



Office of Children and Family Services

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Informational Letter

Transmittal:	24-OCFS-INF-01
To:	Local Departments of Social Services Commissioners
Issuing Division/Office:	Division of Child Care Services
Date:	March 12, 2024
Subject:	Implementation of Online Child Care Assistance Application
Suggested Distribution:	Social Services Directors Temporary Assistance Directors Child Care Assistance Supervisors Temporary Assistance Supervisors Child Care Assistance Staff
Contact Person(s):	Darci Primeau, Bureau of Child Care Assistance, 518-474-9095 Darci.Primeau@ocfs.ny.gov
Attachments:	None

Filing References

Previous ADMs/INFs	Releases Cancelled	NYS Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
20-ADM-12		18 NYCRR 415.3(a)			

I. Purpose

The purpose of this Informational Letter (INF) is to inform the local social services districts (districts) of the upcoming implementation of the online Child Care Assistance Application (CCAA).

II. Background

The New York State Office of Children and Family Services (OCFS) is committed to reducing the burden on families in New York state when accessing and applying for the Child Care Assistance Program (CCAP). The objectives of this initiative are to allow parents and caretakers easier access to CCAP, to simplify the eligibility determination process, and to ultimately serve a greater number of families through the program.

18 NYCRR section 415.3(a) requires districts to accept applications submitted by mail or other electronic means, as approved by OCFS. Other approved electronic means include facsimile, electronic mail, and online applications. Districts were previously advised in 20-ADM-12, *Implementation of the Electronic LDSS-2921 (E-2921) Application for Certain Benefits and Services*, that districts outside New York City must accept E-2921 applications for child care services through myBenefits. Additionally, in March 2023, OCFS launched the CCAP Eligibility Questionnaire, which allows parents and caretakers to answer

questions to determine if they may be eligible for CCAP. To continue to streamline the application and eligibility determination process, OCFS will be launching the online CCAA. When implemented, districts without a previously approved online application will be required to accept applications for CCAP electronically through this online tool.

III. Program Implications

When the online CCAA is made available, applicants will access the application through their individual NY.GOV account via the link on the OCFS website. Upon completion, districts will receive notification of the submission of an application through the district dashboard in the CCAA portal. Additionally, OCFS highly recommends that districts create a dedicated shared mailbox to communicate information related to the CCAP application and the eligibility determination process, and to allow districts to send additional information electronically to applicants regarding an open application. Establishing a shared mailbox for this purpose will allow multiple staff to receive and process the information sent electronically throughout the application process. The mailbox should only be used for this purpose and all relevant staff involved in the CCAP eligibility determination process should have access. Using the email address of one particular staff member could delay the eligibility determination process and is highly discouraged. OCFS encourages districts to set up a dedicated shared mailbox now in preparation for the implementation of the online CCAA.

Districts without a previously approved online application will be required to accept applications through the online CCAA and will have the ability to communicate with applicants through the CCAA portal. Both the applicant(s) and district will be able to upload necessary documentation needed during the application period. Once the district determines the application process is complete, the application will be closed; however, the application will remain in the CCAA system for reference. When a family is found eligible for CCAP, the district must continue to enter the case information in the Welfare Management System (WMS) and KinderSystems programs to complete the eligibility determination for each case. Districts must also continue to send any necessary notices to the applicant(s) regarding documentation and case determination through KinderSystems or by mailing OCFS forms, including, but not limited to, OCFS-LDSS-4779, *Approval of Your Application for Child Care Benefits*, and OCFS-LDSS-4780, *Denial of Your Application for Child Care Benefits*.

OCFS continues to work toward the completion of the online CCAA, and additional guidance will be forthcoming.

/s/ Nora k. Yates

Issued by:

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Title: Deputy Commissioner

Division/Office: Division of Child Care Services