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**New York State
Office of Children and Family Services**



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REQUEST FOR INFORMATION
Child Care Time and Attendance Payment System



New York State Office of Children and Family Services (OCFS)

Request for Information (RFI) Child Care Time and Attendance Payment System

Purpose

The purpose of this Request for Information (RFI) is to solicit information from the information technology vendor community that sets forth suggested approaches for the development of a single, automated statewide child care time and attendance payment system.

The child care subsidy program is a state-supervised, locally administered program that assists parents in meeting the cost of child care to enable parents to accept and maintain employment and to protect the child. There are 58 separate social services districts within the State that are responsible for administering the program. Across the state, there are more than 75,000 providers who could accept subsidized children. As of last year there were approximately 212,000 subsidized children served (see Appendix 4 for more detailed statistics from calendar year 2008).

This RFI seeks information from all interested parties who are capable of providing information in all categories listed in the Information Requested Section (Appendix 1). Information provided by vendors and responses to vendor questions provided by New York State are non-binding and will be used for informational purposes only. The agency welcomes respondents' opinions on the Desired System Attributes listed below and any additional suggestions deemed appropriate.

Our Vision

The goal of OCFS is to improve the accuracy of child care subsidy payments through the enterprise-wide deployment of automation (computerized) technology that will track the attendance of subsidized children at child care programs and calculate payments for those services. Implementing a standardized system would:

- Improve the quality of care by lessening the burden of manual processes on providers
- Increase the number of providers willing to accept children whose care is subsidized
- Improve the recruitment and retention of child care providers
- Decrease the administrative burden on local districts
- Increase fiscal accountability



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Desired System Attributes for the Future

New York State OCFS is exploring the feasibility of establishing a single, automated statewide time and attendance payment system. To achieve this, OCFS envisions a system that would include a majority of the following attributes:

1. The system must interface with the existing systems: Welfare Management System (WMS), Benefit Issuance and Control System (BICS), the Child Care Facility System (CCFS) and any local payment systems currently used. The data format created by the time and attendance payment system would need to be compatible with these existing systems.
2. The system must be able to convert any existing district data, importing the data in the existing systems into its own format. Data that would be converted/imported would include:
 - a. Child's client identification number (CIN)
 - b. Start and end dates of the child's eligibility
 - c. Provider's charge for care and an indicator if provider has contracted with the district
 - d. Indicator of part-time OR full-time
 - e. Indicator of funding authorization
3. The system must have the ability to provide both standard and ad hoc reporting capabilities for both local district and State needs. The standard reports would need to include, but not be limited to:
 - a. Child absence reports (number of absences, extenuating circumstances indicator)
 - b. Transaction reports (by provider, child, date-range and/or district)
 - c. Detailed and summary reports:
 1. Listing of children by provider (grouped by provider)
 2. Listing of provider for each child (grouped by child)
 3. Exception report of monthly overrides (payment amounts, authorization dates and rates)
 4. Deviations from scheduled care (either above or below the scheduled time)
4. The system must provide an export of its data to the OCFS Cognos® data warehouse on a scheduled basis for the purpose of business intelligence analysis.
5. The system must be flexible to be able to work effectively within the parameters of each district's approved program rules, which vary among districts. Some districts' systems will require replacement while others will require integration into a new platform.



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6. The automated attendance tracking solution must be an end-to-end solution, including any and all equipment necessary to record the attendance and transmit that attendance information to centralized data storage. The resulting payment information would then be transmitted from this centralized storage to New York State's voucher and benefit issuance systems, for approval, payment and subsequent claiming.
7. The system must calculate the subsidy payment for each provider, using the cost of care charged by the provider for private pay families or the contracted rate up to the applicable market rate for the district as established in Title 18 of the NYCRR (New York Codes, Rules and Regulations) section 415.9 (Appendix 2) and/or any differential rates established by a district in its approved Child and Family Services Plan. Adjustments to these market rates must be user-maintainable (for example, biennially).
8. The system must provide state-of-the-art time and attendance tools to eliminate the burden of paper record keeping. Examples include, but are not limited to: telephony, card swipe, biometrics, and voice-recognition.
9. The system must be able to accommodate multiple, variable schedules, multiple authorized child care providers per child, as well as varying attendance schedules within and among various authorized child care providers. Each child's attendance schedule can vary on as much as a daily basis.
10. The system must allow for manual overrides and single-issuance payments.
11. The system must be able to produce automated notices (printed or email) that include the parent share to be paid towards the provider charge for the care. The notices would need to be issued to the provider, parent and any other party/parties specified by OCFS or the district. These notices must match the current OCFS notices. The system must be able to produce the statements in more than one language (see Appendix 3), and be editable with sufficient system security clearance. Notices should be available to be viewed and re-printed that have been produced by the system in the past. Notices must include the appropriate statutory/regulatory citation as required.
12. The system must be able to produce a child care certificate, which designates the family's eligibility for subsidy payment to assist parents in arranging the care of their choice.
13. The system must include the ability to correct attendance records and transmit the corrected data to the centralized data storage.



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14. The system needs to accommodate a phased deployment (whether regionally or otherwise) as well as be able to output attendance data in multiple formats as input for multiple payment systems. The frequency with which the output files are produced would need to vary according to each district's requirements.
15. The system will use the interface with CCFS to verify that the provider is legally operating or appropriately enrolled at the time of service. The interface should include capacity information and alert OCFS, the district and provider at the time that first child over capacity is recorded.
16. From a technical perspective, the system should have the following characteristics:
 - Use a Service-Oriented Architecture (SOA). The goal of this requirement is to facilitate the interoperability of the application with other systems;
 - Is a web based system. .Net is preferred;
 - Is capable of fully utilizing wireless technology. An example of this is that a user can securely access the system from a laptop, netbook, or other portable device;
 - Fully supports and complies with Section 508 (29 USC 794d) accessibility requirements;
 - Can be hosted in the New York State Office for Technology (OFT) Data Center or can be securely hosted and accessed in a vendor's data center. The latter approach would include supporting required interfaces with other applications in the OFT data center.
 - Complies with applicable New York State and federal confidentiality and data security regulations and guidelines, including all data transmissions.
17. The system should provide automated assistance to the subsidy update/maintenance processing. This should include receiving updates from WMS and sending the appropriate notice to the parent when:
 - a. The parental income changes
 - b. The parent changes providers
 - c. The provider changes his/her charge for care
 - d. The parent household composition changes
 - e. The subsidized child transitions out of one age group rate and into another
 - f. The subsidized child transitions out of the age ranges allowed for subsidized care. This notice should be sent at least two (2) weeks before the child's birthday.
18. The system should track the deviations from each subsidized child's scheduled times. Any deviation beyond a user-specified percentage



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from the scheduled time should send an alert to the district (email, internal system notification, or text message to a cell phone).

19. Replying vendors must be able to provide system training appropriate to user role and provide technical support (online knowledge base and Help Desk).

Future Flow

The following pages represent the process flow anticipated for the future in two sections: 1) Approval Process and 2) Update Process. Within the Approval Process section, there are two sub-processes as follows: a) Overview and b) Automated Attendance Tracking. Within the Update Process section, there is only one Update Process.

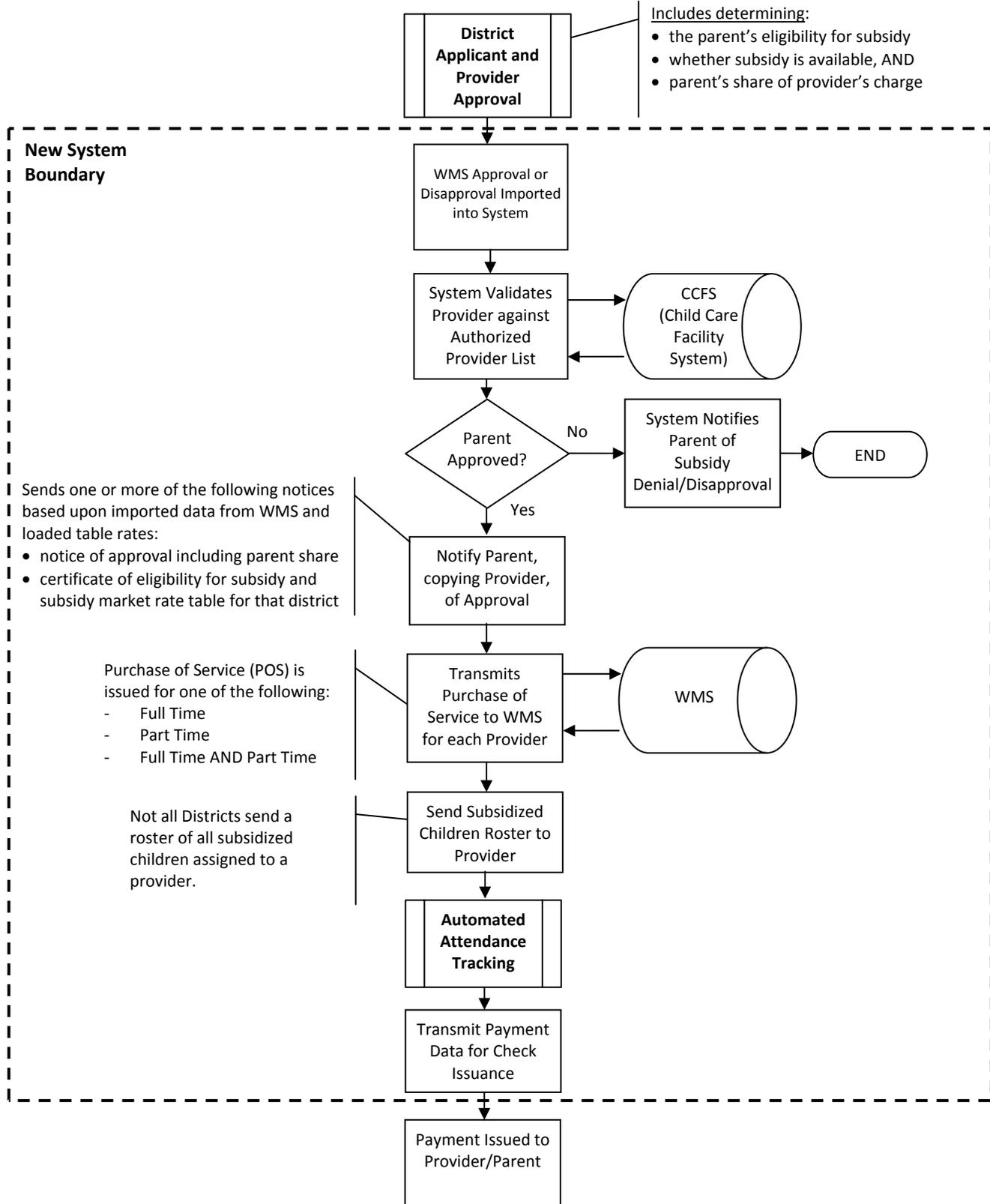


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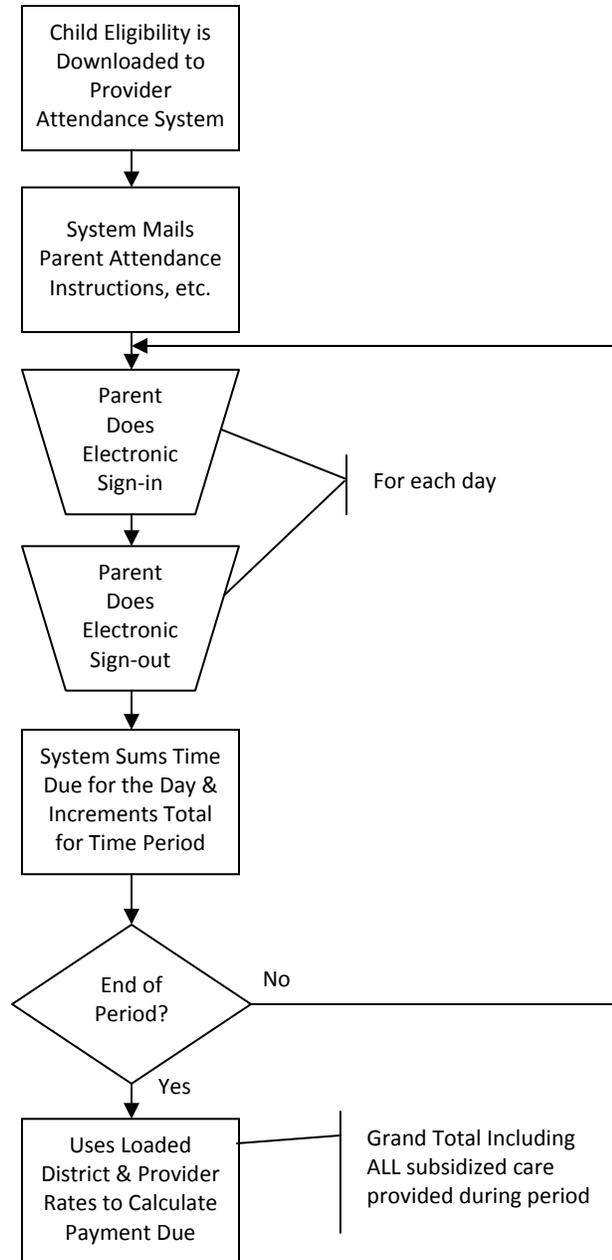
Approval Process: Overview





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Approval Process: Automated Attendance Tracking



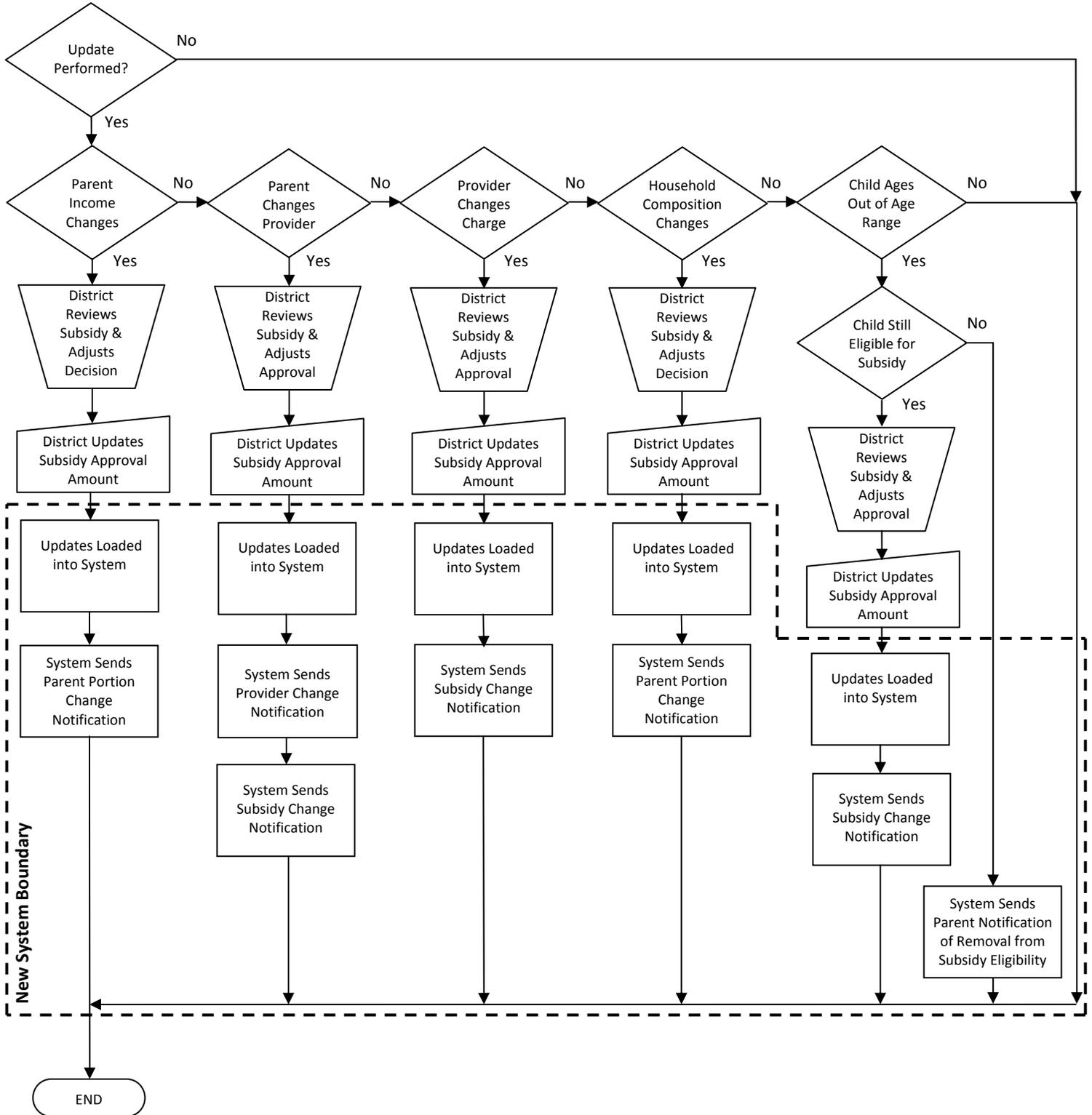


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Update Process





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Background & History

This section presents an overview of the history and current process for the tracking of child time and attendance records and for the payments to child care providers, a description of the business issues behind the New York State Office of Children and Family Services (OCFS) decision to issue this RFI, a description of the desired attributes of the future state of the Time and Attendance Payment System and references to New York State Office for Technology (OFT) and Office of Cyber Security and Critical Infrastructure Coordination (CSCIC) State Standards and Practices.

The New York State Child Care Block Grant (NYSCCBG) and the Social Services Block Grant (Title XX) are supervised by the New York State Office of Children and Family Services (OCFS) and are administered by 58 local social services districts. While the State has provided social services districts with automated supports for eligibility and authorization for payment, there are no State supports for the tracking of time and attendance and for the calculation of payment amount. This has led to the development of separate ways of collecting and maintaining child attendance records and calculating payment for child care providers.

Current State of Child Care Time and Attendance Payment

Districts are responsible for determining eligibility for families and children based on various factors including family income and age of child. Regulations of the Office in Title 18 NYCRR Part 415 require that the duration of the parent's schedule of employment or approved activity, including approved travel time, match the child care hours for which child care services are provided and billed. The duration of authorization for care can be as short as 6 months, but cannot exceed 12 months. The duration of the authorization is at the discretion of each district.

The Welfare Management System (WMS) is an automated system for the eligibility and authorization for assistance and services. WMS provides for the calculation of the family's annual income and determines both the financial eligibility of the family and the family share of the cost of child care services. This automated process eliminates manual arithmetic errors on the part of the district. WMS provides edits so that families whose incomes exceed financial eligibility levels are not authorized to receive child care benefits and a clearance of individuals within WMS so that duplicate benefits are not authorized.

Types of Care:

The parents must have the ability to choose the provider that best meets their children's needs and their family situation. Eligible providers can be licensed, registered



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or, if legally exempt from OCFS licensing and registration requirements, enrolled by a legally-exempt caregiver enrollment agency. Both home-based (family day care, group family day care, enrolled in-home or enrolled family child care) and center-based (day care centers, school-age child care, enrolled group day care, summer camps, etc.) programs are allowed. It is each district's responsibility to confirm the eligibility of a provider to receive payment for subsidized child care.

Payment Authorization:

A Purchase of Service (POS) authorization line item is issued in the Welfare Management System (WMS) for each eligible child and each eligible provider caring for the child. Each line includes the following information:

- Child's client identification number (CIN);
- Start and end dates of the child's eligibility;
- Provider's charge, or a 'C' to indicate that the provider has a contract with district; and
- Indication as to whether care is full time or part time as defined in Title 18 NYCRR Part 415 (Appendix 2). Districts may approve weekly and/or daily or part day schedules (both a full-time and a part-time line) for the child to provide the flexibility necessary to accommodate multiple providers, school holidays, vacations, etc, and other child care needs.
- The funding stream from which the child care is authorized

Attendance & Billing:

There is no attendance form prescribed by OCFS. There are variations in the way a child's attendance is captured and recorded. Some districts merely require an indication of the child's presence with the duration of care for that day, while others require recording the arrival and departure times for each subsidized child. The attendance documentation is submitted by the provider to the district, usually on a monthly basis. Each district establishes a time frame for providers to return time and attendance forms and to bill for children receiving services. Districts may send rosters to providers produced by the Benefit Issuance and Control Subsystem (BICS) which identify the children authorized to be in care. Districts review the attendance and bills submitted by providers, verify that the provider is operating under a valid license or registration or is duly enrolled as a legally-exempt provider, and calculate the amount to be paid to the provider. To perform this process, districts have developed local manual or automated supports, or have purchased software solutions.



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Payment:

All payments for the 57 districts outside of the five boroughs of New York City (NYC) are processed through BICS. This is a standardized benefit issuance and management reporting system capable of operating in each local social services district. The system is driven by the eligibility and authorization information contained in WMS. NYC developed its own automated system for payment processing.

Districts calculate payments based on the rate charged by the provider, the type of care, the age of the child and the number of hours of care provided to the child. The rate paid is the lesser of the provider's charge or the market rate. The cost of care is the amount the provider charges private pay parents for equal care, unless the district has contracted with the provider for a lower rate for the provision of child care services. The child care market rates are the maximum reimbursement established by OCFS and are differentiated by district grouping, modality of care, child age group and duration of care (full time, daily, part-day and hourly). Districts have the flexibility to pay for child absences and program closures with the maximums established by OCFS. Districts must establish at least one method for payment for child care services arranged by the child's parent. Payments are made either directly to the provider or to the parent and may vary by the modality of care. The frequency of payments is most commonly monthly, but some districts pay on a weekly or bi-weekly basis. There could also be a single issuance¹ in certain circumstances.

District Reimbursement:

After the districts have issued payments to the provider/parent, BICS provides districts with reports that are used as the basis and support for each district to file a claim to the State. The districts use the reports to file for reimbursement from the State for payments that they have made.

Subsidy Updates/Maintenance:

At any point after the approval of subsidy, changes can occur that would require a review by the district and possibly the issuance of a new authorization. The following is a list of the changes that can occur with the possible outcomes that could result from the district review:

¹ A single issuance is a one-time only payment that may be occasioned by one of the following circumstances:

1. Payment correction
2. Payment for temporary placements
3. Retroactive payments



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Change	Possible Outcomes
Parental income changes	Parental share could change, resulting in the need to send a new letter to the parent indicating the new amount
Parent changes provider	A full re-evaluation. The new provider could possibly have a (different) contract with the district, transitioning to or from care paid by an agreed-to contract price. A new notice would need to be sent to the parent.
Provider changes charge for care	The need to send a new letter to the parent indicating the new amount of subsidy.
Household composition changes ²	Parental share could change, resulting in the need to send a new letter to the parent indicating what the new amount would be.
Child “ages out” of a Rate Age Range	Subsidy amount could change, resulting in the need to send a new letter to the parent indicating what the new amount.

Flow of Current Process:

Following are flow charts describing the current process as follows: 1) Approval Process and 2) Update process (after initial approval).

² Essentially, this is when there is a change in the number of people in the household who are supported by the parent’s income. Some examples of household composition changes would be: the birth of a new child to the parents, a child moving out of the house, parents getting divorced and one of them moving out of the house.

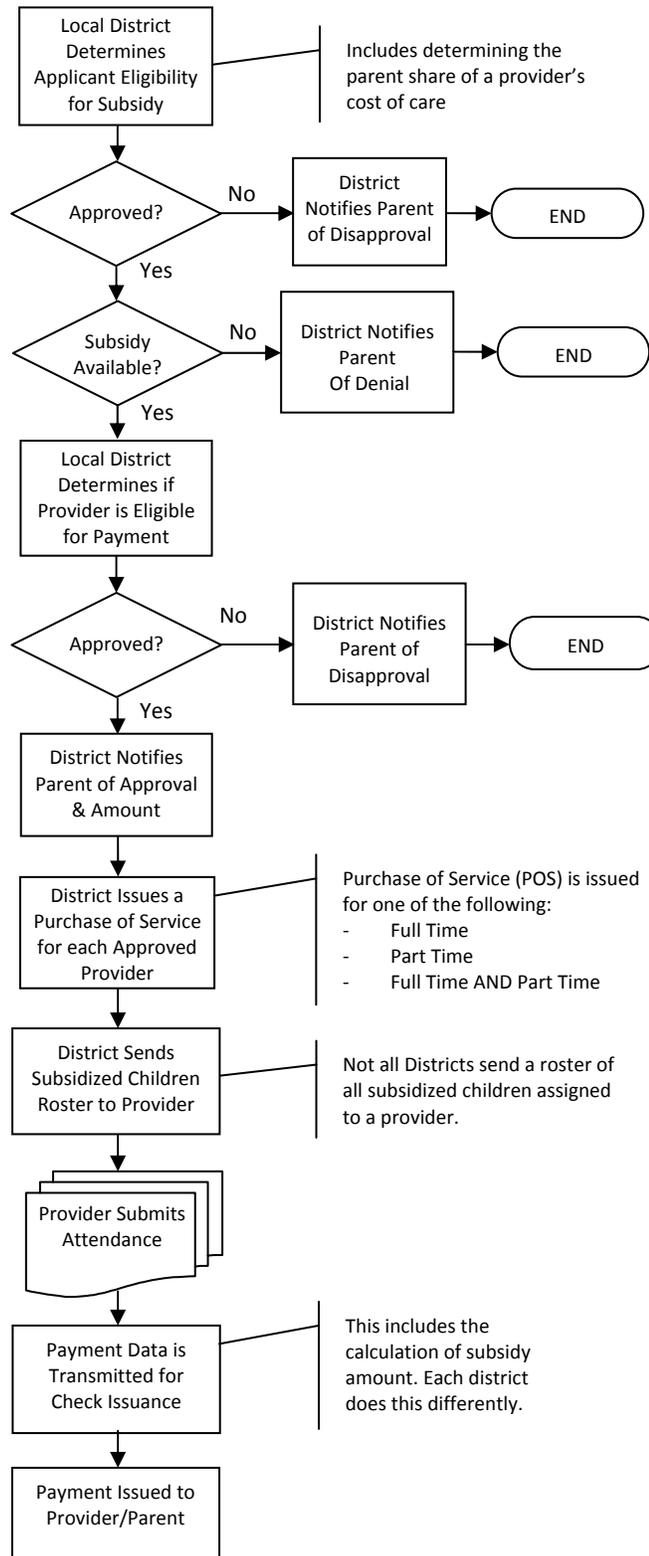


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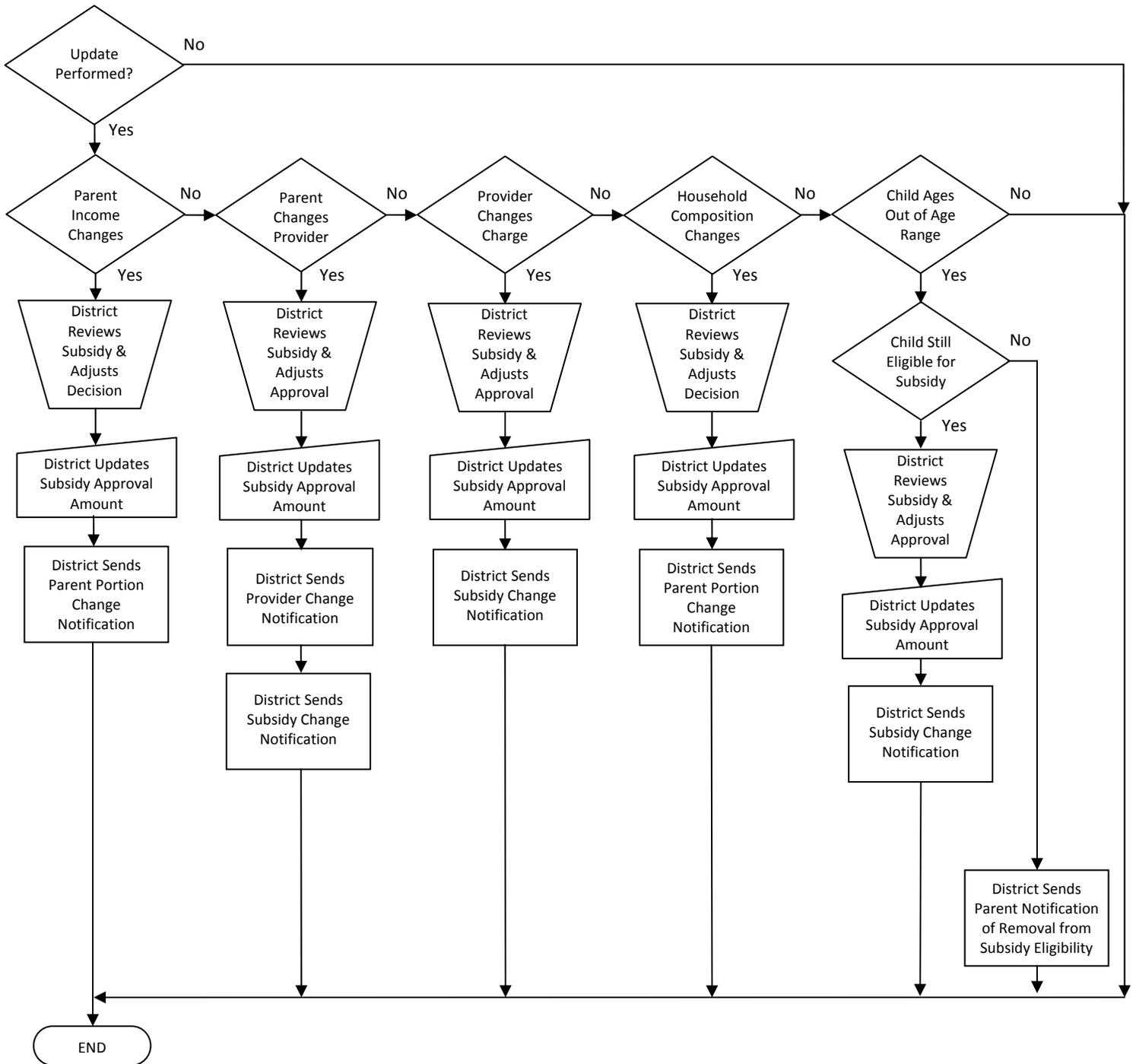
Approval Process





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Update Process



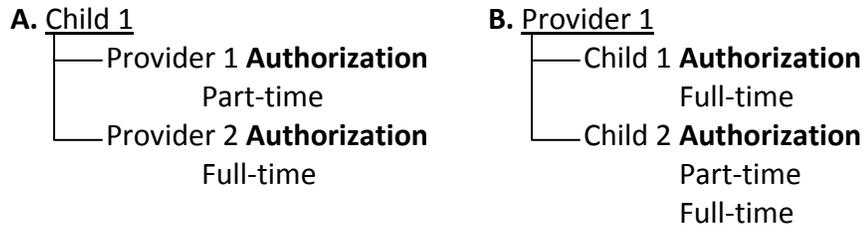


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Additionally, the following is a chart that demonstrates the relationship of subsidized children and providers:



The intent of chart A is to demonstrate how a single subsidized child can be cared for by many providers, and that a separate authorization is required for each provider-child pair. Chart B demonstrates how a single provider may provide care for many subsidized children.

Business Issues

There is currently no single, automated statewide time and attendance payment system in New York State resulting in a fragmented system that is not conducive to timely and consistent payments to child care providers.

Twenty-one local districts use KinderTrack. Of the remaining districts, some use no system while some use different systems. This lack of consistency precludes the use of an Automated Clearing House (ACH) solution (such as direct deposit) for payment of subsidy, thus preventing the State from implementing cost effective techniques.

This fragmentation also results in inefficiencies in district workload, differing payment practices, and may delay payments to providers. The lack of consistency and manual paperwork requirements may impact the willingness of child care providers to care for children receiving subsidies.



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Appendix 1 – Information Requested (for the vendor’s proposed solution)

1. Data layout of your solution
2. Trial copies of the software you offer
3. List of your current clients. Include the length of time that each client has had your solution deployed and the number of children loaded into the system
4. Enterprise pricing information, listing NYC and the rest of state separately
5. Data Security information – how you keep information secure
6. Privacy Information – how you protect the privacy of parents and their children
7. List of standard monitoring reports provided with the software (out of the box)
8. Vendor Assessment Form
9. Vendor Experience Form
10. Vendor Reference Statement
11. Vendor Request to Demonstrate Form

Child Care Time and Attendance Payment System RFI

Vendor Assessment Form

Please indicate whether your product has the following functionality.

Product Name: _____	Version: _____
Vendor Name: _____	
Address Line 1: _____	
Address Line 2: _____	
Contact Person: _____	
Telephone: () _____	Email: _____

Desired System Attributes (RFI, pg 2-6)									
Directions. Review items 1-19 and indicate if your product supports the described functionality. Then select Yes, No, or Projected Attribute. If attribute is not yet implemented but plans already exist to add it, include the date that this function is slated to be incorporated into the product.									
Item #	Yes	No	Projected	Date	Item #	Yes	No	Projected	Date
1					11				
2					12				
3					13				
4					14				
5					15				
6					16				
7					17				
8					18				
9					19				
10									

In addition, vendors are encouraged to submit additional background which demonstrates innovative approaches to address the business needs associated with this RFI.

I hereby certify that the electronic time & attendance product, _____,
(Name of Product)
 meets the system attributes indicated above.

Name (printed): _____

Title: _____

Signature: _____

Date: _____

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Vendor Reference Form

Please enter the vendor reference information.

List up to 3 sites where your firm's product has been deployed.

Product Name: _____	Version: _____
Vendor Name: _____	
Address Line 1: _____	
Address Line 2: _____	
Contact Person: _____	
Telephone: _____	Email: _____
Contact Person: _____	

Site 1:

Product Name: _____	Version: _____
Customer: _____	
Address Line 1: _____	
Address Line 2: _____	
Site Contact : _____	
Telephone: _____	Email: _____
Number of Users _____	Number of Children Tracked _____
Number of Providers _____	Primary Technology Used To Input Data _____

Site 2:

Product Name: _____	Version: _____
Customer: _____	
Address Line 1: _____	
Address Line 2: _____	
Site Contact : _____	
Telephone: _____	Email: _____
Number of Users _____	Number of Children Tracked _____
Number of Providers _____	Primary Technology Used To Input Data _____

Site 3:

Product Name: _____	Version: _____
Customer: _____	
Address Line 1: _____	
Address Line 2: _____	
Site Contact : _____	
Telephone: _____	Email: _____
Number of Users _____	Number of Children Tracked _____
Number of Providers _____	Primary Technology Used To Input Data _____

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Vendor Experience Statement

Statement of Vendor Experience

I hereby certify that _____ has
(Name of Firm)

deployed their time and attendance product as outlined above.

Name (printed): _____

Title: _____

Signature: _____

Date: _____

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Vendor Request to Demonstrate

In response to the OCFS Child Care Time and Attendance Payment System RFI, _____
(Name of Firm)

_____ hereby requests to demonstrate _____.
(Name of Firm, continued) (Name of Product)

This vendor will be prepared to demonstrate the product beginning on July 28, 2009.

Name (printed): _____

Title: _____

Signature: _____

Date: _____



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Appendix 2 – Title 18 NYCRR Section 415.9: Rates, and Definitions³

A social services district has the option to apply the weekly or daily rate, except as provided below, when care is provided for 30 or more hours per week on five or less days. When care is provided for less than 30 hours per week, the daily, part-day or hourly rates must be applied, as applicable.

- (a) Weekly rates must be applied when care is provided for 30 or more hours for five or less days per week. Weekly rates also must be applied when child care services are provided for 30 or more hours per week by a child care provider who routinely charges non-subsidized parents on a weekly basis and who has not signed a purchase of service contract or other written agreement for payment on a different basis.
- (b) Daily rates must be applied if care is provided for at least six but less than twelve hours per day, and care is provided for less than 30 hours per week. When child care services are provided for 30 or more hours per week by a child care provider who routinely charges non-subsidized parents on a daily basis and who has not signed a purchase of service contract or other written agreement for payment on a different basis, the weekly rates divided by five must be applied.
- (c) Part-day rates must be applied when the child care services are provided for at least three but less than six hours per day. Part-day rates also must be applied for children who are provided care before and/or after school for less than three hours per day by day care centers or school-age child care programs that do not charge on an hourly basis.
- (d) With the exception noted in subdivision (c) of this section, the hourly rates in this section must be applied when child care services are provided for less than three hours per day.
- (e) Where child care services provided by a single provider exceed one weekly or daily period as set forth in this section, payment for the additional child care services will be based on the actual cost of care up to the applicable rate for the type of child care provider used, the age of the child and the amount of time the child care services are provided.
- (f) Where child care services are provided by multiple providers, reimbursement will be made for the actual cost of such services up to the applicable rate for each child care provider used. However, if the combined reimbursement to the multiple providers would exceed one weekly market rate, in order to receive such reimbursement the parent or caretaker must demonstrate that the schedule of employment of the parent or caretaker or the special needs of the child necessitates that child care services be arranged with multiple providers. If the social services district determines that the parent or caretaker has not demonstrated that there is a necessity to use multiple providers, reimbursement is limited³ to one weekly market rate that is applicable for the type of provider who provides care for the highest number of hours. The social services district will determine how to distribute the reimbursement for the multiple providers.

³For a full listing of the subsidy-related New York Regulations, please see:
<http://www.dos.state.ny.us/info/nycrr.htm>



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- (g) The rate of payment for child care services provided to a child determined to have special needs is the actual cost of care up to the statewide limit of the highest weekly, daily, part-day or hourly market rate for child care services in the State, as applicable, based on the amount of time the child care services are provided per week regardless of the type of child care provider used or the age of the child.
- (h) A social services district may establish differential payment rates for child care services provided by regulated child care providers that have been accredited by a nationally recognized child care organization. A social services district may also establish differential payment rates for any eligible provider as defined in section 415.1(h) of this Part for child care services provided during non-traditional hours (evening, night or weekend hours). The differential payment rates established by the district may be up to 15 percent higher than the applicable market rates set forth in these regulations. The differential rates the district sets for accredited programs may be different than the rates set for care provided during non-traditional hours. The social services district must indicate in the district's consolidated services plan or integrated county plan the percentage above the applicable market rate(s) that it opts to allow for accredited programs and/or for care provided during non-traditional hours. A social services district may request a waiver from the office to establish a payment rate that is in excess of 15 percent above the applicable market rate upon a showing that the 15 percent maximum is insufficient to provide access within the district to accredited programs and/or care provided during non-traditional hours, as applicable.
- (i) The rate of payment for caregivers of legally exempt group child care is the actual cost of care up to the applicable market rate for the day care center providers as set forth in this section.
- (j) (1) Effective May 15, 2009, following are the local market rates for each social services district set forth by the type of provider, the age of the child and the amount of time the child care services are provided per week.
- (2) Upon the effective date of these regulations, there will be two market rates for the legally-exempt family child care and in-home child care categories, a standard market rate and an enhanced market rate. The standard market rate for legally-exempt family child care and in-home child care categories will be 65 percent of the applicable registered family day care market rate. The enhanced market rate for legally-exempt family child care and in-home child care categories will be 70 percent of the applicable registered family day care market rate. The enhanced market rate will apply to those caregivers of legally-exempt family child care and in-home child care who have provided notice to, and have been verified by, the applicable legally-exempt caregiver enrollment agency or by the district for those portions of the district that are not covered by a legally-exempt caregiver enrollment agency, as having completed ten or more hours of training annually in the areas set forth in [section 390-a\(3\)\(b\) of the social services law](#). A social services district has the option, if it so chooses in the child care portion of its child and family services plan, to increase the enhanced market rate for eligible legally-exempt family child care and in-home child care categories to up to 75 percent of the



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applicable registered family day care market rate: (i) for all such providers; (ii) for those providers who were receiving the enhanced rate on the date of the regulations but only for the remainder of their current one-year enrollment period; or (iii) for those providers who were receiving the enhanced rate on the date of the regulations for the remainder of the time they remain enrolled and continue to meet the ten hour annual training requirement. The standard market rate will apply to all other caregivers of legally-exempt family child care and in-home child care.

- (3) The market rates are established in five groupings of social services districts. Except for districts noted as an exception in the market rate schedule, the rates established for a group apply to all districts in the designated group. The district groupings are as follows:

District Groupings

Group	Counties
A	Nassau, Putnam, Rockland, Suffolk, Westchester
B	Columbia, Erie, Monroe, Onondaga, Ontario, Rensselaer, Saratoga, Schenectady, Tompkins, Warren
C	Allegany, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Cortland, Delaware, Essex, Franklin, Fulton, Genesee, Greene, Hamilton, Herkimer, Jefferson, Lewis, Livingston, Madison, Montgomery, Niagara, Oneida, Orleans, Oswego, Otsego, Schoharie, Schuyler, Seneca, St. Lawrence, Steuben, Sullivan, Tioga, Washington, Wayne, Wyoming, Yates
D	Albany, Dutchess, Orange, Ulster
E	Bronx, Kings, New York, Queens, Richmond

----- END OF NYCRR 415.9 CITATION -----

The following is an example of the variability of rates between child care provider types, payment periods, age of child and districts. It is only provided to illustrate the variability of the rates – and exceptions to the standard rate – and does not represent the whole rate schedule for all groups.

Group A Rates – Day Care Centers

Period	Exception County	Age of Child			
		Under 1½	1½ – 2	3 – 5	6 – 12
Weekly	-	\$314.00	\$280.00	\$250.00	\$262.00
	Westchester	378.00	331.00	274.00	-
Daily	-	70.00	62.00	55.00	54.00
	Nassau	75.00	77.00	-	-
	Suffolk	80.00	70.00	-	-
	Westchester	75.00	70.00	58.00	-



New York State Office of Children and Family Services (OCFS)

Request for Information (RFI) Child Care Time and Attendance System

Period	Exception County	Age of Child			
		Under 1½	1½ – 2	3 – 5	6 – 12
Part-Day	-	47.00	41.00	37.00	36.00
	Nassau	50.00	51.00	-	-
	Suffolk	53.00	47.00	-	-
	Westchester	50.00	47.00	39.00	-
Hourly	-	8.88	9.48	8.81	9.17

Group A Rates – Registered Family Day Care

Period	Exception County	Age of Child			
		Under 1½	1½ – 2	3 – 5	6 – 12
Weekly	-	\$250.00	\$250.00	\$250.00	\$250.00
	Putnam	300.00	275.00	278.00	-
	Suffolk	260.00	263.00	278.00	-
	Westchester	300.00	-	331.00	-
Daily	-	56.00	56.00	55.00	50.00
Part-Day	-	37.00	37.00	37.00	33.00
Hourly	-	8.00	8.89	7.75	8.00



New York State Office of Children and Family Services (OCFS)
Request for Information (RFI)
Child Care Time and Attendance System

Appendix 3 – OCFS Statement Examples

The following are examples of the OCFS standard notices that are currently sent.

OCFS-LD55-4779 (Rev. 12/2004)

NEW YORK STATE
OFFICE OF CHILDREN AND FAMILY SERVICES
APPROVAL OF YOUR APPLICATION FOR CHILD CARE BENEFITS

NOTICE DATE: _____		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE _____	
CASE NUMBER _____	CIN NUMBER _____		
CASE NAME (And C/O Name if Present) AND ADDRESS _____		GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP _____	
		OR Agency Conference _____	
		Fair Hearing information and assistance _____	
		Record Access _____	
		Legal Assistance information _____	
OFFICE NO. _____	UNIT NO. _____	WORKER NO. _____	UNIT OR WORKER NAME _____
			TELEPHONE NO. _____
Your application for child care benefits has been accepted. Your child care benefits are _____ to _____, While you are _____ (reason for care)			
Payment will be provided on behalf of the following:			
Child(ren):	For this provider:	For the amount of:*	Full Time or Part Time:
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
*Payment may vary based on fluctuations in your approved activity and/or absences.			
You are responsible for a family share which must be paid to _____ in the amount of \$ _____ per week.			
Benefits will be paid:			
<input type="checkbox"/> Directly to you.			
<input type="checkbox"/> Directly to your provider.			
Your provider must submit a monthly bill and attendance sheet.			
In order to continue to receive benefits these are your responsibilities:			
<ul style="list-style-type: none"> • Notify your caseworker immediately of any change in family income, who lives in your house, employment, child care arrangements or other changes which may affect your continued eligibility or the amount of your benefit. • Promptly pay any family share required. • You must actively pursue a child support order and modifications as required. 			

YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE BACK OF THIS NOTICE ON HOW TO APPEAL THIS DECISION

CLIENT/FAIR HEARINGS COPY



New York State Office of Children and Family Services (OCFS)
Request for Information (RFI)
Child Care Time and Attendance System

OCFS-LDSS-4779 (Rev. 12/2004) Reverse

RIGHT TO REJECT SERVICES: Approval of your application does not obligate you to accept the services. You may decline to accept services if you choose to do so.

RIGHT TO A CONFERENCE: You may have a conference to review these actions. If you want a conference, you should ask for one as soon as possible. At the conference, if we discover that we made a wrong decision or if, because of information you provide, we determine to change our decision, we will take corrective action and give you a new notice. You may ask for a conference by calling us at the number on the first page of this notice or by sending a written request to us at the address listed at the top of the first page of this notice. This number is used only for asking for a conference. *It is not the way you request a fair hearing.* If you ask for a conference, you are still entitled to a fair hearing. Even if you ask for a conference, you still have only 60 days from the date of this notice to request a fair hearing. Read below for fair hearing information.

RIGHT TO A FAIR HEARING: If you believe that the above action is wrong, you may request a State fair hearing by:

- (1) **Telephoning:** (PLEASE HAVE THIS NOTICE WITH YOU WHEN YOU CALL) 1-800-342-3334
OR
- (2) **Writing:** Complete the information, sign and mail to the New York State Office of Administrative Hearings, Office of Temporary and Disability Assistance, P.O. Box 1930, Albany, New York 12201-1930. **Please keep a copy for yourself.**
OR
- (3) **FAX:** Your fair hearing request to (518) 473-6735
OR
- (4) **Email:** Your fair hearing request to <http://www.otda.state.ny.us/oah/forms.asp>

I want a fair hearing. The Agency's action is wrong because:

Signature of Client: _____ Date: _____

YOU HAVE 60 DAYS FROM THE DATE OF THIS NOTICE TO REQUEST A FAIR HEARING

If you request a fair hearing, the State will send you a notice informing you of the time and place of the hearing. You have the right to be represented by legal counsel, a relative, a friend or other person, or to represent yourself. At the hearing you, your attorney or other representative will have the opportunity to present written and oral evidence to demonstrate why the action should not be taken, as well as an opportunity to question any persons who appear at the hearing. Also, you have a right to bring witnesses to speak in your favor. You should bring to the hearing any documents such as this notice, paystubs, receipts, child care bills, medical verification, letters, etc. that may be helpful in presenting your case.

LEGAL ASSISTANCE: If you need free legal assistance, you may be able to obtain such assistance by contacting your local Legal Aid Society or other legal advocate group. You may locate the nearest Legal Aid Society or advocate group by checking your Yellow Pages under "Lawyers" or by calling the number indicated on the first page of this notice.

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case file. If you call or write to us, we will provide you with free copies of the documents from your file which we will give to the hearing officer at the fair hearing. To ask for documents or to find out how to look at your file, call us at the Record Access telephone number listed at the top of page 1 of this notice or write us at the address printed at the top of page 1 of this notice. Also, if you call or write to us, we will provide you with free copies of other documents from your file which you may need to prepare for your fair hearing.

If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you **only** if you specifically ask that they be mailed.

INFORMATION: If you want more information about your case, how to ask for a fair hearing, how to see your file, or how to get additional copies of documents, call us at the telephone numbers listed at the top of page one of this notice or write to us at the address printed at the top of page one of this notice.



New York State Office of Children and Family Services (OCFS)
Request for Information (RFI)
Child Care Time and Attendance System

OCFS-LDSS-4780 (Rev. 12/2004)

NEW YORK STATE
OFFICE OF CHILDREN AND FAMILY SERVICES
DENIAL OF YOUR APPLICATION FOR CHILD CARE BENEFITS

NOTICE DATE: [REDACTED]		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE [REDACTED]	
CASE NUMBER [REDACTED]	CIN NUMBER [REDACTED]		
CASE NAME (And C/O Name if Present) AND ADDRESS [REDACTED]		GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP [REDACTED]	
		OR Agency Conference [REDACTED]	
		Fair Hearing information and assistance [REDACTED]	
		Record Access [REDACTED]	
		Legal Assistance information [REDACTED]	
OFFICE NO. [REDACTED]	UNIT NO. [REDACTED]	WORKER NO. [REDACTED]	UNIT OR WORKER NAME [REDACTED]
			TELEPHONE NO. [REDACTED]
Your application has been denied and the reason or reasons your application has been denied are explained below.			
You are ineligible to receive benefits because:			
<input type="checkbox"/> Your income of \$ [REDACTED] is over the allowed amount of \$ [REDACTED]			
<input type="checkbox"/> You have not provided us with the following documents: [REDACTED]			
<input type="checkbox"/> You are not programmatically eligible for child care services because: [REDACTED]			
<input type="checkbox"/> Other: [REDACTED]			
The LAW(S) AND/OR REGULATION(S) that allows us to do this is: [REDACTED]			

YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE BACK OF THIS NOTICE ON HOW TO APPEAL THIS DECISION
CLIENT/FAIR HEARINGS COPY



New York State Office of Children and Family Services (OCFS)

Request for Information (RFI)

Child Care Time and Attendance System

OCFS-LDSS-4780 (Rev. 12/2004) Reverse

RIGHT TO A CONFERENCE: You may have a conference to review these actions. If you want a conference, you should ask for one as soon as possible. At the conference, if we discover that we made a wrong decision or if, because of information you provide, we determine to change our decision, we will take corrective action and give you a new notice. You may ask for a conference by calling us at the number on the first page of this notice or by sending a written request to us at the address listed at the top of the first page of this notice. This number is used only for asking for a conference. *It is not the way you request a fair hearing.* If you ask for a conference, you are still entitled to a fair hearing. Even if you ask for a conference, you still have only 60 days from the date of this notice to request a fair hearing. Read below for fair hearing information.

RIGHT TO A FAIR HEARING: If you believe that the above action is wrong, you may request a State fair hearing by:

(1) **Telephoning:** (PLEASE HAVE THIS NOTICE WITH YOU WHEN YOU CALL) **1-800-342-3334.**

OR

(2) **Writing:** Complete the information, sign and mail to the New York State Office of Administrative Hearings, Office of Temporary and Disability Assistance, P.O. Box 1930, Albany, New York 12201-1930. **Please keep a copy for yourself.**

OR

(3) **FAX:** Your fair hearing request to (518) 473-6735.

OR

(4) **Email:** Your fair hearing request to <http://www.otda.state.ny.us/oa/forms.asp>

I want a fair hearing. The Agency's action is wrong because:

Signature of Client: _____

Date _____

YOU HAVE 60 DAYS FROM THE DATE OF THIS NOTICE TO REQUEST A FAIR HEARING

If you request a fair hearing, the State will send you a notice informing you of the time and place of the hearing. You have the right to be represented by legal counsel, a relative, a friend or other person, or to represent yourself. At the hearing you, your attorney or other representative will have the opportunity to present written and oral evidence to demonstrate why the action should not be taken, as well as an opportunity to question any persons who appear at the hearing. Also, you have a right to bring witnesses to speak in your favor. You should bring to the hearing any documents such as this notice, paystubs, receipts, child care bills, medical verification, letters, etc. that may be helpful in presenting your case.

LEGAL ASSISTANCE: If you need free legal assistance, you may be able to obtain such assistance by contacting your local Legal Aid Society or other legal advocate group. You may locate the nearest Legal Aid Society or advocate group by checking your Yellow Pages under "Lawyers" or by calling the number indicated on the first page of this notice.

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case file. If you call or write to us, we will provide you with free copies of the documents from your file which we will give to the hearing officer at the fair hearing. To ask for documents or to find out how to look at your file, call us at the Record Access telephone number listed at the top of page 1 of this notice or write us at the address printed at the top of page 1 of this notice. Also, if you call or write to us, we will provide you with free copies of other documents from your file which you may need to prepare for your fair hearing.

If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you **only** if you specifically ask that they be mailed.

INFORMATION: If you want more information about your case, how to ask for a fair hearing, how to see your file, or how to get additional copies of documents, call us at the telephone numbers listed at the top of page one of this notice or write to us at the address printed at the top of page one of this notice.



New York State Office of Children and Family Services (OCFS)
Request for Information (RFI)
Child Care Time and Attendance System

OCFS-LDSS-4783 (Rev. 12/2004)

NEW YORK STATE
OFFICE OF CHILDREN AND FAMILY SERVICES
DELINQUENT FAMILY SHARE FOR CHILD CARE BENEFITS

NOTICE DATE: [REDACTED]		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE [REDACTED]	
CASE NUMBER [REDACTED]	CIN NUMBER [REDACTED]		
CASE NAME (And C/O Name if Present) AND ADDRESS [REDACTED]		GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP [REDACTED]	
		OR Agency Conference [REDACTED]	
		Fair Hearing information and assistance [REDACTED]	
		Record Access [REDACTED]	
		Legal Assistance [REDACTED]	
OFFICE NO. [REDACTED]	UNIT NO. [REDACTED]	WORKER NO. [REDACTED]	UNIT OR WORKER NAME [REDACTED]
		TELEPHONE NO. [REDACTED]	
<p>This notice is to tell you that you are delinquent in making payment of your family share of \$ [REDACTED] per [REDACTED]. The total amount overdue is [REDACTED]. If the total amount overdue has not been paid, or if a satisfactory arrangement to make payment of the amount overdue has not been made by [REDACTED], this agency will take action to discontinue your Child Care benefits.</p>			
<p>The Law(s) and/or Regulation(s) that allow us to do this is: 18 NYCRR Section 404.6(a) and 404.6(b) You must pay the total amount overdue <u>or</u> make a satisfactory arrangement for payment of the overdue amount no later than [REDACTED] to avoid further action by this agency.</p>			
<p>If you need to arrange a payment plan, contact: [REDACTED]</p>			
<p>Your overdue fees should be paid to: [REDACTED]</p>			

FAILURE TO PAY FAMILY SHARE OR MEET THE REQUIREMENTS OF YOUR PAYMENT PLAN WILL LEAD TO DISCONTINUANCE OF YOUR CHILD CARE BENEFITS.



New York State Office of Children and Family Services (OCFS)
Request for Information (RFI)
Child Care Time and Attendance System

OCFS-LDSS-4781 (Rev. 12/2004)

NEW YORK STATE
OFFICE OF CHILDREN AND FAMILY SERVICES

NOTICE OF INTENT TO CHANGE CHILD CARE BENEFITS

NOTICE DATE: [REDACTED]		EFFECTIVE DATE: [REDACTED]		NAME AND ADDRESS OF AGENCY/CENTER OR DISTRICT OFFICE: [REDACTED]	
CASE NUMBER: [REDACTED]		CIN NUMBER: [REDACTED]			
CASE NAME (And C/O Name if Present) AND ADDRESS: [REDACTED]					
				GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP: [REDACTED]	
				OR Agency Conference: [REDACTED]	
				Fair Hearing information and assistance: [REDACTED]	
				Record Access: [REDACTED]	
				Legal Assistance information: [REDACTED]	
OFFICE NO. [REDACTED]	UNIT NO. [REDACTED]	WORKER NO. [REDACTED]	UNIT OR WORKER NAME [REDACTED]		TELEPHONE NO. [REDACTED]

This notice is to inform you that this agency intends to change your Child Care benefits. The changes are explained below.

Payment will be provided on behalf of the following:

Child(ren):	For this Provider:	Change from \$ to \$:*	Effective:	Full Time or Part Time
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Payment may vary based on fluctuations in your approved activity and/or absences.*

You are responsible for a family share which must be paid to [REDACTED] in the amount of \$ [REDACTED] per week effective [REDACTED].

The reason for this action is: [REDACTED]

The LAW(S) AND/OR REGULATION(S) that allows us to do this is: [REDACTED]

YOU HAVE THE RIGHT TO APPEAL THIS DECISION.
BE SURE TO READ THE BACK OF THIS NOTICE ON HOW TO APPEAL THIS DECISION
CLIENT/FAIR HEARINGS COPY



New York State Office of Children and Family Services (OCFS)

Request for Information (RFI)

Child Care Time and Attendance System

OCFS-LDSS-4781 (Rev. 12/2004) Reverse

RIGHT TO A CONFERENCE: You may have a conference to review these actions. If you want a conference, you should ask for one as soon as possible. At the conference, if we discover that we made a wrong decision or if, because of information you provide, we determine to change our decision, we will take corrective action and give you a new notice. You may ask for a conference by calling us at the number on the front of this notice. This number is used only for asking for a conference. **It is not the way you request a fair hearing. If you ask for a conference you are still entitled to a fair hearing. If you want to have your benefits continue unchanged (aid continuing) until you get a fair hearing decision, you must request a fair hearing in the way described below. A request for a conference, alone will not result in continuation of benefits. Requesting an agency conference does not affect your right to also request a fair hearing. Read below for fair hearing information.**

RIGHT TO A FAIR HEARING: If you believe that the above action is wrong, you may request a State fair hearing by:

- (1) **Telephoning:** (PLEASE HAVE THIS NOTICE WITH YOU WHEN YOU CALL) 1-800-342-3334.
OR
- (2) **Writing:** Complete the information, sign and mail to the New York State Office of Administrative Hearings, Office of Temporary and Disability Assistance, P.O. Box 1930, Albany, New York 12201-1930. **Please keep a copy for yourself.**
OR
- (3) **FAX:** Your fair hearing request to (518) 473-6735.
OR
- (4) **Email:** Your fair hearing request to <http://www.otda.state.ny.us/oa/forms.asp>

I want a fair hearing. The Agency's action is wrong because:

Signature of Client: _____ Date _____

YOU HAVE 60 DAYS FROM THE DATE OF THIS NOTICE TO REQUEST A FAIR HEARING

If you request a fair hearing, the State will send you a notice informing you of the time and place of the hearing. You have the right to be represented by legal counsel, a relative, a friend or other person, or to represent yourself. At the hearing you, your attorney or other representative will have the opportunity to present written and oral evidence to demonstrate why the action should not be taken, as well as an opportunity to question any persons who appear at the hearing. Also, you have a right to bring witnesses to speak in your favor. You should bring to the hearing any documents such as this notice, paystubs, receipts, child care bills, medical verification, letters, etc. that may be helpful in presenting your case.

I understand I may be eligible for aid continuing. My benefits have been reduced and I wish to have my benefits restored (aid continuing): If you request a fair hearing within ten (10) days of the date of the postmark of the mailing of this notice, your child care will be reinstated and will be unchanged until the fair hearing decision is issued. However, if you lose the fair hearing, you will owe any child care that you should not have received. We are required to recover any child care overpayments. We must make a claim against you for any child care you receive that you were not entitled to, which may be collected by reduction of future child care allotments, lump sum installment payments, or through legal action. If you want to avoid this possibility you can check the box below. You can also indicate over the telephone or in a letter that you do not want reinstatement of your child care.

I do not want my benefits continued unchanged until the hearing decision is issued.

LEGAL ASSISTANCE: If you need free legal assistance, you may be able to obtain such assistance by contacting your local Legal Aid Society or other legal advocate group. You may locate the nearest Legal Aid Society or advocate group by checking your Yellow Pages under "Lawyers" or by calling the number indicated on the first page of this notice.

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case file. If you call or write to us, we will provide you with free copies of the documents from your file which we will give to the hearing officer at the fair hearing. To ask for documents or to find out how to look at your file, call us at the Record Access telephone number listed at the top of page 1 of this notice or write us at the address printed at the top of page 1 of this notice. Also, if you call or write to us, we will provide you with free copies of other documents from your file which you may need to prepare for your fair hearing. If you want copies of documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you **only** if you specifically ask that they be mailed.

INFORMATION: If you want more information about your case, how to ask for a fair hearing, how to see your file, or how to get additional copies of documents, call us at the telephone numbers listed at the top of page one of this notice or write to us at the address printed at the top of page one of this notice.



New York State Office of Children and Family Services (OCFS)

Request for Information (RFI)
Child Care Time and Attendance System

Appendix 4 – NYS OCFS Division of Child Care Services 2008 Fact Sheet

Regulated Child Care in New York State, including NYC Day Care Centers*

- 3,984 child care centers (capacity: 259,539 children)
- 7,735 family child care homes (capacity: 59,413 children)
- 6,344 group family child care homes (capacity: 87,525 children)
- 2,546 school-age child care programs (capacity: 225,945 children)

Total: 20,609 regulated providers (capacity 632,422)

Subsidized Child Care in New York State

In FFY 2008 over 212,000 children received child care subsidies. Of these:

- 32% were cared for in licensed child care centers
- 22% were cared for in regulated family child care homes, including group family child care
- 46% were cared for in legally-exempt, almost exclusively home-based setting
- 56,520 legally-exempt providers served 97,033 subsidized children

Provider Numbers by Modality and Region*

	DCC	FDC	GFDC	SACC	Total
NYC	2,061	3,311	3,610	1,252	10,234
ROS	1,923	4,424	2,734	1,294	10,375
Total	3,984	7,735	6,344	2,546	20,609

Capacity by Modality and Region

	DCC	FDC	GFDC	SACC	Total
NYC	113,689	24,287	49,650	138,632	326,258
ROS	145,850	35,126	37,875	87,313	306,164
Total	259,539	59,413	87,525	225,945	632,422

**Data as of March 2009*

KEY:

- DCC = Day Care Center**
FDC = Family Day Care Program
GFDC = Group Family Day Care Program
SACC = School Age Child Care Program
NYC = New York City
ROS = Rest of State