué will be issued within the next few weeks which will issue new Self Certification and Self Declaration forms with specific instructions for the completion of those forms.**

### 2. Maintenance of Files:

The case file must have all current eligibility documents and information pertaining to the most recent six-month eligibility period clipped together or in sections for ease of identification and reference.