

Glossary of FACS issues and to where they need to be Next Action-ed.

Issue Type	Involves	Description	Next Action-ed to Group
Can't Complete Referral	CC→FAPO	Use to report to FAPO that vendor data prevents completion of referral in TWIST	NCI Customer Service
Child Care Billing Issue	CC↔FAPO	Use this to report issues that impact vendor payments	Accounts Payable/CO Group
Child w/Disability	CC→CFC	Use this issue to notify Collaborative for Children when a child with a disability is placed in subsidized care.	Collaborative for Children
Child Care Priority	CO→CC, FAPO→CC	Call Center needs to provide priority attention to a customer's Financial Aid for Child Care. Possible reasons include: Financial Aid for Child Care stopped in error, suspension, withdrawal, change in qualifying employment or training, etc.	Call Center
Data Entry Issue	CC→FAPO	Career Offices - Use this issue to report referrals updated after their start date to FAPO.	NCI Customer Service
Fraud Referral	CC→FAPO	NCI staff uses this issue to take customer fraud referrals and pass them to the appropriate career office contractor.	NCI Customer Service
Other Priority	CO→CC	Customer needs priority services for over \$200 immediately or will need service within the next 24-48 hours.	Call Center
Recoupment	CC↔FAPO	Use when FAPO needs eligibility documents to finalize recoupment. Use if customer needs to refund money for care they shouldn't have received (lost appeal, falsified information obtain improper aid).	NCI Customer Service
Referral Fix	CC→FAPO, CO→FAPO	Use to report to FAPO that referral for past timeframe is needed.	NCI Customer Service
Referral Fix: 5&6 yo proj.	FAPO→CC, CO→CC	Vendor/parent has reported that child is now in school full-time and care provided/needed is part-time.	Call Center
SIA Request	FAPO→AP, CO→VMS	Vendor failed to adhere to policy. This issue is used by FAPO office (AP or to VMS). AP – Accounts Payable, VMS – Vendor Management Service	NCI Customer Service
Vendor POS Malfunction	CC↔FAPO	Use to report to FAPO Vendor POS malfunction. Possibly may need to adjust absences.	Accounts Payable

Legend:

CC – Call Center

CO – Career Office

FAPO – Financial Aid Payment Office

CFC – Collaborative for Children

QA – Quality Assurance

AP – Accounts Payable

VMS – Vendor Management Service

Glossary of FACS issues and to where they need to be Next Action-ed. (Internal)

Issue Type	Involves	Description	Next Action-ed to Group
Bill Services	VC	Vendor submission of attendance	Accounts Payable
Billing Inquiry	VC	Vendor reporting incorrect payment	Accounts Payable
CCAA Issue	VC	Vendor reports an CCAA related issue	NCI Customer Service
Change Vendor Information	VC	Vendor reports change of information	NCI Customer Service
Change Vendor Rates		Vendor reports a change in rates	NCI Customer Service
Change Vendor Service Details		Vendor reports a change in service details	NCI Customer Service
Closure of Care	CC→FAPO	FAPO staff use this issue to have a customer closed out for provider related reasons.	(Group to be determined)
E-mailed Issue	VC	Submitted by direct e-mail to workforcesolutionsfaoffice@gmail.com	Neighborhood Centers
Extenuating Circumstances	T→AP		Treasury to AP
General Question	VC	Vendor submits a question	NCI Customer Service/Accounts Payable
New Child Care Provider	CC→FAPO	Use to report to FAPO that child care vendor set up is needed.	NCI Customer Service
Report Facility Closure	VC	Vendor reports temporary facility closure.	NCI Customer Service
Terminate Services	VC	Vendor reports termination of services. (3-day No Show, 5-Day No Contact, Non-Payment of Parent Fee)	Accounts Payable
Vendor Holiday Change	VC	Vendor reports a change in holiday schedule	NCI Customer Service
Vendor Invoices		Training vendors submit invoice for payment	Accounts Payable

Legend:

AP – Accounts Payable

CC – Call Center

CO – Career Office

CFC – Collaborative for Children

FAPO – Financial Aid Payment Office

QA – Quality Assurance

T – Treasury

VMS – Vendor Management Service