



Child Care Scholarship Central 2 Communication

Memo Number: **CCS2 # 46**

Effective Date: **8/29/2022**

Subject: **Fluctuation in Income**

What: When determining eligibility, we must make sure all income that is reported is calculated and entered correctly. Many of our customers have irregular income that is not received on a consistent basis but may be present on submitted income documentation. An example is overtime – payment, usually at a higher rate, for time worked beyond the normal hours of employment.

When: Any income documentation (paystub) that includes irregular/fluctuating income- overtime, increased hours due to seasonal work, etc.

Example: Client is paid bi-weekly and provides two pay stubs with overtime on one or multiple pay stub

Action: Enter gross income from all stubs into CCATS. If the income entered results in the case being over-income, use the YTD totals to determine if the customer's gross family income is within the income eligibility range of the Child Care Scholarship Program.

Why: If the income recorded is overtime or irregular, we will need to calculate proper yearly earnings to make an accurate determination.

When an application is received where the customer is over income, the caseworker must consider OT (or any type of irregular income) at the time of determination. If irregular income exists, then use YTD gross amount divided by the weeks to calculate income. If irregular income does not exist, over income stands.

Summary: If customer has been denied due to being over the income guidelines:

Enter all pay stubs provided by customer that are consecutive

- If there is no irregular income listed in the year to date, the denial will stand
- If the customer is still over income, follow previous procedure (YTD income)
- If the customer is determined to be over income guidelines and there is no overtime, no irregular pay listed in the Year-to-Date income section of the pay stubs, the denial is correct and needs no additional review
- If the gross income from the pay stubs entered into CCATS is returned as over income
- If the customer is not over income once all income provided is entered, approve case

If the customer disputes the denial:

We will review to verify all angles of income has been determined correctly and accurately.

Case Noting in CCATS:

It is required that anytime the case manager determines the case based on the above considerations, it **MUST** be documented in CCATS. This is important for future audits so the auditor can understand why the case manager applied these rules for determination.

Thank you,
CCS2 Leadership