

DEPARTMENT: Family Services	SUBJECT: Procedures for Co-Payment Fee Waiver Request
EFFECTIVE: 06/29/2009 REVISED: 08/01/2015, 2/12/19, 11/17/22	AUTHORIZATION APPROVAL: Director of Family Services

PURPOSE

To provide written guidance for Family Services staff, in the handling of all requests for Co-Payment Fee Waivers from partner agencies and parents.

PROCEDURE

1. Determine if a client is eligible for a Co-Payment Fee Waiver due to hardship circumstances, such as but not limited to:
 - a) At Risk child
 - b) If the household income is at or below 100% of FPL and:
 - i) Natural disaster
 - ii) Incarceration, or
 - iii) Placement in residential treatment, or
 - iv) Homelessness, or
 - v) Household fire or burglary, or
 - vi) Parent participation in parenting classes, or
 - vii) Participation in an Early Head Start Program or Head Start Program

2. Determine the amount and time frame of the fee reduction. This will vary according to the hardship circumstance (documentation is required):

HARDSHIP	TIME FRAME	REDUCED AMOUNT
<u>At Risk child</u>	<u>30-90 days</u>	<u>0.00/minimum</u>
Natural disaster	30-90 days	0.00/minimum
Homelessness	30-90 days or until the client obtains employment or TANF	0.00/minimum

3. The Eligibility specialist must provide the referring agency/parent a Co-Payment Fee Waiver form.
Note: the referring agency case manager may record the waiver on the referral or provide other written documentation requesting a fee waiver.
4. The referring agency/parent must complete Section I of the form.
5. When the form is returned, it will be sent to the Family Services Director for completion of Section II. If approved a temporary fee waiver will be assessed.
6. A copy of the form, regardless if it is approved or denied, will be sent to the referring agency.
7. Once the fee waiver request is approved a fee waiver will be done manually in EFS MOD. The original Co-Payment Fee Waiver Form/Agency referral must be uploaded to EFS MOD under additional documents.
8. The fee waiver will be authorized from **30-90** calendar days. However, an extension for an additional 30 days may be granted, on a case-by-case basis, by the Chief Operations Officer. The initiating agency/client must request the extension prior to the termination of the previous fee waiver authorization period.

SUMMARY

This procedure was developed with the intent to provide consistent guidelines to assist staff with the request for Co-Payment waivers received from partner agencies and/or clients.