

## Protective Services – DCF

### Frequently Asked Questions

**Q1. Since DCF funding isn't a CCDBG grant from the federal government, will youth camp staff need to complete the Federal Health and Safety Orientation Training and Ongoing Professional Development training?**

**A1.** Youth Camp staff no longer need to complete the CCDF federal health and safety orientation requirements, however they need to complete the program designed / developed professional development / training.

[https://www.ctoec.org/wp-content/uploads/2020/05/22-01-REVISED-Health-and-Safety-Inspections-for-Programs-Receiving-C4K-Subsidy\\_Revised-FINAL.pdf](https://www.ctoec.org/wp-content/uploads/2020/05/22-01-REVISED-Health-and-Safety-Inspections-for-Programs-Receiving-C4K-Subsidy_Revised-FINAL.pdf)

**Q2. Will child care programs be required to complete the C4K training requirements to receive DCF payments from C4K?**

**A2.** If the program currently receives C4K payments, then all requirements have been met. If the program has not met the C4K Health & Safety requirements, they will be encouraged to take the trainings to receive C4K payments. If the program chooses not to complete the trainings, they will receive payments through the C4K program using DCF funds.

**Q3. Will DCF foster children and children adopted less than one year have a family fee?**

**A3.** No. DCF foster children and children adopted less than one year do not have a family fee under protective services.

**Q4. Will DCF families be placed on the C4K Wait List?**

**A4.** No. Families and children eligible for protective services will not be placed on C4K wait list.

**Q5. Will providers be reimbursed 100% of their charges by C4K?**

**A5.** Yes. Providers will receive and submit one monthly invoice through the C4K Provider Portal for child care services, allowing the provider to receive one combined monthly payment from C4K and DCF for the foster children. The DCF portion of the payment will be listed on the C4K payment summary as, '**Other Agency Payment**'.

**Q6. What is the billing process?**

**A6.** Providers will complete their monthly invoice through the C4K provider portal. C4K processes completed invoices within 15 days of receipt.

**Q7. Will C4K pay for child care during school closures?**

**A7.** Yes. Providers need to submit a supplemental care form or report additional hours of care on their monthly invoice.

**Q8. Will registration fees continue to be paid for DCF children?**

**A8.** Yes.

**Q9. What is the process for changes in child care arrangements?**

**A9.** An updated PPA form must be submitted reporting changes. PPA forms must be submitted to DCF who will submit approved PPA's to C4K.

**Q10. How many days does a child care provider have to submit an invoice to C4K?**

**A10.** Once an invoice is available in the provider portal, it must be submitted for payment within 120 days.

**Q11. What are the payment methods and timeframes for C4K payments?**

**A11.** C4K payments are issued via direct deposit. Licensed family child care homes and relative providers can choose direct deposit or debit card as their payment method. Payments are processed within 15 business days from the date the completed invoice is received.

**Q12. How can child care providers ensure DCF is submitting PPA forms timely?**

**A12.** DCF will be responsible for submission of all forms to C4K. Child care providers will continue to receive notices from C4K.

**Q13. Will child care providers have access to view C4K correspondence?**

**A13.** Yes. Child care providers can view notices in the provider portal.