

VI. PREVENTION OF OVERPAYMENTS AND FRAUD

The key to preventing fraud and inadvertent errors is skillful interviewing during the initial application, during reviews and when changes in the family's situation occur. Therefore, the child care worker should ask the applicant/recipient specific questions, evaluate her reaction and document the responses. The questions are to be phrased in an understandable way and the applicant/recipient must be given ample time to respond in her own words.

At recipient *application and review*, the child care worker should:

- A. Explain to the applicant/recipient, *before the Application For Child Care Services (DCD-0456) is filled out*, her obligation to give accurate and complete information regarding the need for subsidized child care services and her family circumstances.
- B. Ask if she has been disqualified from receiving subsidized child care services in any county.
- C. Discuss the information on the reverse side of the Application For Child Care Services (DCD-0456) that addresses rights and responsibilities, hearings and appeals, and sanctions. See [Chapter 11: Responding to Eligibility Changes and Redetermination](#) for more information on appeals and hearings.
- D. While completing the Application For Child Care Services (DCD-0456), ask why subsidized child care services are needed, including specific information regarding the days and hours care is needed. Determine the family unit, calculate income and parent fee correctly, and obtain verification of income.
- E. Read and explain the Recipient Responsibilities for Subsidized Child Care Services ([DCD-0106](#)) with the applicant and obtain her signature. File the original in the family's child care case record and give a copy to the applicant.

Other preventive measures include establishing intra-agency communication among the various units in the DSS by developing a systematic way to report changes and exchange information. In order to obtain prompt and accurate information needed to determine eligibility, it is important to establish a good working relationship with other agencies, employers, and institutions as well.