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CCFA Income Eligible Waitlist: Operational Procedures

Policy Title: CCFA Income Eligible Policy: Chapter 1: Waitlist

Policy Number: CCFA-26-04

Release Date: May 6, 2026

Effective Date: May 6, 2026

Policy Link: Child Care Financial Assistance Program: Income Eligible Policies

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INTRODUCTION

This procedural guide provides step-by-step instructions for Family Access Administrators (FAAs) to implement Child Care Financial Assistance (CCFA) policies in their daily work. It is designed to support FAAs in consistently and accurately administering the program while helping families access the child care they need.

The procedures in this guide translate policy into clear, actionable steps. They intend to promote consistency across agencies, ensure compliance with EEC requirements, and support a fair and respectful experience for all families.

FAAs should use this guide alongside the applicable CCFA policy documents. This guide will be updated to reflect CCFA Policy changes, ongoing program improvements and CCFA and/or MyChildCareMA system changes.

NOTE: This manual is being developed in phases. **Phase 1** focuses on how families join the waitlist and how FAAs determine if families meet some basic eligibility rules. This phase also covers how families are offered funding and move into Child Care Financial Assistance eligibility. Future phases will cover additional sections of the CCFA Policy Manual as well as releases of MyChildCareMA system updates.

SECTION 1: WAITLIST

Overview

The Department of Early Education and Care (EEC) maintains one central waitlist for families in Massachusetts who may qualify for child care financial assistance through the Income Eligible program. Parents and caregivers use these child care benefits to access high quality early education and out of school time programs for their children to learn while they work, attend education and training, and keep their families stable. In most cases, getting on this list is the first step to getting funding. Families can apply on their own online or get help from an approved agency or contracted child care provider.

Purpose: This section provides instructions for managing the waitlist. The goal is to make sure every family receives a dignified experience interacting with EEC and our partners, and a fair and equitable chance to get help with child care costs.

Role of the FAA: FAAs are staff within organizations contracted by EEC to administer child care financial assistance and support families in accessing and navigating the subsidy so they can work, attend education, or participate in training. As an FAA, you serve in two key capacities. First, you guide and support families as they navigate the system and understand their options and needs. Second, you review and verify each case to ensure accuracy and compliance. FAAs work across three types of organizations, all operating under the same rules:

- **Mass211 FAAs:** Serve as the "front door" for the waitlist. Your primary job is to help families apply, check their information, determine waitlist eligibility, handle updates and waitlist renewals. You do not manage benefit offers.
- **CCRR FAAs:** Help families join the waitlist, help families who need in-person support, and manage the benefit offers for families offered child care vouchers.
- **Contracted Provider FAAs:** Help families join the waitlist, help families who need in-person support, and manage the benefit offers for specific seats at your own child care program or FCC system programs.

Technical Note: These procedures explain *what* you need to do and the *requirements* you must meet. For instructions on how to use the portal system, please see the technical guide. **[MyChildCareMA User Manual]**

1.1 MyChildCareMA Portal

[MyChildCareMA User Manual – Introduction to the MyChildCareMA Admin Portal]

The MyChildCareMA Portal is an online system used by families and Family Access Administrators. It has two main functions:

1. For Families: It allows families to apply for help, upload their documents, and track their status as they wait for child care benefits.
2. For FAAs: It is a professional case management tool. This is where you review applications, verify documentation, determine eligibility for the waitlist and manage a family case. Currently, this tool is used to manage all waitlist activities from placement on the waitlist through accepting a child care benefit offer.

The **MyChildCareMA Portal** is an online system, but the application must be accessible to all families. Each family will follow one of two communication and management paths based on their access to a secure email address and the internet.

Family-Managed Cases: These families use the Family Portal as their digital "front door" to manage their own cases.

- **Credentials:** Requires a MyMassGov account linked to a personal email address.
- **Management:** Families submit applications, upload documents, and track their status through the portal.
- **Communication:** All formal notices are posted to the portal, with email alerts sent to the family.
- **FAA Role:** Acts in a support role, providing Level 1 or Level 2 support to help the family use the portal successfully (See section 1.2.1).

Non-Portal Cases: These families face technology, literacy, or language barriers and cannot use the digital portal.

- **Credentials:** No MyMassGov account or email address is required. The email field in the system is left blank to identify these families.
- **Management:** The FAA manages the case on the family's behalf including completing all data entry, scanning and uploading physical documents, and manually responding on the family's behalf.
- **Communication:** All outreach is conducted by phone, and all formal notices are sent via U.S. Mail.
- **FAA Role:** The FAA acts as the Primary Administrator, ensuring the family's physical paperwork is mirrored accurately in the digital system.

1.1.1 Setting Up MyMassGov Credentials (Security)

To use the **MyChildCareMA portal**, both staff and families must use a **MyMassGov account** to authenticate and log into the system. This is a single, secure login used for many state services. While the login system is the same, the way an FAA uses it is different from how you support a family in using it.

Administrator Credentials (For FAA Staff) Your MyMassGov account is your professional "key" to the Admin Portal, which allows you to manage applications and help households access benefits.

- **Step 1: Register Your Work Email.** You must create and use a MyMassGov Business account using your work email address. This keeps your professional and personal data separate.
- **Step 2: Set Up Multi-Factor Authentication (MFA).** As part of registering and using MyMassGov services, you are required to set up Multi-Factor Authentication (MFA). Since you handle sensitive family data, this is a mandatory security step for every login.
- **Step 3: Log Into the MyChildCareMA Admin Portal.** Once your email is registered in MyMassGov, you will use that same email to log into the **MyChildCareMA Administrator Portal**.
- **Step 4: Use MyChildCareMA.** After this setup, you will do all your daily tasks based on your organization or role —like checking for new applications or managing child care benefit offers—directly in the MyChildCareMA portal. You only need to go back to MyMassGov if you need to make changes to your MyMassGov credentials, like email address.
- **Step 5: Manage Permissions.** Your specific access level (what you can see and edit) is determined by EEC. EEC manages all user account creation and removal.

Supporting Families with Credentials (For Families) The FAA guides families through this setup, if needed, so they can use the **Family Portal** to submit applications, track their status, and manage their case. This requires the family to have a MyMassGov profile and to **use the same email address** for their MyChildCareMA portal.

- **Step 1: Personal Email Guidance.** Help the family understand they should use a personal email they check often, as this will be used for email messages sent from the portal.

- **Step 2: Accessing the Account.** Tell the family that once they register, they will log into the **MyChildCareMA Family Portal** to see their case. They do not need to visit MyMassGov again unless they get a new email address.
- **Step 3: MFA Setup.** Explain and/or help the family set up MFA (like text code and phone number). They must have this to securely sign into their account to manage their application and notices. Link to the MFA resource page can be found in the resources section.
- **Step 4: Linking the Household.** Explain that the first time they log into MyChildCareMA, the system will "link" their MyMassGov account. If the household already has a record in MyChildCareMA, the FAA can send an invitation through the portal to help them connect. [**MyChildCareMA User Manual - Send a "Create a MyChildCareMA Account" message]**

Email Syncing and Case Updates Because MyMassGov (the single sign on system for state services) and MyChildCareMA (EEC's child care portal) are separate, a change in one must be reflected in the other.

- **Update Both Systems.** If a family reports that their email has changed, you must update their case in the Household details section of the Admin Portal. This will change the email that they receive. Remind the family to change their email at MyMassGov under Account Settings. **[MyChildCareMA User Manual - How to update a parent's email when it changes]**
- **Counseling Note:** If a family needs support with their MyMassGov credentials, they should be guided to **MyMassGov Help Center.**
- These resources available help MA residents use the broader state platform.

1.1.2 Managing Household Assignments and Household IDs

The MyChildCareMA portal organizes all family data into a single Household case. This ensures that the primary parent or caregiver (applicant), the children in their home and reported information history is linked to one unique file for the life of the case.

Household Assignment for FAA Organizations and Staff: When a Family submits their online application, the household is automatically assigned to Mass211. When an FAA creates and submits an application on behalf of the family (see 1.2.2 Manual Entry (FAA-Assisted Application) the household must be manually assigned to Mass211 for processing waitlist eligibility.

The portal supports households being manually assigned to a primary organization and also to specific Family Access Administrators (as an option to facilitate managing caseload). **[MyChildCareMA User Manual – View and edit application information]**

- **Assign a Primary Organization.** FAAs assign the household to their organization based on their responsibility for that household. Typically, households will be assigned to Mass211 during their waitlist application and while waiting for funding. Contracted providers or CCRRs will take on assignment when a Child Care Benefit Offer is created.
- **Assign the Family Access Administrator.** Within their FAA organization, the household may be assigned to a specific staff person

Managing Household IDs and Migrated Cases: Every family is assigned a portal Household ID that will serve as their identifier in the system. When interacting with families, this is one way to identify a household.

- Identifying the Case Type.
    - **Cases submitted through MyChildCareMA:** All families will have a unique, system-generated Household ID for MyChildCareMA.
    - **Migrated Cases (KinderWait):** Families who moved from the old system will also have their KinderWait ID available. This allows the FAA to identify them as legacy cases to know to ask for updates and verify household information if contacted by family. **[MyChildCareMA User Manual – View and edit application information]**

1.1.3 Communication and Notifications

[MyChildCareMA User Manual – Managing Household Updates and Communicating Changes]

Follow these steps during every interaction (phone, in person, or through email):

- **Confirm language preference** and ensure communication is in the family's preferred language if it is supported.
    - The family portal supports: English, Spanish, Portuguese, Haitian-Creole, Russian, Arabic, and Chinese.
    - Inform families they can change their display language by opening “Language” near the top right corner of the screen of the portal.

- **Provide Language Support.** Connect the family with a staff member who speaks their language whenever possible. If no fluent staff member is available, you must use professional interpretation services, including EEC's contracted translation services.
- **Assess Accessibility and Needs:** Ask if the family needs any special help due to disability (such as vision, hearing, or learning needs). FAAs will determine how to best provide the type of accommodation or assistance requested and should reach out to EEC if additional support is needed.
- **Verify Identity:** Confirm you are speaking with the **Account Owner**, who is the **Primary Parent/Caregiver**, or the second parent/caregiver included in the application, by verifying specific household details (e.g., Full Name, Date of Birth.)
    - **Account Owner Consent:** FAAs should not provide information to any other caller without a **Release on File** in the system or **Verbal** consent from the Primary parent. This includes a **Second Parent/Caregiver who does not live in the household and Third Parties** (e.g. Advocates, Agencies or others outside of the household helping with the application).
    - **Release on File:** If someone other than the Account Owner calls on the family's behalf, you may only speak with them after you verify that **permission to release information** has been uploaded to the system and is visible in the household's record. (check the **Notes** for verbal consent and/or the **Documents/Identity Section** for written consent).
        - If obtaining a release of information, FAAs should either enable capability for family to add this document to the Identity section, or they may upload to household's case on their behalf.
    - **Verbal Consent:** If the Account Owner is present on the call and gives verbal consent for you to speak with someone else, you may proceed. You must document this verbal consent immediately in the system notes.
- **Protect Confidentiality:** Maintain strict privacy. When leaving a voicemail, never mention a specific case status or application details. Only leave your name, agency, and a request for a return call.
- **Verify Contact Information:** Confirm the current email and phone number to ensure the family can receive notifications. Make sure the parent's email in the Portal matches their MyMassGov account, particularly if they have not already registered with the Portal.

- **Explain Family Notifications:** Inform the family that all formal notices—including **Approval, Removal, Denial Notices and Child Care Benefit Offers**—will be posted directly to their portal and an email alert will be sent to them. To understand the specific purpose and required FAA action for each automated system notification, see **[See Resources: Waitlist Notices Chart].**
- **Technology Barriers:** Families without a computer or internet may not have an email address on file. These families require "out-of-portal" support via phone or U.S. Mail. If you are the first FAA to work with the family:
    - **Document the barrier:** Write a note in the **Notes** explaining that the family requires "out-of-portal" support.
    - **Establish a plan:** Set up a way to communicate with the family using phone calls or U.S. Mail and document it in the same Note.
- **If this is a Migrated KinderWait ID** (has a KinderWait ID): Complete a Migration Review during your first point of contact with the family:
    - Determine if **the family has** registered in MyChildCareMA, and/or already **has** a MyMassGov account.
    - If not **registered,** send them a “Make a MyChildCareMA Account” message from the Portal. This template notification provides the family with a link to register their MyChildCareMA account.
    - **Review Household Composition:** Check child ages and family size to confirm basic eligibility.
    - **Child Care Need & Preferences:** Review the household need for child care, potential priority reasons and updated child care preferences.

1.1.4 Required Communication Logging

[MyChildCareMA User Manual – Managing Household Updates and Communicating Changes]

All interactions must be recorded in MyChildCareMA. Because the system is shared across EEC and FAA agencies, notes from these interactions create a shared record so families do not have to repeat their information to different staff.

- **Professional Standards for Notes:** Notes must be clear and factual. Focus on specific case actions and reported changes (e.g., "Parent reported new job") rather than personal opinions. FAAs must write a note every time they want to

detail an action taken on a case or record an interaction that happened outside the portal.

- **Internal Case Tracking (Notes):** The Notes function serves as the official internal record of the case. These details are hidden from families but are permanent parts of the household's official case.
- **Documenting a Technology Barrier.** The first FAA to work with a family in a **Non-Portal Case**, must create a note in the **Notes** tab stating the specific barrier (e.g., "No internet") and the communication plan (e.g., "Send all notices by mail"). Future FAAs will identify this need when they see a blank email field and must check the case notes to confirm the preferred contact method.
- **External Outreach Tracking (Log Communications):** Use the **Log communications** function to record all interactions outside the portal, including phone calls, emails, mail, and in-person visits.
- **Standards for Outreach Logging:** Log every contact attempt, even if the family is not reached. Select the correct **Contact Method** (e.g., phone call) and **Subject** (e.g., initial outreach) from the dropdown menus.
- **Documenting Releases and Legal Authority:** Before sharing information with a third party check the **Notes** for verbal and/or the **Documents/Identity Section** for written release on file.
    - **Receiving a New Release:** If obtaining a written release of information, FAAs should either enable capability for the family to add this document to the Identity section, or they may upload to household's case on their behalf.
    - **Verbal Consent:** If verbal consent is provided for a specific action during a call while the account owner is present, log it immediately using the **Log communications** feature with a summary in the notes field.

1.1.5 Case Documentation Standards (Notes)

[MyChildCareMA User Manual – Create and review notes]

The Notes section is the official record of all case activity in MyChildCareMA. It serves as a shared history that allows all staff and agencies working with a family to understand what has happened on the case. Notes also serve as the record for the Request for Review process.

- Clear, accurate, and consistent notetaking is **mandatory**. Notes ensure continuity of service, support informed decision-making, and prevent families from having to repeat information when working with different staff. The portal record will be used as evidence during the review.
- The FAA **must document the case every time** they "touch" a record (e.g., a phone call, document review, or status change).
- **Expectations for Entering Notes:** Each note must be factual, objective, and include:
    - **Interaction:** How the contact occurred (e.g., "Incoming call from parent," "Outbound Outreach Call," or "Document Review").
    - **Action:** What was done during the "touch" (e.g., "Updated income to reflect new paystubs," or "Explained 30-day deadline").
    - **Counseling:** What advice or resources were provided? (e.g., "Provided list of local Head Start programs").
    - **Outcome/Next Steps:** What will happen next? (e.g., "Waiting for residency proof," or "Status moved to Waitlist").
- **Prohibited Content:** Notes are part of the official record. Do not include personal opinions, subjective comments or unnecessary sensitive family/medical details or anything beyond what is required for the case.
- **Timeliness:** Notes must be entered immediately following the action or conversation to ensure accuracy and to alert other staff that the case is being handled.

1.2 Family Application - Submission Support

[MyChildCareMA User Manual – Understanding the Family Experience]

[MyChildCareMA User Manual – Create an application on a family's behalf]

FAAs play a key role in supporting families through the waitlist application process while promoting independence. EEC prioritizes a "self-service" approach through the MyChildCareMA portal, meaning that, whenever possible, families should complete and submit their own applications.

FAAs are responsible for providing the right level of support to help families succeed on their own. This includes guiding families as needed, answering questions, and ensuring they understand requirements while encouraging them to navigate the system independently.

Through their role, FAAs support families by answering questions, assisting with applications when technology barriers exist, and ensuring understanding of requirements while encouraging independent use of the system to promote equal access.

1.2.1 Determining the Level of Support

MyChildCareMA is designed for family-led entry; in specific situations the FAA acts as a navigator to help families with technological hurdles or literacy barriers. Directly completing an application for a family is a support service reserved only for families who cannot use the digital system due to a lack of technology, limited email or internet access, or face other barriers. This help may be provided by any FAA, who must assess a family's needs to determine the appropriate level of support.

Support Levels: FAAs must assess each family's needs and apply the appropriate support level based on identified barriers.

- **Level 1 Portal Navigation (Self-Service):** The FAA coaches the family to create a **MyMassGov** account and navigate the portal independently. This allows the family to fill out the application themselves, manage their own **case** and track application progress.
- **Level 2 Guided Submission (Technical Assistance):** The FAA provides direct help to families who have an email address but are having difficulty understanding the application, or with using digital forms or document uploads. For example, you walk the family through the application questions while they type the information on their own phone or computer.
- **Level 3: Manual Entry (FAA-Assisted Application):** If a family faces significant technology or literacy barriers, the FAA creates the application directly in the Admin Portal on their behalf.

1.2.2 Manual Entry (FAA-Assisted Application)

[MyChildCareMA User Manual – Understanding the Family Experience]

[MyChildCareMA User Manual – Create an application on a family's behalf]

When it is determined that a family requires Level 3 support, the FAA must create and submit the application directly in the Admin Portal. This process transforms the parent's verbal or written information into a digital record that can be picked up and reviewed by Mass211.

Searching for an Existing Case and Resolving duplicates: Before creating a new application, the FAA must perform a thorough search to ensure the family does not already have an active case. If there are any potential duplicates, resolve them. **[MyChildCareMA User Manual – Handle Duplicate Households]**

While submitting the application on behalf of the family you must be sure to do the following:

- **Step 1: Initiate the Application** Once you have confirmed no active case exists, proceed with the manual entry.
- Step 2: Screen for Immediate Access: Ask if the family has:
    - an active or recent DTA or DCF case or
    - a child in their household currently receiving child care financial assistance.
        - **FAA Action:** If yes, be prepared to discuss the family's situation in detail to determine if they are likely eligible for immediate access.
        - **Counseling Preparation:** Be ready to guide the family on getting a referral from DTA or DCF, as these families may bypass the waitlist entirely (see Section 1.9 for specific referral protocols).
- **Step 3: Capture all Household Details:** Fully complete the application with the family on the phone or in-person and enter all application fields based on the information provided.
    - As you type into the portal, talk through each question with the family. This makes sure the information is correct and helps the family understand why the questions are being asked.
    - While entering data, clarify rules such as how "Household Size" is determined and what "Service Need" means.
- **Step 4: Complete the Waitlist Attestation.** Read the **Waitlist Attestation** terms to the parent and obtain their verbal agreement before checking the attestation box in the system.
- **Step 5: Log the communication and Flag Technology Barriers in a note.** Ensure there is a note capturing the barriers (e.g., "Manual entry completed; Family has no internet/email access") and the communication plan. When logging **Notes**, include the specific barrier.
    - If the family lacks a secure email address, leave **the email field blank.** Do not use a placeholder or agency email.

Warm FAA Hand-off (For applications completed by CCRR or Contracted Provider staff):

- **Step 1: Confirm Submission.** Inform the family that their application is now submitted.
- **Step 2: Warm Hand-off/Set Expectations.** Clearly explain next steps: *"Your application is submitted. A worker from Mass211 will call you soon to finish the review and discuss next steps"*.
- **Step 3: Assign the Case to Mass211.** The assignment of the case provides a signal to Mass211 that the FAA providing support has completed their work and is ready for Mass211 to begin the initial review.

1.2.3 Combining the Mass 211-Assisted Application and the Outreach Call (Mass 211 Only)

This procedure applies only **to Mass211 staff**. When providing Level 2 or Level 3 support, the Mass211 FAA must complete the application data entry and the required Outreach Call activities during a single, integrated session.

- **Step 1: Complete the FAA-assisted application:** Follow the steps outlined in 1.2.2 Manual Entry (FAA-Assisted Application).
- **Step 2: Update Case Status.** Change the status to “Initial Review” to indicate the application is in the verification phase.
- **Step 3: Review the Case:** Follow the steps outlined in 1.3.4 Conducting the Outreach Call through 1.3.5 Finalizing the Outreach Session. You do not need to call the family back for a separate "Outreach Call" later.

1.3 Waitlist Application (Initial Review)

[MyChildCareMA User Manual – Reviewing and Determining Eligibility]

This section covers the process from the moment an application is submitted until the **Outreach Call** is completed. While all FAAs may assist with entry, **Mass211 is the primary owner** of this review phase.

1.3.1 The Submission Queue and Statuses

When a family (or FAA) submits an application, Mass211 is the assigned FAA organization to begin the review and processing. For a complete mapping of how FAA

administrative statuses appear to families on the family-facing progress tracker, see **[See Resources: Progress and Tracking Chart]**.

Mass211 FAA will use the Household progress view daily to identify newly submitted applications and begin working on them, including changing the status to "Initial Review" (from "Submitted") to indicate someone is now working on the application.

[MyChildCareMA User Manual – Find, view, and edit households]

1.3.2 The Pre-Call Check

Before calling the family, the Mass211 FAA must review the application to prepare for the Outreach Call. This involves checking for errors and ensuring the application is the only one active for this family.

- **Step 1: Check for and Resolve Duplicates.** Search the system to confirm the family does not already have an active case. Each family should have only one case to keep their place on the waitlist. **[MyChildCareMA User Manual – Handle Duplicate Households]**
- **Step 2: Identify Non-Portal Cases.** Review the Notes tab to see if the family is marked as a Non-Portal case. If the email field is blank, prepare to conduct all follow-up via phone and U.S. Mail.
- **Step 3: Understand Household Information.** Review the family's household size, reason for needing child care (service need), income, and any "Priority" question responses. Look for missing information or possible issues (e.g. missing income source) to address during the call. **[MyChildCareMA User Manual – View and edit application information]**
- **Step 4: Screen for Immediate Access:** Check if the family checked "yes" to having:
    - an active or recent DTA or DCF case or
    - a child in their household currently receiving child care financial assistance.

  FAA Action: If yes, be prepared to discuss the family's situation in detail to determine if they are likely eligible for immediate access.
  Counseling Preparation: Be ready to guide the family on getting a referral from DTA or DCF, as these families may bypass the waitlist entirely (see Section 1.9 for specific referral protocols).

1.3.3 Initiating the Outreach Call

After completing the Pre-Call Check (see 1.3.2), the Mass 211 FAA must contact the family within **five (5) business days** of the application submission, using the phone number provided in the application. Log every attempt, whether successful or unsuccessful, in the Admin Portal.

[MyChildCareMA User Manual – Managing Household Updates and Communicating Changes]

- **Upon Successful Contact:** Verify the family's identity and complete the outreach call following Section 1.3.4.
- **If Contact Unsuccessful:**
  - Leave a voicemail requesting a return call, if able. To maintain confidentiality, do not mention specific details or statuses.
  - **Immediately** create a **Waitlist Outreach** notice through the portal.
  - The FAA must also send a message to alert the family that there is a MyChildCareMA notice available.
  - For Non-Portal Cases (no email on file), complete a second phone attempt and, if necessary, mail a physical copy of the outreach request. Be sure to log this communication in the Portal.1.3.4 Conducting the Outreach Call

1.3.4 Conducting the Outreach Call

[MyChildCareMA User Manual – Conduct an initial outreach call]

During the Outreach Call the Mass 211 FAA will go through the application with the family to confirm the information is accurate, identify needed documents, answer questions and provide helpful guidance. It is also an essential step in the review process as the Mass 211 FAA reviews and selects an answer for each section of the application during the call. Once you are successful in connecting with the family by phone complete steps below:

- **Step 1: Verify Language Preferences:** Confirm language needs, verify that you are speaking with the parent or legal guardian, and establish any needed accessibility help (see Section 1.1.3).
- **Step 2: Review Household Information and Immediate Access (if applicable):**
  - **Confirm** the number of adults and children in the home.

  - **Resolve** any discrepancies in the family's application responses found during your Pre-Call Check.
  - **Screen for Immediate Access:** If the family indicated involvement with **DTA, DCF, or has a sibling** in the CCFA system, discuss the situation further. If a family appears eligible for immediate access via a DTA or DCF referral, provide guidance on obtaining a referral to potentially bypass the waitlist.
- **Step 3: Verify Application Responses:**
  - **Review** each section of the application with the family.
  - **Identify** any differences between the application and what the family reports.
  - **Determine** if updates are needed.
- **Step 4: Updating Application Information.** If the information has changed do one of the following:
  - **Mass 211 FAA updates directly** in the portal. **[MyChildCareMA User Manual – View and edit application information]**
  - **Mass 211 FAA requests the Family update the information themselves.** Additionally, the Mass 211 FAA must send a Request for Information (RFI) message to the family. **[MyChildCareMA User Manual – Request information]**
- **Step 5: Complete the Information Request and Review Workflow.** As you talk with the family, you must review and complete each section of the application in the system. **[MyChildCareMA User Manual – Review a household's information]**
- **Step 6: Determine and Request Necessary Documentation:** Explain which documents are required for **Identity of parents**, **Massachusetts residency**, and **Income and benefits**. Clarify what is needed **now** (to get on the waitlist) versus what will be needed **later** (when an offer of funding is made). See **[See Resources: Required Documentation Chart]**. Request the necessary documents in the Portal. **[MyChildCareMA User Manual – Request supporting documents]**

  - **Family-Managed Case:** Direct the family to the portal to upload documents in the Family Portal and remind them that all formal notices will be posted to their portal with an email alert.
  - **Non-Portal Case:** Inform the family they will receive a **request for documents** notice via U.S. Mail and establish a plan for phone-based follow-ups and mailing to Mass211 or bringing documents to a FAA.

- **Step 6: Provide Guidance to the Family:**
    - **Explain** that the family has **30 calendar days** from the date they submitted their application to complete the process, including uploading all required documents. If they miss this deadline, their application will be closed.
    - **Share** general information about funding availability and timelines
    - **Connect** families to available community-based early care and education resources.

1.3.5 Finalizing the Outreach Session

After the Outreach Call, the Mass 211 FAA must complete a final review of the case to move it to the next step.

- **Step 1: Complete the Information Request & Review Process.**
    - Ensure every section discussed has an appropriate answer, based on whether the information is complete, expects additional information from the family directly, or is not applicable (is not needed).
- **Step 2: Complete the Document Request & Review Process.**
    - Ensure each section has an appropriate answer, based on whether the supporting documentation is needed/expected to be provided by the Family or not applicable.
- **Step 3: Issue Pending Requests.**
    - **Request for Information:** Send the templated **Request for Information** message if any data sections have been opened for family updates.
    - **Request for Documents:** Send the templated **Request for Documents** message if any sections require documents from the Family.
- **Step 4: Document the Outcome:** Log the Outreach call communication in the portal noting a note of the factual summary of the call. If the family is a **Non-Portal Case**, also be sure to log communications completed with family outside of portal, including that notice was sent via U.S. Mail.

1.4 Document Verification for the Waitlist (Initial Review continues)

This section covers the review and verification of documents after the Outreach Call and before a family is approved for the waitlist, ensuring all submitted information matches and meets CCFA eligibility requirements. This process includes monitoring document submission timelines and verifying all required documentation before making a waitlist decision.

Mass211 is the primary owner of this phase.

1.4.1 Verifying Documentation

The Mass 211 FAA verifies that all documents are accurate and current and uses them to determine whether the family meets eligibility requirements based on the **CCFA Income Eligible Policy Manual. The Mass211 FAA** indicates an answer for each eligibility section. **[MyChildCareMA User Manual – Review a household's supporting documents]**

- **Step 1: Review Documents:** Access **Document request and review** from the **Household Overview** and review all uploaded documents for legibility and authenticity.
- **Step 2: Handle Inadequate Documents:** If a document is rejected because it is blurry, expired, or incorrect, you must send a **Request for Documents** message and contact the family by phone directly to explain what is needed. Reprocess the workflow as needed.
- **Step 3: Verify Waitlist Requirements:** Evaluate the submitted evidence for each section below to confirm it is an approved document type and that the information proves the household meets the requirement for waitlist entry. **(See: CCFA Income Eligible Policies, Chapter 2)**
    - **Identity of Parent(s)/Caregiver(s):** Confirm the identity of the primary applicant and, if applicable, the second parent/caregiver in the household.
        - **Apply Policy Standards:** Match the name on the identification document(s) to the primary applicant and second parent/caregiver in the household record.
        - **Reference: [See: CCFA Income Eligible Policies, Chapter 2: Identity of Parent(s) or Caregiver(s)]** for the list of approved photo and non-photo IDs.
        - **Complete Section:** Follow procedure 1.4.2 to select an answer and complete review of the section.
    - **Massachusetts residency:** Confirm the documentation establishes a current, legal Massachusetts residence for the household.
        - **Apply Policy Standards:** Match the name and address on the residency document(s) with the primary applicant. Verify the address is located in Massachusetts.

- **Reference: [See: CCFA Income Eligible Policies, Chapter 2: Massachusetts Residency]** for approved proofs, such as utility bills (within 45 days), leases, or shelter letters.
- **Complete Section:** Follow procedure 1.4.2 to select an answer and complete review of the section.

- **Income and benefits:** Confirm the family's gross income is at or below 85% of the State Median Income (SMI).
  - **Apply Policy Standards:** Match the gross income on the income and benefits document(s) with the income reported in the application's Income and Benefits section. If the information differs, update the application to reflect the documented income. Verify the family's gross income is at or below 85% of the State Median Income (SMI).
  - **Reference**: **[Chapter 2: Income]** for the list of countable income sources and required quantities for paystubs or benefit letters. If income is from work, it must be reflective of current employment hours and pay and dated from within the last 26 weeks.
  - **Complete Section:** Follow procedure 1.4.2 to select an answer and complete review of the section.
- **"Verify Now" Priority Statuses (If Applicable):**
  - **Income at or below 50% SMI:** No additional action required; the system will use documentation verified as a part of income to assign the applicable status.
  - **Early Education Staff Priority Status:** Confirm the applicant or second parent/caregiver is employed in an approved role with an early education and care provider.
    - **Apply Policy Standards:** Match the name of the employer on the income verification document to the application entry. The family provided the employer "P-Number" on the application.
    - **Complete Section:** If the name of the employer matches the income verification, no further action is needed. If the name of the employer does not match the income verification documents, the FAA must:
      - **Update** the application fields in the portal by unchecking the priority status.

- Add a **Note** explaining that the application status related to that priority status was adjusted due to lack of proof.

- **Parent under 24:** No additional action required; the system will use documentation verified as a part of identity to assign the applicable status.

- **Step 4: Resolve Discrepancies** If any documents do not support the application:
  - Contact the family to resolve the issue before moving forward
  - Update the household details with the correct information
  - Reprocess the workflow as needed
- **Step 5: Accept Self-Attestation:** Documentation is not required for a household's assets, Service Need, or the priority statuses of Homelessness, Domestic Violence, or a Child with a Disability. These are self-reported and will be verified later if funding is offered.

1.4.2 Completing the Document Request and Review Workflow

In this step, the Mass 211 FAA must select an answer for each section of the workflow to move the case toward a final decision. Each section must be completed based on the documents provided.

- **Review the documents per 1.4.1 and select the appropriate action for each section. [MyChildCareMA User Manual – Review a household's supporting documents]**
- **Select the Correct Answer:**
  - Yes, these documents meet EEC requirements" – Select when the documents support eligibility
  - "No, these documents do not meet EEC requirements" – Select when the documents do not support eligibility
  - "I need to request new or additional documents first" – Select when more information or documents are needed
  - "The household doesn't need to submit these documents" – Select when the section is not applicable

1.4.3 Managing the 30-Day Document Submission Period

The Mass 211 FAA actively monitors the **Households in progress** view in the portal to see when families upload their documents. **[MyChildCareMA User Manual – Track and manage household progress]**

- **The Deadline:** Families have **30 calendar days** from the date of application submission to provide all required documents. After all required information and documents have been verified, the Mass 211 FAA will make an eligibility decision as soon as possible, and no later than ten (10) calendar days from receiving documents.
- **Acting on Day 30 applications:** When documentation is not provided by the family, FAAs must make an eligibility decision on a waitlist application no later than 30 calendar days from their application submission (or the next business day if it falls on a weekend).
- **Tracking Progress: Check that supporting documents have been submitted.**

1.5 Waitlist Application Decision (Initial Review completion)

This section covers the FAA's final determination for waitlist eligibility after the document request review workflow is complete. **Mass211 is the primary owner** of this phase for Income Eligible Waitlist applications and is responsible for ensuring an eligibility decision is logged and correct legal notices are created.

1.5.1 Determination and Notification

After all required information and documents have been verified, the Mass 211 FAA will make an eligibility decision as soon as possible, and no later than ten (10) calendar days from receiving documents.

- **Step 1: Final Review of Workflows.**
    - Confirm all sections in the **Information Request & Review** and **Documentation Request & Review** workflows have a logged answer.
    - Confirm that all **income source entries** have been verified and the SMI calculations qualify for waitlist eligibility.
- **Step 2: Log the decision and issue the legal notice.**
    - **Process Waitlist Approval.** *If the family meets eligibility
        - **Log the decision:** Change the status for the household to **Waitlist**.

        - **Issue Notice:** Create the **Waitlist Approval** notice. **[See Resources: Waitlist Notices Chart]**
    - **Process a Waitlist Denial.** If the family does not meet eligibility
        - **Log the decision**: change status for the household to **Closed** and set the closure reason to **Denial**.
        - **Issue Notice:** Create **Waitlist Denial** notice and select the applicable reason **[See Resources: Waitlist Notices Chart]** the family is not eligible:
- **Step 3: Notify the family:** Inform the family of the decision.
    - **Send message:** If Family is in the portal, send a message that a new notice is available in the portal.
    - **Log communication:** If family is managed outside of the portal, log the appropriate communication based on the decision and include any relevant notes.

1.5.2 Processing Incomplete Applications

Mass 211 FAAs must monitor timelines to ensure cases are processed within required timeframes. **[MyChildCareMA User Manual – Track and manage household progress]**

- **Step 1: Monitor the 30-Day Window:** Identify applications where the family has failed to complete the Outreach Call or provide required documentation within **30 calendar days** of the date of submission of the application.
- **Step 2: Close the Application:**
    - The FAA will move the application to a **"Closed"** status and set the closure reason to **“Removed from Waitlist”**.
    - **Issue Notice:** Create the **Waitlist Removal** notice for “Did not complete the waitlist application process”. **[See Resources: Waitlist Notices Chart]** The notice informs the family of their right to a **30-day grace period** to submit missing info, documents and/or complete the call.
- **Step 3: Reinstatement (if applicable):** If the family provides the missing information and documents within 30 calendar days after the closing date:
    - Complete the document verification process following the requirements in **Section 1.4**. Perform the final eligibility determination and issue the required notifications following the procedures in **Section 1.5.**
    - Ensure the Waitlist Date is the same as the original Application Submission date.

1.5.3 The Re-Application Process

A family must initiate a new request by contacting **Mass211** if they were previously denied for policy reasons (such as being over-income) or if their application was closed or denied more than 30 days ago. **Mass211 is the primary owner of the re-application phase** and families should be referred to them for completion.

- **New Application: Mass211** must treat this as a **New Application** rather than a reinstatement. The FAA will initiate the new request using the existing **Closed household record and** return it to **Initial Review** status
- N**ew Application Processing:** Mass211 will follow all standard waitlist application processing steps.
    - **If the household is determined eligible:** the status will be changed to waitlist, and the waitlist application date must be updated to the date the new request was initiated by the family (as noted in the portal).
    - **If the household is determined not eligible:** Mass211 will follow the standard procedure for waitlist denial, including issuing the waitlist Denial letter.

1.6 Appeal Process and Reinstatement

This section covers how to support families who request a review of a denial or removal and how to reinstate cases when allowed. This section outlines the procedures for ensuring families' legal rights are protected when a waitlist application is denied or removed. The FAA plays a critical role in guiding families through the review process and maintaining the integrity of the "shared memory" in the portal.

1.6.1 Supporting the Request for Review Process for Waitlist Decisions

If a family disagrees with a waitlist denial or removal, they may submit a Request for Review (**RFR) form** to EEC within 30 calendar days of the notice:

- **Explain the process to the family:** Explain the process and help the family access the Request for Review form. Direct them to submit the form to EEC as indicated on the notice.
- **Processing Overturned Decisions:** If EEC overturns a denial, EEC will advise the appropriate FAA directly to re-open the case to **Waitlist** and **Restore** the **Original Application Date**.

1.7 Waitlist Management (Changes and Renewals)

To keep the waitlist accurate, cases must be updated at least once every 12 months or whenever a family reports a life change. **Mass211 will be responsible for ensuring renewals** are managed and processed for households every 12 months. All FAAs are responsible for helping families update their household information when requested by a family. The level of support would follow the same levels outlined in the application creation section.

EEC will provide additional guidance on when FAAs will begin processing waitlist renewals.

1.7.1 Providing Family Status Updates

FAAs respond to all families who request an update on their case status. For families without portal access, the FAA is the primary source of information regarding their application.

- **Verify Identity:** Before providing any status details over the phone, the FAA must verify the applicant's identity using the requirements in Section 1.1.2.
- **Explain the Status:** Use plain language to explain the current status. For example, "Your application is active on the **Waitlist**, which means we have all your proof, and you are waiting for a benefit offer". The family will see “Wait for funding” on the family-facing progress tracker. **[See Resources: Progress and Tracking Chart]**
- **Confirm Contact Info:** Use every status request as an opportunity to ensure the family's phone number and address are correct. If they have changed, update them immediately.
- **Document the Contact:** Log a communication with a note that includes the information you provided to the family.

1.7.2 Processing Family-Reported Changes

Families may report changes to their income, household size, or contact info at any time. Follow the steps below to process updates.

- **Step 1: Verify Changes:** If a family reports a change in income or household size, follow the verification process in Section 1.4. While a new Outreach Call is not required, the new documentation must be verified. If the Family is on the Waitlist, this verification is done by Mass211 FAAs in MyChildCareMA.
- **Step 2: Process Income and Household Changes Outside of Renewal:**

  - Either update the income directly or complete the section by selecting, “No, I need to request updated or additional information”. This prompts the family to update the information themselves in the portal. Additionally, a **Request for Information** message can be sent to the family.
  - Process the same section in Document request and review by selecting “I need to request new or additional documents first” and send a **Request for Documents** message to the family.
  - **If the family returns the requested documents:** The FAA must update the case based on the verified data.
  - **If the family fails to return the documents:** The change is not processed at this time, and the update must be addressed during the family's next **12-Month Renewal Cycle** (see Section 1.7.3).
- **Step 3: Action When Changes Reflect Ineligibility.**
  - If a verified change makes the family ineligible for the waitlist (e.g., household income now exceeds 85% SMI), the FAA must manually update the case status to **Closed**.
  - The FAA must then issue a formal **Waitlist Denial** notice.
- **Step 4: Priority Status Changes:** If a family’s situation changes their priority (e.g., they enter a homeless shelter), you must manually update the family’s application information immediately. The portal will recognize changes that would identify a family’s priority status for that household.
- **Updating for unborn child applications (Baby is born):** For families who applied while pregnant, the FAA must help the family replace the "Expected Baby" placeholder with the child’s legal name and actual Date of Birth once the baby is born, by editing that Child’s record.
- **Updating child care preferences:** Families may update their child care preferences (e.g. interest in contract seats, center-based programs). FAAs may review these preferences with families when they request status updates, or when declining a specific benefit offer.
- **Email Changes:** If the applicant reports an email change, the FAA must update it in the administrative portal and advise the family to update their MyMassGov account settings to match.

1.7.3 12-Month Renewal Cycle

Every family must confirm they still want to be on the waitlist every 12 months and verify required information and documents. This is known as the "Renewal."

- **Important Note:** Waitlist renewals will not start until a later date and will be managed by Mass211 FAAs.
- **Interim Support:** If a parent already on the waitlist reaches out, FAAs may update their case with any changes, provide status updates, and ensure they have a portal account.

1.7.4 Voluntary Removal from the Waitlist

A family may request to be removed from the waitlist at any point in the process if they no longer require child care financial assistance. Because this is a manual system action, the FAA must process the closure and update the case accordingly.

- **Step 1: Verify Identity and Intent.** Before processing the removal, verify the applicant's identity (see Section 1.1.2). Confirm whether the request applies to all children or specific ones in the household.
- **Step 2: Update the Case Status.** Change the household status to Closed. **You must select the specific Reason for Closure in the portal (e.g., "You asked to be removed").**
- **Step 3: Issue the Notice.** Create and post the Waitlist Removal notice to the portal. **[See Resources: Waitlist Notices Chart]** The notice includes the Request for Review information, as required for all administrative closures.
- **Step 4: Document the Request.** Using the Log communications button, select a "Family Check-in" or "Waitlist Application" subject and record a factual summary of the parent's request in the notes.

1.8 Child Care Benefit Offers

[**MyChildCareMA User Manual – Connecting Eligible Families to Child Care Benefits]**

When child care funding becomes available, the FAA must manually identify and select families from the centralized waitlist. This process requires reviewing waitlist data, applying system filters, and making informed selections based on funding type, program needs, and local/regional needs while balancing state priorities.

Benefit offers are issued and managed by FAAs at Child Care Resource and Referral (CCR&R) agencies and contracted providers.

1.8.1 Identifying Families for Funding

The FAA must manually search for and select families from the waitlist by following the steps below. **[MyChildCareMA User Manual – Completing a waitlist search]**

- **Step 1: Identify the Vacancy Parameters:** Before searching, determine the specific type of assistance you are filling:
    - **Voucher Parameters (CCRRs only):** Selection is based on regional funding availability, waitlist date, and other relevant factors**.**
    - **Contracted Seat Parameters (Contracted Providers only):** Selection is based on age group (Infant, Toddler, Preschool), priority contract designations (e.g., DCF, parent under 24), geographic area (region/city), and/or provider type.
- **Step 2: Search for Families on Waitlist.** Use the **Household's "waiting for funding view"** to search for active waitlist families. This view allows for certain filters to be applied when an FAA is searching for families.
- **Step 3: Apply Geographic Area (For Contracted Providers):** While all families on the list should be considered, FAAs should focus on families within their geographic service area who can reasonably attend the care location(s).
- **Step 4: Apply Selection Balance and Discretion:** Use your discretion to distribute available funding across priority and general access families. While priority groups are important, you are not required to select only from those groups if a general access family better fits the vacancy. The goal is to maintain a balanced distribution across the region.
- **Step 5: Search for families**: Weigh the following factors to select the ones to offer the benefit to:

  Use the available portal filters to select families by these two factors:

    - **Access Level:** Consider the balance between **Priority Status** and **General Access**.
    - **Waitlist Date:** Pull by the **Original Application Date** (earliest first).

  Click into each household's record to filter for these two factors:

- **Date Care is Required:** Focus on families whose requested start date aligns with your current vacancy. Be sure to include families who may already be enrolled in your program but are currently paying privately while waiting for a subsidy.
- **Program Match:** Ensure the offer matches the family's preference for a **Voucher** or a **Contracted Seat, if known**. Some families may have no preference and/or have selected both options.
    - **Portal Phase 1 Release Note:** For migrated cases, families will not have child care preference questions completed in the system. Review migrated **Notes** to understand a family's historical preferences.
    - **Family Preferences:** As you interact with families, update the preference fields in the portal to ensure informed matching for future benefit offers.

- **Step 6: Execute the Selection:** Assign the Household to your organization to manage the benefit offer and to signal to other FAA organizations you are working with the selected families.
    - **Assign a Primary Organization.** FAAs assign the household to the organization CCRR or Contracted Provider) that will manage the benefit offer.
    - **Assign the Family Access Administrator.** Within their FAA organization, the household may be assigned to a specific staff person.

1.8.2 Setting Up and Generating the Child Care Benefit Offer

After identifying families for funding, the FAA prepares each offer by reviewing communication needs and selecting the correct system parameters to support a successful match. Because offers may be issued to more families than there are available openings, repeat these steps for each selected family. **[MyChildCareMA User Manual – Create a Child Care Benefit Offer]**

- **Step 1: Review Communication Needs.** Before issuing each individual offer, the FAA must check the **Notes** and the **Household Details** for any "**Non-Portal Case**" flags.
    - If the email field is blank, the family has a technology barrier and relies on U.S. Mail/Phone Outreach.

  - Check for specific notes regarding the family's preferred contact method or language needs which dictates whether the offer will be managed through the portal or via U.S. Mail.
- **Step 2: Create the Notice.** Depending on form of assistance, follow the below steps to create the Child Care Benefit Offer notice within the system for each identified family.
  - **Benefit Offers for Vouchers (CCRR only):**
    - **Select Household** – this ensures all eligible children are included in the authorization and receive access to placements
    - **Select Voucher** – CCRRs are the only FAA who may select this form of assistance
    - **Select Organization** – choose the CCRR Organization who is offering funding
    - **Select Organization Staff** – select name of staff to display on notice, which will also display phone number on offer notice
  - **Benefit Offers for Contracted Seats (Contracted Provider Only):**
    - **Select Funding individual recipients** – this ensures child(ren) in household being offered the seat(s) are identified for the authorization and to the specific placements
    - **Select Contracted Seat** – Contracted providers are the only FAA who may select this form of assistance
    - **Select Organization** - choose Contracted Provider Organization who is offering funding
    - **Select Organization Staff** – select name of staff to display on notice, which will also display phone number on offer notice

1.8.3 Issuing and Managing the Offer

Once the Child Care Benefit Offer setup is complete, the FAA creates the offer to each family in the portal. **[MyChildCareMA User Manual – Create a Child Care Benefit Offer]**

- **Step 1: Notify the Family**
  - **Family-Managed Cases:** The system automatically makes the notice available to the family within the portal. The FAA must manually send email communication through the system to alert the family.

    - **Non-Portal Cases:** Because there is no portal access, the FAA must manually print and mail the notice via U.S. Mail.
- **Step 2: Direct Outreach.**
    - Best practice: Call the family directly to discuss the offer details, including the specific location, type of assistance (Voucher vs. Contracted), and the next steps for CCFA eligibility.
    - If a family chooses to decline the offer during the conversation, the FAA will update the Child Care Benefit Offer response to "Declined".
- **Step 3: Next Steps.** The family has **15 calendar days** (see Section 1.5.2) to respond – either to Accept or Decline the offer.
    - The system will automatically update the progress indicator to **Awaiting response** for the selected household.
        - While offer is pending, if a family in this status contacts Mass 211, they **must** redirect the family to the specific agency or provider that issued the offer.
        - **No Renewals During Offer:** To prevent confusion and conflicting data, Mass211 will **not** initiate a waitlist renewal for any family whose offer is currently "Awaiting Response" or "Accepted.". Families that are returned to the Waitlist will be initiated for renewal at that time.

1.8.4 Managing "Benefit Offer Accepted" Responses

[MyChildCareMA User Manual – Record a parent's response to Benefit Offers]

An FAA may offer funding to multiple families to ensure contracted seats are used and/or that funding gets to families as quickly as possible. The FAA must use a "first-come, first-served" approach.

- **Step 1: Record Offer Acceptance** When a family responds to the offer and expresses intent to enroll, the FAA updates the progress indicator to Accepted.
- **Step 2: Complete CCFA Eligibility**
    - The family must complete full CCFA eligibility verification (e.g., service need, income)
    - This process occurs outside of MyChildCareMA, directly with the FAA and in the CCFA system
- **Step 3: Process the Eligibility Determination Decision:**

- **Eligible Families:**
  - **Apply "First to Verify":** The family that completes eligibility verification first secures the available slot.
    - **Import the household to CCFA system from MyChildCareMA.** Once a Family is determined eligible, the FAA will use the CCFA system to search for the Family Portal ID and import the household from MyChildCareMA. **[MyChildCareMA User Manual – Import case records from MyChildCareMA to CCFA-the-software]**
    - **Note:** Once the authorization and placement are completed in CCFA, the household portal status will be updated from Waitlist to Authorized.
    - **Counsel Family on Sibling Access:** When offering a **Contracted Seat** to one child in the family, the FAA must assess the other children in the household, and if no additional contracted seats are available with their organization the remaining children may receive a voucher. The FAA must support the family in connecting to their region's CCRR for sibling access. See **Section 1.9.2: Sibling and Continuity Exceptions**
  - **Return other Eligible Families to the Waitlist.**
    - Ensure all Benefit Offers are inactive and thus the progress indicator is cleared.
    - Change the Primary organization assignment back to Mass211 (and, if applicable, remove any FAA assignment) to signal you are no longer managing this household.
- **Families that are Not Eligible:** If a Family is determined not eligible after completing the CCFA eligibility process, FAAs must follow current CCFA denial process in the CCFA system and remove the family from the Waitlist in MyChildCareMA.

1.8.5 Processing Other Benefit Offer Response Types

The FAA must manually process all outstanding offers to ensure the waitlist remains accurate and the family receives the correct notification. **[MyChildCareMA User Manual – Record a parent's response to Benefit Offers]**

- **Processing "Too Late" Responses:** If families accept an offer after the funding is exhausted or seats are filled:
    - **Set the Benefit Offer to "Void"**. Once the offer is Voided, the system will include the household in the list of families that are waiting for funding.
    - **Counseling:** Contact the family, informing them that while this specific seat was filled, they remain active for the next pull. Be sure to log this communication in the Portal and include details of the conversation in the note.
- **Processing Declined Offers:** If the family declines an offer because it doesn't meet their needs (e.g., location, hours):
    - **Clear the Benefit Offer progress indicator:** If the offer is declined the FAA will mark the Benefit Offer as Inactive. The household will remain in Waitlist status and available for another funding offer.
    - **Action:** If the FAA is entering the response for the family, select the appropriate **Response Reason** to document the decline.
- **Processing Families that are No Longer Interested:** If the family states they no longer need child care financial assistance, the FAA must change the status to **"Closed" and select the "Reason for Closure" as "Removed from Waitlist"**.
    - **System Action:** The FAA will create a **Waitlist Removal** notice with the reason of "Family requested". This ensures the **Waitlist Removal** notice accurately explains the closure to the family.
    - The FAA must also send a message to alert the family that there is a MyChildCareMA notice available.
    - **Documentation:** Add a **Note**
- **Handling Non-Responses:** If a family fails to respond within the 15-day window they will be removed from the waitlist:
    - **System Actions:** The FAA will void the **Child Care Benefit Offer** and change the status to **"Closed"** and select the **Response Reason** for "Non-response to offer."
    - The FAA will issue the **Waitlist Removal** notice with the reason "Did not respond to Benefit Offer".
    - The FAA must also send a message to alert the family that there is a MyChildCareMA notice available.
    - If the family contacts the FAA within 30 calendar days of the removal, specific reinstatement rules apply:

- **Step 1: Verify the Timeline.** Confirm the contact occurred within 30 calendar days of the removal notice.
- **Step 2: Reinstatement. Re-Open** the case, change the status from "Closed" back to **Waitlist** and manually restore the family's **Original Application Date**.
- **Step 3: Counseling on Expired Offers.** Explain to the family that because the initial response (15-day) window passed, that specific benefit offer is void. They will be notified when another contracted seat or voucher funding is available.
- **Step 4: Documentation.** Log the reinstatement in the **Communication Log** and add a **Note** stating that the family was reinstated and informed the previous offer is void.

1.9 Waitlist Exceptions

While the centralized waitlist is the standard path to Income Eligible funding, some families qualify for **Immediate Access**. These exceptions allow certain families to receive **child care financial assistance** without being placed on the waitlist. This includes families with an open or recently closed DCF case, families receiving or transitioning off DTA cash assistance, and siblings of children already receiving child care financial assistance.

1.9.1 Families working with DCF and DTA

If a family indicates through their application or during outreach that they may be eligible through the Department of Children and Families (DCF) or the Department of Transitional Assistance (DTA), determine if they qualify for a referral. See DTA-Related and DCF-Related Policies for additional requirements.

- **Step 1: Provide Referral Guidance:** If a family mentions an active or former case with DTA or DCF but does not have a referral:
  - Explain basic eligibility requirements for DTA and DCF to help them determine if it applies to their household
  - If they believe they are eligible for a referral, advise the family to contact their DTA office or assigned Full engagement worker or the DCF office and/or assigned DCF social worker.
- **Step 2: Counseling Strategy:** FAAs must advise the family of their option to complete their waitlist application at that time as a “safety net” at that time, or

that they may reconnect with the FAA if it is later determined they are not eligible for a referral and do need to join the waitlist

- **Confirm the Referral:** If a family that has submitted a new waitlist application or is currently on the waitlist confirms that they obtained a referral and will be eligible for immediate access, the FAA should ensure the parent understands the next steps with that FAA in order to complete their CCFA eligibility.
    - **System Action:**
        - CCRRs (DTA/DCF) or contracted providers (DCF) must follow existing procedures to process the DTA or DCF referral and determine CCFA eligibility. The FAA will move the application to a **"Closed"** status and set the closure reason to **“Removed from Waitlist”**.
        - Issue a **Waitlist Removal** notice, if household had been in waitlist status, and select the **Removal Reason** for "Eligible through Referral" as the household no longer needs to be on the Waitlist.

1.9.2 Sibling and Continuity of Care Exceptions

Immediate access may be granted to children in the same household or when eligibility for another EEC program ends to promote continued family stability.

- **Manage Sibling Access:** Confirm if the family qualifies by ensuring one child in the home is already receiving a subsidy (including foster children).
    - **Placement Rule:** If a family accepts a contracted seat for one child and has additional children:
        - Complete authorization and placement for the contracted seat first.
        - Then, assess remaining children for care.
        - If no additional contracted seats are available, remaining children may receive a voucher.
    - **Provider Responsibility:** Contracted providers must support the family in connecting with the CCRR to obtain a voucher for remaining children when no additional contracted seats are available.
- **Manage Continuity of Care:** Confirm the family qualifies to continue receiving care even if they no longer meet specific contracted seat requirements (e.g. a change in housing status).
    - **Eligibility Criteria:**

- The family must meet Income Eligible program requirements at the next authorization.
- Applies to families completing Transitional DTA or DCF-Related care.

- **Waitlist Exception:**
  - Do not require the family to apply to the waitlist.
- **Action (if no existing record):**
  - Create Household record in MyChildCareMA **[MyChildCareMA User Manual – Create an application on a family's behalf]**
  - Complete required fields.
  - Add all household members (first name, last name, date of birth).
  - Use the generated Household ID for import into CCFA-the-software.
  - Change the status to Closed with reason "Continuity of Care", and include a note explaining the continuity of care or sibling exception

1.10 Waitlist Exhaustion & Recruitment for Contracted Seats

This section covers what to do when available funding or contracted seats exceed the number of families on the waitlist. In these situations, focus shifts to identifying and enrolling new families so available child care resources are fully used.

1.10.1 Expanding Geographic Search

Before initiating external recruitment for new families, the FAA must first maximize the use of the existing centralized waitlist by expanding the geographic parameters of their search.

- **Step 1: Confirm Search Results:** Confirm that a standard search for families within the immediate geographic service area has yielded no active matches for the specific vacancy type (e.g., no more Infants).
- **Step 2: Expand Search Radius:** Use the portal filters to view families in neighboring towns or regions who have indicated a need for care.
- **Step 3: Direct Outreach for Travel Interest:** Contact families identified in the expanded search to determine if they are willing and able to travel to the program location.
- **Step 4: Update Preferences:** If a family expresses interest in the location, update their Child Care Preferences in the portal to ensure accurate documentation for the current and future offers.

1.10.2 Finding New Families

FAAs may initiate these recruitment procedures only when it is determined there are none or limited active families on the waitlist for your specific vacancy type (e.g., no Infants remaining on the Waitlist). These actions may be performed in any order or in parallel as long as procedure 1.10.3 is also followed:

- **Community Outreach:** Distribute flyers or conduct local outreach to recruit new families.
- **Survey Current Families:** Contact "private pay" families already in your program to see if they are eligible for and interested in state financial assistance.
- **Regional Coordination:** Notify your local CCRR that you have open seats so they can direct "Walk-In" families to your program.

1.10.3 Enrolling Recruited and "Walk-In" Families

Regardless of the recruitment method, including program "walk-ins" and current private-pay families, every household must be determined eligible for the waitlist following current procedures, including being verified by Mass211. **[MyChildCareMA User Manual – Create an application on a family's behalf]:**

- **Step 1: Submit Application:** Assist the family in submitting a new application through the MyChildCareMA portal. See 1.1.1 Setting Up MyMassGov Credentials and 1.2 Family Application - Submission Support.
- **Step 2: Centralized Verification:** The family must complete waitlist verification and eligibility process with Mass211, including the outreach call and document review.
- **Step 3: Waitlist Approval:** Once Mass211 has verified the record and the family appears on the waitlist in **"Approved"** status, the FAA may move forward with a benefit offer and enrollment into a contracted seat.

RESOURCES

Online References

Weblink	Purpose

Hub for Child Care Financial Assistance Programs Changes	EEC's online repository for the most recent regulations, interim policies, policy advisories and training resources on child care financial assistance.
Licensed Child Care Search	A geographically-searchable online directory of licensed child care programs across the state. Families can look for a licensed program that meets their needs and look up P-Number for Early Education Staff Priority.
MyMassGov Help Center	Learn how to use MyMassGov including: • Creating your account • Managing your account • Multifactor authentication (MFA) • Identity Verification

Charts and Tables:

The following charts and tables provide a standardized framework for the Family Access Administrator (FAA) to ensure consistency across all agencies. **Please Note:** These resources are intended as a functional guide and may not represent an exhaustive list of all possible scenarios or policy nuances.

MyChildCareMA Admin Views and Use Chart

There are multiple Admin views that will support FAAs in their work with families. This chart serves as the primary "map" for the portal. It identifies which specific administrative view an FAA should access to perform different tasks, such as searching for a household or managing a benefit offer.

View	Function	Use
All households	Shows all families in any status in the portal.	FAAs use this for any general search for an individual household, including closed cases.

Households waiting for funding	Shows all families active on the waitlist who are waiting for benefits.	CCRRs and Contracted providers use this to search for families, and to manage Child Care Benefit Offers.
Household progress	Shows families based on case status and progress activities.	FAAs use this to identify and manage households applying to be on the waitlist and existing cases that need action and to track progress.

Required Documentation Chart

This table lists some of the documents accepted for verifying a family's eligibility or priority status for the waitlist. It distinguishes between "Verify Now" items (required to get on the list) and "Self-Attestation" items (verified only at the time of a benefit offer).

Verification Subject	**Documentation Examples** *(See approved document list in Income Eligible Child Care Program Policies, Chapter 2: Eligibility.)*	**Verification Timing**
Identity of parents	• Driver's License or State ID • Passport or Birth Certificate • MA RMV ID Card	**Verify Now (30 Calendar days)**.
Massachusetts residency	• Current Utility Bill • Signed Lease or Mortgage Statement • Postmarked Mail (within 30 calendar days)	**Verify Now (30 calendar days)**.

Verification Subject	**Documentation Examples** *(See approved document list in Income Eligible Child Care Program Policies, Chapter 2: Eligibility.)*	**Verification Timing**
Income and benefits	• Paystubs (reflective of current employment, may be from within the last 26 weeks) • letter from employer showing gross income and number of hours worked per week • EEC Employment Verification Form • Benefit or award letter, or check or record of payment for Other Income/Benefit types • Self-Employment is Self-Attestation for Waitlist Entry ○ Business records or Tax Returns (if Self-Employed)	**Verify Now (30 calendar days)**.
Income **< 50% SMI Priority Status**	Same as Income (row above) (No additional Documentation submitted)	**Verify Now (30 calendar days)**.
Early Education Staff Priority Status	• Recent Paystub showing Licensed Provider name (No additional Documentation submitted) • Employer "P" Number provided on the application. No additional Documentation submitted/app response sufficient)	**Verify Now (30 calendar days).**

Verification Subject	**Documentation Examples** *(See approved document list in Income Eligible Child Care Program Policies, Chapter 2: Eligibility.)*	**Verification Timing**
Parent Under 24 Priority Status	• Identity documents confirming age is < 24 (No additional Documentation submitted)	**Verify Now (30 calendar days).**
Families Experiencing Homelessness Priority Status	• Self-Attestation for Waitlist Entry ○ Shelter Letter or McKinney-Vento Liaison Letter	**Verify at Benefit Offer**

Families with a Child with a Disability Priority Status	• Self-Attestation for Waitlist Entry
	  ○ Active IEP or IFSP (check expiration date)
	  ○ EEC Disability Verification Form
		Verify at Benefit Offer

Families Experiencing Domestic Violence Priority Status	• Self-Attestation for Waitlist Entry ○ Letter from DV Program/Social Worker	**Verify at Benefit Offer**.
Service Need	• Self-Attestation for Waitlist Entry ○ Current Paystubs or School/Training Schedule	**Verify at Benefit Offer**

Logging Communications and Messages

This chart standardizes how interactions are recorded in the system's "shared memory". It provides the mandatory selections for the **Log Communications** feature to ensure every agency sees the same history. Every time you "touch" a case (phone call, email, or mail), use this chart to select the correct **Method** and **Subject** to ensure the audit trail is accurate.

Function	Purpose	FAA Methods	FAA Selections
Send Message	Triggers general notification to family directing them to the portal to see notices posted to the family's account *This notice has instruction for family about MyChildCareMA	Email, SMS, or Both.	• New notice available, • Upload documents, • Update info, or • Respond to outreach. • *Make a MyChildCareMA account
Log Communications	FAA selects way they interacted with family outside of portal, and reason for interaction.	Phone call, Email outside portal, In-person meeting, or Physical mail.	• Initial outreach (attempt) • Initial outreach (successful) • Family check-in • Waitlist application • Benefit Offer • Waitlist removal/denial

Function	Purpose	FAA Methods	FAA Selections
			• Other

Progress and Tracking Chart

This is a "translation" tool that aligns internal FAA administrative markers with the family-facing portal view. Use this chart when a family asks for a status update to explain what they see on their screen (e.g., "Verify Eligibility") versus where the FAA is in the review process (e.g., "Initial Review").

Status ***The status the FAA sees for a case in the Admin Portal***	**FAA Process** ***A workflow or procedure the FAA must complete to move a case along***	**FAA Progress Indicators** ***Labels show the current progress on a given FAA process (left column)***	**Family Progress Tracker** ***What the family sees on the progress tracker in the Family Portal***
Submitted	Submitted	N/A	Verify Eligibility for Waitlist
Initial Review	Initial Outreach	-> Not Started -> Attempted → Complete	Verify Eligibility for Waitlist
Initial Review*	Information	-> Needs Review -> Requested → Reviewed	Verify Eligibility for Waitlist

Status ***The status the FAA sees for a case in the Admin Portal***	**FAA Process** ***A workflow or procedure the FAA must complete to move a case along***	**FAA Progress Indicators** ***Labels show the current progress on a given FAA process (left column)***	**Family Progress Tracker** ***What the family sees on the progress tracker in the Family Portal***
Initial Review*	Supporting documents	-> Needs Review -> Requested -> Docs received → Reviewed	Verify Eligibility for Waitlist
** Information and Supporting documents are FAA processes that may occur during any status, but in phase 1 will only occur during the Initial Review status.*			
Waitlist	Wait for Funding	-> *(None)*	Wait for Funding
Waitlist	Child Care Benefit Offer	-> Awaiting Response -> Accepted ->Declined	Wait for Funding
Closed	N/A	<u>Sub-Reasons</u> ->Removed ->Denied ->Continuity of care ->Duplicate application ->EEC Administrative Removal* **For use by EEC only*	

Status ***The status the FAA sees for a case in the Admin Portal***	**FAA Process** ***A workflow or procedure the FAA must complete to move a case along***	**FAA Progress Indicators** ***Labels show the current progress on a given FAA process (left column)***	**Family Progress Tracker** ***What the family sees on the progress tracker in the Family Portal***
Authorized	N/A	This label will update when a family is Authorized and a placement has been made in the CCFA system.	Get child care benefits Find a child care provider

Waitlist In-Portal Messages and Notices Chart

This chart defines the formal, legal notifications generated by the portal. Each notice triggers specific legal rights, such as the 15-day response window for offers or the 30-day appeal window for removals. Reference this chart to ensure the correct notice is generated and the proper follow-up outreach is conducted.

Process Phase	**In-Portal Message/Notice Name**	**Purpose and FAA Action**
Initial Outreach	**Waitlist Outreach**	Issued when a "cold call" attempt is unsuccessful. Invites the family to contact Mass211 for interview.
	Request for Information	Issued if the application data needed for determination is incomplete/needs correction by the family.

Process Phase	In-Portal Message/Notice Name	Purpose and FAA Action
	Request for Documents	Issued to request documents needed to determine eligibility (ID, Residency, Income)
Waitlist	**Waitlist Approval**	Confirms Foundation requirements are met. And the family's status has been moved to Active status; establishes waitlist date.
Closed	**Waitlist Denial**	Formally denies the application due to policy ineligibility (e.g., over-income); includes Request for Review info. Reasons: -> Not a MA resident -> No eligible children in household -> Over income limit -> Over asset limit
Waitlist	**Waitlist Renewal**	Issued annually (every 12 months) to confirm continued interest and update household data.
Closed	**Waitlist Removal**	Issued when a family is removed for non-responsiveness, missing a deadline or other

Process Phase	In-Portal Message/Notice Name	Purpose and FAA Action
		administrative reason; includes Request for Review info. Reasons: -> Family requested to be removed -> Did not complete waitlist application process -> Did not renew waitlist application -> Did not respond to Benefit Offer -> Eligible through DTA/DCF referral/Continuity of Care/Sibling Access
Waitlist	**Child Care Benefit Offer**	Notifies the family that funding may be available for either a specific contract seat or a voucher; triggers the 15-day response window for a family to accept or decline the offer Responses: ->Family accepted benefits ->Family declined benefits ->Notice needs to be voided

Process Phase	In-Portal Message/Notice Name	Purpose and FAA Action
*****	**Email Notifications**	FAA created "pings" that alert the family to log into the portal to view any of the notices (above).