

### Client Rights and Responsibilities Sheet

Name \_\_\_\_\_

Case Number \_\_\_\_\_

- You must report to the cabinet or its designee a provider whom is not fulfilling requirements for the Child Care Assistance Program Daily Attendance Record.
- You must report all changes in your family's circumstances to your worker within 10 days of the change becoming known to you, which affect your eligibility for child care assistance.
- Children turning thirteen (13) are not eligible for child care assistance unless continued need is verified by court documents or a qualified health professional's statement.
- You must cooperate with all cabinet case reviews, including Quality Control (QC). Failure to cooperate with any review will cause the household to be disqualified from further participation in the program, until the household cooperates and provides all necessary information.
- You must notify your child care service agent of the name and location of the person or child care center where care will be provided for your children. Payment for child care cannot be made without this information.
- If you choose a child care provider who is not licensed or certified by the State, that provider must complete an application, be approved and registered in order to receive CCAP payments. Tell your child care service agent if the provider you wish to use needs to be registered.
- If you choose to use a provider who comes to your home to care for your children, you are responsible for all applicable employee benefits.
- A Child Care Service Agreement and Certificate will be sent to your child care provider, if you are approved. This form will list the name of your provider, children approved for payment, rates, co-payments amounts if you must pay them, schedule, and terms of the agreement. This agreement must be signed by the provider and you, if applicable, and returned before payment will be made.
- You must provide a copy of your child's immunization certificate to your child care service agent, if you choose to use a registered child care provider and your child is not enrolled in school.
- Families will be allowed no more than three (3) provider changes in a twelve (12) month period.
- You are required to pay a portion of the child care provider's daily charges if changes exceed the state's maximum payment.
- You may be assessed a family co-payment based on income, household size, number of children and other factors.
- If you deliberately withhold or provide false information in order to receive child care assistance, you could be subject to claim for overpayment, program disqualification, referred for Administrative Disqualification Hearing for intentional program violation and/or prosecution for fraud.
- If benefits are paid on your behalf in error, you will be required to pay the overpaid amount in accordance with 922 KAR 2:020.

I understand that I have the right to request a service appeal if I am dissatisfied with any agency action. I further understand that I must submit a request for a service appeal to the Office of the Ombudsman, Quality Assurance Section, 275 E. Main Street, 1E-B, Frankfort, Kentucky 40621 within thirty (30) days of the agency action.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Service Agent Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Phone Number

If you are dissatisfied with the action taken, you may request an administrative hearing in accordance with 922 KAR 1:320, Service Appeals, within thirty (30) calendar days from the date of this notice by submitting a Child Care Service Appeal Request (DCC-88) to the Office of the Ombudsman, 275 East Main Street, 1E-B, Frankfort, KY 40621. **IF YOU SUBMIT A WRITTEN REQUEST FOR AN ADMINISTRATIVE HEARING, PLEASE ATTACH A COPY OF THE NOTICE OF ADVERSE ACTION.** For resolution of a matter not subject to review through an administrative hearing, you may submit an informal dispute resolution to your Service Agent.