

**Area:** Due Process

**Subject:** MS17 – State Incomplete File Letter

**Reference:** Management Bulletin 01-16

**Policy:** An agency should not issue a Notice of Action to request need or eligibility information. The agency must first make a written request for the information.

**Procedure:**

1. Child Care Specialist I will review alerts daily in the KinderTrack database to track expiration dates of required need and eligibility documentation.
2. Thirty (30) days prior to documentation expiring, an Incomplete File Letter located in the generic family letters in KinderTrack shall be mailed to the parent/guardian clearly describing the type of information needed to determine continued eligibility or need for services. Include a specific timeline for the family to respond to the request.
3. As parent's status changes, such as changing from actively seeking employment to employed, issue an Incomplete File Letter requesting the family's thirty (30) days gross income. The income documentation is due in forty-five (45) days.
4. Child Care Specialist I shall set up a Case Manager alert in the KinderTrack database.
5. If the family does not comply with written request within required timelines, a Notice of Action to terminate services must be issued.

**Supervised by:** Coordinator of Early Childhood Programs

**Performed by:** Child Care Specialist I

**Forms needed:** Incomplete File Letter

**Frequency:** Ongoing