

*Office of Childhood*

# Child Care Subsidy: Family Portal User Guide



December 2023

Family Portal User Guide V2

## Overview

Welcome to the Family Portal User Guide for the Child Care Subsidy Program.

This guide is designed to take you through the features of the Portal from a Parent's perspective. You'll be using this guide to figure out how to log in as a parent, run a pre-screening to check if you qualify for Child Care Subsidy Assistance before you fill out an application, and complete the Child Care Subsidy Application. Furthermore, the guide will help you submit any additional information that the DESE team may need for your application.

We've organized the guide into different sections to make it user-friendly, and there's a Table of Contents (ToC) for quick reference if you need to jump to specific sections.

DESE is dedicated to providing a new and improved experience for all parents. We trust that this user guide will assist you in understanding and navigating our new Program Portal more effectively.

Thank you!

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# Registration/Log In

Type [childcare.mo.gov/parent/s/login](https://childcare.mo.gov/parent/s/login) in your browser to go to the Child Care Subsidy Website. On the Child Care Subsidy Home page, click **Families** in the main menu to reveal the Login button. Then, click **Login as Parent**.

**Note:** "Apply for the Child Care Subsidy Program" button will lead you to the "Select an Application Type" page.

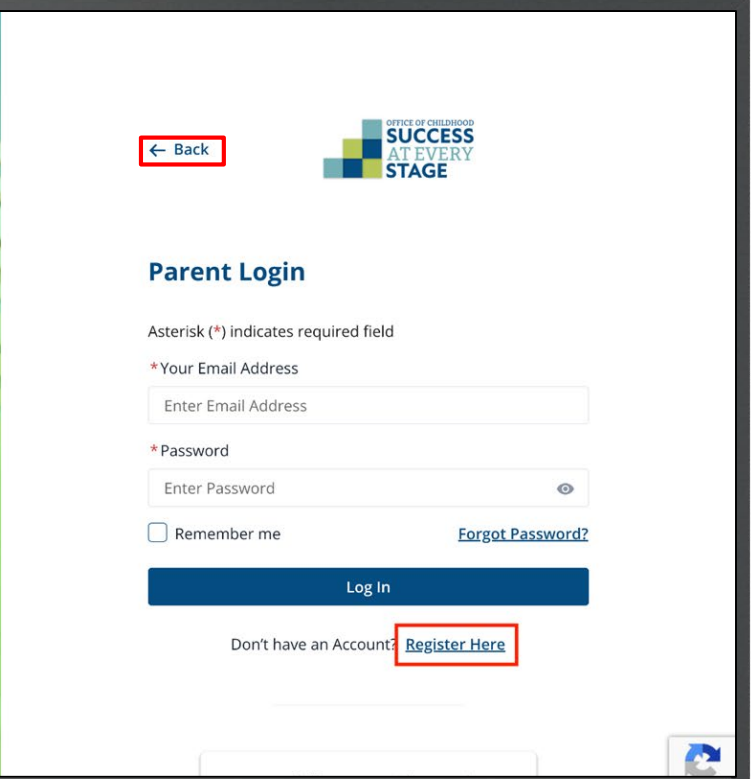
The screenshot shows the homepage of the Missouri Child Care Subsidy program. At the top left is the logo for the Office of Childhood Success at Every Stage. The navigation menu includes Home, Families, Providers, Child Care Search, Education & Training, News & Updates, and Contact Us. A 'Login as Parent' button is located in the top right corner. The main content area features a large image of a group of children and adults clapping. Below the image, the text reads: 'Child Care Subsidy Get help with your child care cost! Finding quality, affordable child care can be hard, but we may be able to help. Our Child Care Subsidy Program helps eligible families pay for the child care that fits their schedule.' A prominent button labeled 'Apply for the Child Care Subsidy Program' is centered below this text. At the bottom of the page, there are four white cards with icons and text: 'Do I Qualify?' with a 'Start Pre-Screen' link, 'Need more information?' with a 'Know More' link, 'Find a Child Care Provider' with a 'Search for provider' link, and 'Unable to apply online' with a 'Download Paper Application' link. A 'Privacy - Terms' icon is in the bottom right corner.



You are now on the "Parent Login" page. If you are a first-time Portal user, register by clicking on **Register Here** to create an Account.

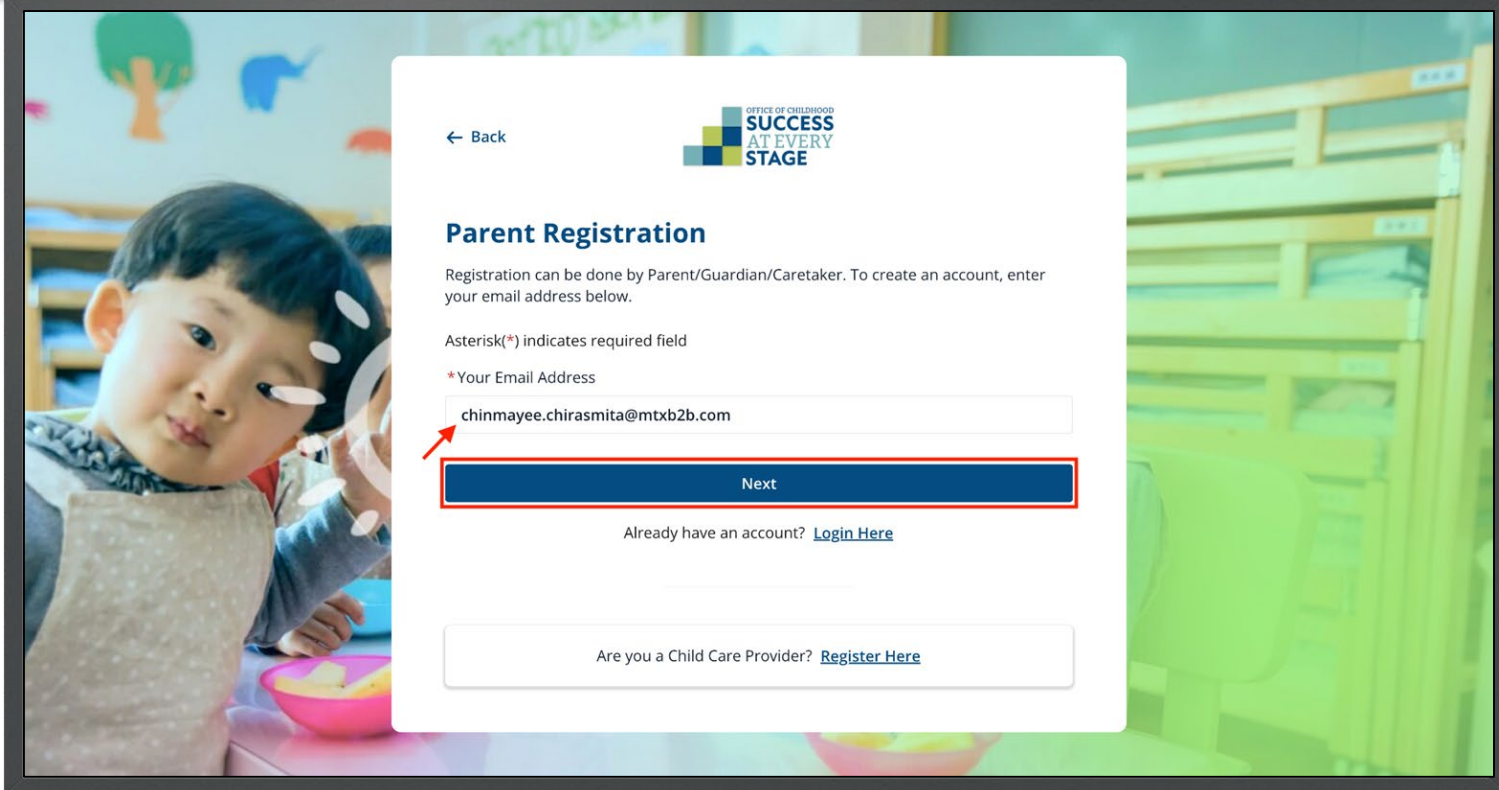
You can take the pre-screening test before logging in/registering by clicking the "Back" hyperlink to return to the previous page.

**Note:** Pre-screening is NOT mandatory.



On the Parent Registration page, input your "Email Address" and proceed by clicking **Next**.

Kindly verify that the provided email address is active and accessible for communication with DESE.



Complete your Parent (Family) information as needed. Then click **Register**.

**Note:** Required fields are indicated by red asterisks\*.

New CCDS users, be aware that the email you used for registration will be logged with DESE. Do not re-register using the same email. If you forget your password, you can [recover it during the login process](#).

← Back

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

### Parent Registration

Registration can be done by Parent/Guardian/Caretaker. To create an account, enter your email address below.

Asterisk(\*) indicates required field

\*Your Email Address

chinmayee.chirasmitta@mtxb2b.com

You are not registered with us as Parent, let's proceed with the registration

\*First Name Middle Name

Chinmayee Enter Middle Name

\*Last Name Suffix

Chirasmitta Enter suffix

**Register**

Already have an account? [Login Here](#)

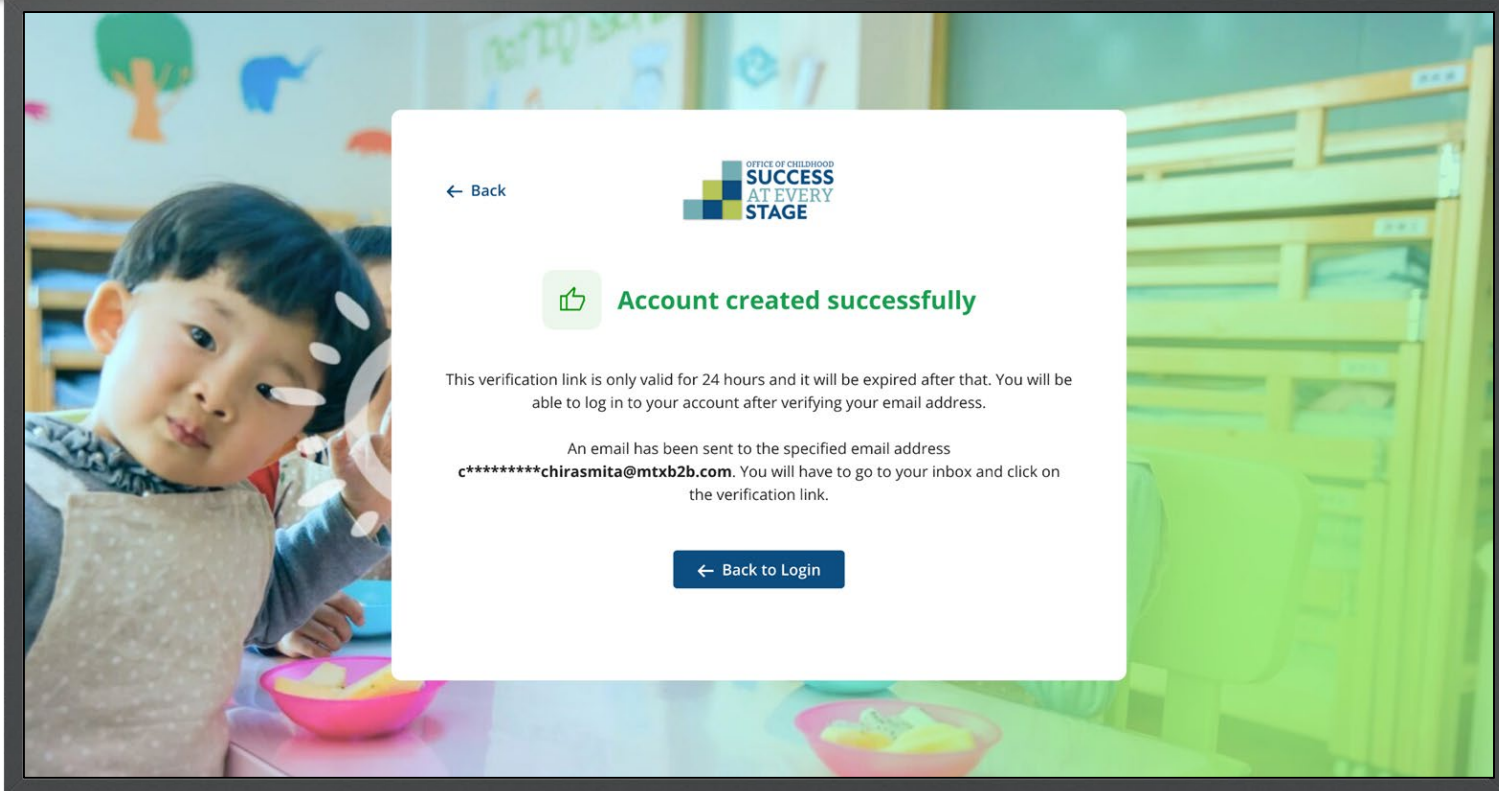
# Account Creation

## Instructions

Upon successful account creation, a notification will display confirming the process. Check your registered email for a verification message to activate your Family Portal access.

Return to the login page by clicking **Back to Login**. After registering, account verification is necessary for login access.

## Key Points



# Verification email

## Instructions

Check your inbox for the email from MO DESE. Click the “link” to proceed with the verification process. The subsequent step involves establishing a password.

This serves as a sample email; the final version will have a distinct appearance.

## Key Points

The screenshot shows an email interface with the following content:

- Sender:** Parent pranay.reddy@mtxb2b.com via xe5j7mt1s6bc.3s-8gd7uaa.cs133.bnc.sandbox.salesforce.com to prakruthi.kairamkonda+parent@mtxb2b.com
- Time:** 6:36 PM (0 minutes ago)
- Body:**
  - Greeting: Hi Prakruthi,
  - Welcome to the CCDS Parent Portal!
  - Link: [https://modesechildcare--qa1.sandbox.my.site.com/parent/login?c=JZLNbsADCw0lhMJB\\_qXG6TgRv1H2\\_zXFxiDBWgkbeX9ZNTmcnMFU3WWmvc2l1Y78.wZ6l4h1arBkxUmlUJGXlZgrVKXmQXnXWC4QqmkZUF9zbpJMfMSjZs3Fk8GfyvrSab840ldxwAeStzYlsB09lfeV7RYGXiheYVnmxf3A8.237HYuFtEYicfELWxM7djJzEVRhkt0mcXA\\_HGCsKPJQD0y4OFsw%3D%3D](https://modesechildcare--qa1.sandbox.my.site.com/parent/login?c=JZLNbsADCw0lhMJB_qXG6TgRv1H2_zXFxiDBWgkbeX9ZNTmcnMFU3WWmvc2l1Y78.wZ6l4h1arBkxUmlUJGXlZgrVKXmQXnXWC4QqmkZUF9zbpJMfMSjZs3Fk8GfyvrSab840ldxwAeStzYlsB09lfeV7RYGXiheYVnmxf3A8.237HYuFtEYicfELWxM7djJzEVRhkt0mcXA_HGCsKPJQD0y4OFsw%3D%3D)
  - Username: [prakruthi.kairamkonda+parent@mtxb2b.com](mailto:prakruthi.kairamkonda+parent@mtxb2b.com)
- Footer:** Thanks, Missouri Department of Elementary and Secondary Education
- Actions:** Reply, Reply all, Forward

# Change Password

## Instructions

On the **Change Password** page, enter a "New Password" and confirm it by re-entering in the "Verify New Password" field. Finalize your registration by clicking **Change Password**.

Create an 8-18 character password with minimum of three character types (uppercase, lowercase, numeric, or special characters).  
You will use this password for future logins.

## Key Points



**Change Password**  
Please enter a new password  
\* indicates required field

\* New Password  
.....

\* Verify New Password  
.....

**Change Password**

[Raise a ticket if you are facing any problems with login Support Ticket](#)

[Privacy Policy](#) • [Terms&Conditions](#)

Upon logging in, you'll land on the Dashboard page.

Refer the [Dashboard](#) section for details on its features and elements.

The screenshot shows a user dashboard with a left-hand navigation menu and a main content area. The navigation menu includes: Dashboard (selected), My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the menu is a 'Need Support?' section with a 'Submit a ticket' button, phone number (800 123-456), and email address (needhelp@supportdesk.com). The main content area is titled 'Dashboard' and features a notification bell icon and a user profile dropdown. The main content includes a welcome message for 'Chinmayee Chirasmita' and instructions to click 'Start Pre-Screen' for child care assistance. Below this is a 'Child Care Subsidy Application' section with an 'Apply Now' button. Two images are displayed on the right: a group of people and a woman holding a child. A 'Privacy - Terms' link is visible in the bottom right corner.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

**Dashboard**

Notification CC

**Welcome, Chinmayee Chirasmita!**

To see if you may be eligible for child care assistance, please click "Start Pre-Screen" below. To start an application for assistance through the Child Care Subsidy Program, click "Apply Now".

**Do I qualify for Child Care Assistance?**

Looking for Child Care Assistance but not sure where to begin? Answer a few questions to see if you may qualify for the Child Care Subsidy Program to help with your child care cost.

[Start Pre-Screen](#)

**Child Care Subsidy Application**

Apply for Child Care Subsidy Application online today. Track your application status and see your personal information in one place.

[Apply Now](#)

[Privacy - Terms](#)

# Parent Login

## Instructions


For future logins, input your Email Address and Password on the "Parent Login" page. Then click **Log In**.

To log in, users must be registered and verified. Click "Forgot Password" to reset your password if needed.

## Key Points



← Back



### Parent Login

Asterisk (\*) indicates required field


\*Your Email Address  
chinmayee.chirasmitta@mtxb2b.com

\*Password  
\*\*\*\*\*

Remember me [Forgot Password?](#)

Don't have an Account? [Register Here](#)

Are you a Child Care Provider? [Login Here](#)





# Dashboard - Overview

You may check to see if you qualify for Child Care Assistance before applying by clicking the **Start Pre-Screen** button OR you may select the **Apply Now** button to apply without the Pre-Screen option.

If you've submitted an application before, you can view your application history in the "My Recent Applications" section.

You'll also see a left navigation panel featuring a list of features. Each has its specific utility.

The screenshot shows a user dashboard for "Chinmayee Chirasmita". The top left features the "OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE" logo. A navigation menu on the left includes "Dashboard", "My Applications", "My Authorizations", "My Appeals", "My Profile", "Documents", and "Support". A "Need Support?" section provides a "Submit a ticket" button, phone number (800-123-456), and email (needhelp@supportdesk.com). The main content area is titled "Dashboard" and includes a welcome message, a "Do I qualify for Child Care Assistance?" section with a "Start Pre-Screen" button, and a "Child Care Subsidy Application" section with an "Apply Now" button. Two images of children are shown on the right side. A "Notification" bell icon and a "CC" dropdown menu are in the top right. A "Privacy - Terms" link is at the bottom right.

**My Applications:** Lists applications with status and relevant details.

**My Authorizations:** Lists children and their recommended providers. Choose primary, secondary, and backup providers for each child from My Authorizations.

**My Appeals:** Displays all requested appeals.

The screenshot shows a web dashboard for the Office of Childhood Success at Every Stage. The user is logged in as Chinmayee Chirasmita. The left sidebar contains a navigation menu with the following items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. The 'My Applications', 'My Authorizations', and 'My Appeals' items are highlighted with red boxes. Below the menu is a 'Need Support?' section with a 'Submit a ticket' button, phone number 800 (123-456), and email needhelp@supportdesk.com. The main content area is titled 'Dashboard' and includes a notification bell icon and a 'CC' dropdown menu. A welcome message reads: 'Welcome, Chinmayee Chirasmita! To see if you may be eligible for child care assistance, please click "Start Pre-Screen" below. To start an application for assistance through the Child Care Subsidy Program, click "Apply Now".' There are two main cards: 'Do I qualify for Child Care Assistance?' with a 'Start Pre-Screen' button, and 'Child Care Subsidy Application' with an 'Apply Now' button. Two images are shown on the right: a group of people and a woman holding a child. A 'Privacy - Terms' link is in the bottom right corner.

**My Profile:** Shows essential personal information, including First Name, Last Name, Email Address, and Home/Mailing Address.

**Documents:** Centralized hub for handling and retrieving program-related documents.

**Support:** Connect with the DESE Helpdesk for Child Care-related inquiries or concerns.

**Dashboard**

Notification CC

**Welcome, Chinmayee Chirasmita!**

To see if you may be eligible for child care assistance, please click "Start Pre-Screen" below. To start an application for assistance through the Child Care Subsidy Program, click "Apply Now".

**Do I qualify for Child Care Assistance?**

Looking for Child Care Assistance but not sure where to begin? Answer a few questions to see if you may qualify for the Child Care Subsidy Program to help with your child care cost.

[Start Pre-Screen](#)

**Child Care Subsidy Application**

Apply for Child Care Subsidy Application online today. Track your application status and see your personal information in one place.

[Apply Now](#)

**Need Support?**

[Submit a ticket](#)

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

[Privacy - Terms](#)

DRAFT-FOR INTERNAL USE ONLY

# Pre-Screening for Child Care Assistance

This pre-screening evaluates your eligibility for Child Care Assistance. Click "Start Pre-Screen" to assess your qualifications. This can be completed before registration/login. Click **Apply Now** to bypass pre-screening.

To qualify for the child care subsidy, ensure your total assets stay below one million dollars, meet the specified income criteria, and have a child under 18 years old.  
There is no income/asset criteria for children receiving protective services.

**Dashboard**

Notification CC

**Welcome, Chinmayee Chirasmita!**

To see if you may be eligible for child care assistance, please click "Start Pre-Screen" below. To start an application for assistance through the Child Care Subsidy Program, click "Apply Now".

**Do I qualify for Child Care Assistance?**

Looking for Child Care Assistance but not sure where to begin? Answer a few questions to see if you may qualify for the Child Care Subsidy Program to help with your child care cost.

[Start Pre-Screen](#)

**Child Care Subsidy Application**

Apply for Child Care Subsidy Application online today. Track your application status and see your personal information in one place.

[Apply Now](#)

Need Support?

Submit a ticket

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Add the number of people in your household and click **Next** to proceed to the next question.

To finish the pre-screening, you have to respond to four questions after reviewing the "Why are we asking this?" section for each.

The screenshot shows a web application interface for child care assistance. On the left is a navigation menu with options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the menu is a 'Need Support?' section with a 'Submit a ticket' button and contact information for phone (800-123-456) and email (needhelp@supportdesk.com). The main content area is titled 'Dashboard' and contains a 'Back to Dashboard' link. The primary question is 'Do I qualify for Child Care Assistance?' with instructions to answer a few questions. A link 'Start Application' is provided for skipping. The question 'How many people are in your household?' is displayed with a counter set to '1', which is highlighted by a red arrow. Below the counter are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted by a red box. A 'Why are we asking this?' sidebar explains that eligibility is based on household size and income. The top right of the dashboard includes a notification bell and a user profile icon.

Input the total monthly gross income of all household members and proceed to the next question by clicking **Next**.

Select "Previous" to return to the previous question/page, or choose "Cancel" if you prefer to discontinue the screening process.

[← Back to Home](#)

### Do I qualify for Child Care Assistance?

Answer a few questions to find out if you may be eligible for help with your child care cost.

Want to skip this and apply? [Start Application](#)

2 of 4 Questions

Asterisk (\*) indicates required field

**\* What is the total monthly gross income for all household members?**

**\$ 1,000.00**

**Why are we asking this?**

Eligibility for child care subsidy is based on household size and income. We need to know what your household's monthly gross income is to see if you may qualify.



Indicate whether your household assets surpass one million dollars. Click **Next** to proceed to the subsequent question.

If you prefer not to proceed with pre-screening, click “Cancel.” Alternatively, you can bypass pre-screening and apply for assistance by clicking the “Start Application” link.

[← Back to Home](#)

### Do I qualify for Child Care Assistance?

Answer a few questions to find out if you may be eligible for help with your child care cost.

Want to skip this and apply? [Start Application](#)

3 of 4 Questions

Asterisk (\*) indicates required field

**\* Does your household have assets valued over a million dollars?**

Yes  No

[Cancel](#) [Previous](#) [Next](#)

**Why are we asking this?**  
The asset limit to participate in the child care subsidy program is one million dollars. This includes bank accounts, stocks, bonds, and other holdings.

Indicate if your child(ren) is presently receiving Children's Division services, then click **Show Results**.

This marks your final pre-screening evaluation query.

[← Back to Home](#)

## Do I qualify for Child Care Assistance?

Answer a few questions to find out if you may be eligible for help with your child care cost.

Want to skip this and apply? [Start Application](#)

4 of 4 Questions

Asterisk (\*) indicates required field

**\* Does your child(ren) receive services through the Children's Division?**

Yes  No

**Why are we asking this?**

Children under the care of the Department of Social Services - Children's Division are exempt from income requirements and have an expedited application process. If you have a "placement letter" from your Children's Division worker, be sure to complete the application for children receiving protective services.

[Cancel](#) [Previous](#) [Show Results](#)

Upon answering the questions, the system will indicate your eligibility status. If you would like to apply for for Child Care Assistance, click **Select Application** to proceed.

Click **Back to Dashboard** to return to the Dashboard. Kindly be advised that pre-screening is not a prerequisite for Child Care Assistance application. Its purpose is solely to assist you in making an informed decision prior to applying.

The screenshot shows the 'Dashboard' page of the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE' system. The left sidebar contains navigation links: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. A 'Need Support?' section includes a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area features a 'Dashboard' header, a notification bell with '16' alerts, and a 'CC' dropdown. A red-bordered box highlights a '← Back to Dashboard' link. Below it, a large green-bordered box contains the message: 'You may be eligible for the Child Care Assistance for Children and Families'. The text below reads: 'You can only apply for one program, so select a program you think will help you most and continue.' The program title is 'Child Care Assistance for Children and Families'. The description states: 'Child Care Subsidy for Children and Families increases children's access to early learning and literacy by assisting eligible parents/guardians with payments for child care in Missouri. The purpose of this program is to not only ensure children have access to early childhood programs but also to help families with the cost of child care so that they are able to focus on finding and holding steady jobs and/or are able to attend school & training programs.' Eligibility details are listed: OPERATING AGENCY: Department of Elementary & Secondary Education; QUALIFYING AGE: 6 Weeks / 13 Years; QUALIFYING AGE WITH SPECIAL NEED: 6 Weeks / 19 Years. A red-bordered box highlights the 'Select Application' button. A 'Privacy - Terms' link is visible in the bottom right corner.

# Child Care Subsidy Application Types

Click **Apply Now** to initiate your preferred Assistance Program.

You can choose from two types of Child Care Assistance Applications.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

**Dashboard**

Notification 0 CC ▾

**Welcome, Chinmayee Chirasmitta!**

To see if you may be eligible for child care assistance, please click "Start Pre-Screen" below. To start an application for assistance through the Child Care Subsidy Program, click "Apply Now".

**Do I qualify for Child Care Assistance?**

Looking for Child Care Assistance but not sure where to begin? Answer a few questions to see if you may qualify for the Child Care Subsidy Program to help with your child care cost.

[Start Pre-Screen](#)

**Child Care Subsidy Application**

Apply for Child Care Subsidy Application online today. Track your application status and see your personal information in one place.

[Apply Now](#)

**Need Support?**

[Submit a ticket](#)

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Privacy - Terms

On the next page, select the appropriate assistance type after reviewing each application's brief.

Click **Select Application** on either of the Applications to start your Application process.

Clicking "**Do I Qualify**" will take you to the pre-screening assessment.

**Dashboard**

Notification PK Prkruthi Kairamkonda

### Select a Type of Assistance

If you are applying for a child not receiving services through the Children's Division, you will complete the Child Care Assistance for Children and Families application.

If you are applying for a child receiving services through the Children's Division, you will complete the Child Care Subsidy for Protective Service Children application.

If you are a parent who needs child care for your children as well as for children placed in your care through the Children's Division, you will need to complete both applications.

#### Child Care Assistance for Children and Families

Child Care Subsidy for Children and Families increases children's access to early learning and literacy by assisting eligible parents/guardians with payments for child care in Missouri. The purpose of this program is to not only ensure children have access to early childhood programs but also to help families with the cost of child care so that they are able to focus on finding and holding steady jobs and/or are able to attend school & training programs.

OPERATING AGENCY Department of Elementary & Secondary Education	QUALIFYING AGE 6 Weeks / 13 Years	QUALIFYING AGE WITH SPECIAL NEED 6 Weeks / 19 Years
--	--------------------------------------	--

**Select Application** **Do I Qualify?**

#### Child Care Subsidy for Protective Service Children

Children receiving protective services through the Children's Division may be eligible for the Child Care Subsidy benefit. The income and asset requirement is waived for these individuals. Children receiving protective services are defined as:

- Children in the legal custody of the Department of Social Services, Children's Division pursuant to an order of the juvenile court; or
- Children who are the subject of a current adoption or guardianship subsidy agreement with the Children's Division; or
- Children with an active family centered services or intensive in home services case with the Children's Division.

Please Note: A placement letter from a Children's Division Caseworker is required for this application.

OPERATING AGENCY Department of Elementary & Secondary Education	QUALIFYING AGE 6 Weeks / 13 Years	QUALIFYING AGE WITH SPECIAL NEED 6 Weeks / 19 Years
--	--------------------------------------	--

**Select Application** **Do I Qualify?**

# Apply for Child Care Assistance for Children and Families

Begin the application process by reviewing and following the **Instructions**. Click **Next** to proceed.

Consult the website indicated in the screenshot to find a childcare provider.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

1 Instructions

2 Applicant Details

3 Household Details

4 Household Relationships

5 Income Information

6 Child/Family Needs

7 Child Care Schedule

8 Upload Documents

9 Review & Certification

**Need Support?**

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

3. pay frequency;

4. explanation of any fluctuations in pay; and

5. signature and contact information of employer.

**Need For Child Care**

The applicant must have a valid need for child care due to engaging in a qualifying activity. A qualifying activity (valid need) may be one or a combination of the following qualifying activities:

(1) Employment;

(2) Education;

(3) Training;

(4) Job search (part-time only) 90 calendar day maximum;

(5) Incapacitation/disability of an applicant; or

(6) Homelessness as defined in 42 U.S.C. section 11302(a).

The applicant must have a valid need for child care due to engaging in a qualifying activity. A qualifying activity (valid need) may be one or a combination of the following qualifying activities:

(1) The child is a Protective Services child; or

(2) The child is a child with a special need for child care.

**Child Care Provider Name**

If you have chosen the child care provider or facility your child will be attending, please provide the name, address, phone number and/or DVN of that provider. You can visit <https://dese.mo.gov/childhood/child-care/find-care> to find a child care provider.

Cancel Next

Privacy - Terms



Next, input necessary details in the "Home Address," "Mailing Address," and "Contact Information" sections. Then click **Save & Next**.

Required fields are indicated by a red asterisk \*. If you lack a home address, check the "I am experiencing homelessness" box.

**Home Address**

I am experiencing homelessness ⓘ

Home Search Address

Enter Search Address here

\* Home Street Address  
12 Adam Drive

\* Home City  
Parsippany-Troy Hills

\* Home State  
NJ

\* Home Zip Code  
07054

\* Home Country  
US

Home Apartment / Suite  
Enter apartment, suite here

\* Home County  
Other

\* Other Home County  
United States

**Mailing Address**

Mailing Address is same as Home Address

**Contact Information**

\* Contact Primary Phone number  
123-456-7890

This number can be used for text messages

Contact Alternate Phone number  
Enter Alternate Phone number

This number can be used for text messages

\* Contact Email Address  
chinmayee.chirasmita@mtxb2b.com

Contact Alternate Email Address  
Enter Alternate Email Address

\* Preferred method of contact?  
 Call  Text  Email

Save & Exit Previous **Save & Next**

Next, update **Household Members Details**. Click **Edit** to input primary applicant information. Add other members by clicking **Add Household Member**.

Adding a child to the Household Membership is mandatory.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Child Care for Children and Families Application

CC Chinmayee Chirasmita

### Household Details

List all household members. This includes but is not limited to: parents, guardians, children, relatives, and other non-related people living at your address. Click "edit" to add the applicant details and then continue to add other household members.

**Household Member Details** [Add Household Member](#)

Full Name	Date of Birth	Actions
Chinmayee Chirasmita		<a href="#">Edit</a>

[Save & Exit](#) [Previous](#) [Save & Next](#)

[Need Support?](#)  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

[Privacy - Terms](#)

# Add a Child Household Details

## Instructions

Input the necessary details in the **Add Household Member** pop-up window to add a child, then click **Submit**.

Required fields are indicated by a red asterisk \*.  
Mark the "I don't have DCN" box if you do not possess it.

## Key Points

**Add Household Member**

Asterisk (\*) indicates required field

* Legal First Name	Legal Middle Name	* Legal Last Name
John	Enter Legal Middle Name	David
* Date of birth	* Gender	Marital Status
12/13/2019	Male	Select Marital Status
* Ethnicity	* Race	* Primary Language
Hispanic	American/Alaskan Native	English

DCN  SSN

Enter DCN Enter SSN

I don't have DCN

\* Is this person disabled or has a special need?  
 Yes  No

\* Is this person enrolled in school?  
 Yes  No

\* Is this person a United States Citizen or residing in the United States under a Qualified Alien Status?  
 Yes  No

\* Is this person a Missouri resident and intend to remain in Missouri?  
 Yes  No

Cancel **Submit**

# Add an Adult Household Details

## Instructions

Click **Add Household Member** to add an adult Household member if required. Input the necessary details in the **Add Household Member** pop-up window to add a child, then click **Submit**.

The fields on the "Add Household Member" pop-up window vary for adult and child household members.

## Key Points

**Add Household Member**

Asterisk (\*) indicates required field

* Legal First Name Maria	Legal Middle Name Enter Legal Middle Name	* Legal Last Name Disouza
* Date of birth 12/21/1995	* Gender Female	Marital Status Married
* Ethnicity Hispanic	* Race African American (Black)	* Primary Language English

\* Have you served in the Military?  
 Yes  No

DCN  Enter DCN  
SSN  Enter SSN  
 I don't have DCN

\* Is this person disabled or has a special need?  
 Yes  No

\* Is this person a Missouri resident and intend to remain in Missouri?  
 Yes  No

Cancel **Submit**

# Household Details

## Instructions

Upon successfully inputting Household Details, a confirmation message will appear. Click **Save & Next** to proceed.

Click "Delete" to eliminate Household Member details. Note that the primary applicant (Parent) information can only be edited (not deleted).

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Child Care for [Name]

Success Household member updated!

### Household Details

List all household members. This includes but is not limited to: parents, guardians, children, relatives, and other non-related people living at your address. Click "edit" to add the applicant details and then continue to add other household members.

Household Member Details Add Household Member

Full Name	Date of Birth	Actions
Chinmayee Chirasmita	10/04/1989	<a href="#">Edit</a>
John David	10/09/1987	<a href="#">Edit</a> <a href="#">Delete</a>
Ethan Lium	10/19/2012	<a href="#">Edit</a> <a href="#">Delete</a>

Save & Exit Previous Save & Next

Need Support?  
Phone: 800 (123-456)  
Email:

# Household Relationships

## Instructions

Next, add **Household Relationships** by clicking "Add Relationship" for each member.

All member relationships will be linked to the primary applicant.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

### Child Care for Children and Families Application

#### Household Relationships

Please add your relationship to each member of the family and their relationships to one another.

Full Name	Date of Birth	Relationship to Household Members
Chinmayee Chirasmitta	10/04/1989	<a href="#">Add Relationship</a>
John David	10/09/1987	<a href="#">Add Relationship</a>
Ethan Lium	10/19/2012	<a href="#">Add Relationship</a>

Save & Exit      Previous      Save & Next

Need Support?  
Phone: 800 (123-456)  
Email:

# Add Relationship

## Instructions

Choose the relationship from the dropdown list for each member, then click **Add**.

Ensure precise inclusion of all relationships.

## Key Points

The screenshot shows the 'Child Care for Children and Families Application' interface. The 'Household Relationships' section is active, displaying a table with two rows of household members. A modal window titled 'Add Relationship' is open, showing a dropdown menu with the following options: Great-Niece, Great-Uncle, Guardian, Guardianship Petitioned For (Child), Half-Brother, Half-Sister, Mother (checked), Mother-In-Law, and Nephew. The 'Add' button is highlighted with a red box. The 'Cancel' button is also visible.

Member Name	Relationship	Other Household Member Name
Chinmayee Chirasmaita	is	John David
Chinmayee Chirasmaita	is	Ethan Lium

# Household Relationships

## Instructions

Upon successful Household Relationships update, a confirmation message will appear on the screen. Proceed by clicking **Save & Next**.

Click **Edit** to modify Household Relationships and **View** to review relationship details.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Child Care for [Name]

Success Household relationships added!

### Household Relationships

Please add your relationship to each member of the family and their relationships to one another.

Full Name	Date of Birth	Relationship to Household Members	Actions
Chinmayee Chirasmitta	10/04/1989	✓ Added	<a href="#">Edit</a> <a href="#">View</a>
John David	10/09/1987	✓ Added	<a href="#">Edit</a> <a href="#">View</a>
Ethan Lium	10/19/2012	✓ Added	<a href="#">Edit</a> <a href="#">View</a>

Save & Exit Previous **Save & Next**

Need Support?  
Phone: 800 (123-456)  
Email:



Now, input the **Income Information**. Choose **Yes/No** for **Income** and **Insurance Details** questions. Use "Add Income" and "Add Insurance" to provide additional details in the respective sections.

The "Add Income" and "Add Insurance" buttons will appear once you select "Yes" for the corresponding questions.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

**Income Information**

Asterisk (\*) indicates required field

Eligibility for the Child Care subsidy is based on household size and income. Please add your income details here. This includes all earned and unearned income (employment wages, unemployment benefits, child support, social security, contributions, etc.).

**Chinmayee Chirasmita** Applicant **Information Required** [View Details](#)

**Income Details**

\* Does this person have any earned or unearned income including but not limited to: income from work, unemployment, child support, Social Security, SSI, disability, pensions, odd-jobs, or self-employment?

Yes  No

[Add Income](#)

**Insurance Detail**

\* Do you pay for medical insurance?

Yes  No

[Add Insurance](#)

**Need Support?**

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

[Privacy - Terms](#)

# Income Information - Add Income

## Instructions

In the "Add Income" pop-up, input necessary details and click **Save**.

The data entry fields will dynamically adjust based on the selected "Source of Income" and "Source Name." Use the **Add More** button to input additional income details efficiently.

## Key Points

**SUCCESS AT EVERY STAGE**

Child Care for Children and Families Application

PK. Prakruthi Kairamkonda

### Add Income

Asterisk (\*) indicates required field

\* Source of Income  \* Source Name

\* Contact Information

\* Start Date  \* Pay Frequency

Total Estimated Monthly Gross Income  Do you typically work overtime?  Yes  No

Are any changes in income expected?  Yes  No

If yes, explain

Mention the amount that is expected by change in income

# Income Information- Add Insurance

## Instructions

Choose the "Insurance Type" from the dropdown, input Insurer Name and Monthly Cost, then click **Save**.

Click **Add More** to input additional insurance details.

## Key Points

OFFICE OF CHILDHOOD  
**SUCCESS**  
AT EVERY  
STAGE

\* Does this person have any earned or unearned income including but not limited to: income from work, unemployment, child support, Social Security, SSI, disability, pensions, odd-jobs, or self-employment?

Yes  No

Source Name	Frequency	Monthly Gross Income	Actions
			<a href="#">Edit</a> <a href="#">Delete</a>

### Add Insurance Detail

Asterisk (\*) indicates required field

\*Type of Insurance  
Dental Insurance

\*Name of Insurer  
Chinmayee Chirasmita

Monthly Cost  
\$85.00

[Save](#) [Add More](#)

Maria Disouza Daughter Information Required [View Details](#)

### Total Income Details

Need Support?  
Phone  
800 (123-456)

The "Total Estimated Income" field will auto-populate. Include additional necessary details, then click **Save & Next**.

Enter income information the same way for other household members, if applicable, by selecting **View Details** for the chosen family member.

**1** Instructions  
**2** Applicant Details  
**3** Household Details  
**4** Household Relationships  
**5** Income Information  
6 Child/Family Needs  
7 Child Care Schedule  
8 Upload Documents  
9 Review & Certification

Need Support?  
Phone  
800 (123-456)  
Email  
needhelp@supportdesk.com

Insurance Type	Name of Insurer	Monthly Cost	Actions
Dental Insurance	Chinmayee Chirasmita	\$85	<a href="#">Edit</a> <a href="#">Delete</a>

[Add Insurance](#)

Maria Disouza Daughter Information Required [View Details](#)

### Total Income Details

Total Estimated Income  
\$415.00

\*Does your household have more than \$1,000,000 in assets?  
 Yes  No

\*What other assistance programs do you participate in?  
 SNAP (food stamps)  MO Healthnet (Medicaid)  
 TANF (temporary assistance for needy families)  
 LIHEAP (energy assistance)  Low-Income Housing (HUD/Section 8)  
 Not Applicable

[Save & Exit](#) [Previous](#) [Save & Next](#) [Privacy - Terms](#)

Next, identify **Child/Family Needs** by choosing the reasons for your child care requirements, and then proceed by clicking **Save & Next**.

You may select one or multiple reasons for your Child Care Needs.

OFFICE OF CHILDHOOD  
**SUCCESS  
AT EVERY  
STAGE**

### Child Care for Children and Families Application

CC ▾

#### Child/Family Needs

Why do you need child care? Select All that apply.

- I am working
- I am searching for a job
- I am attending school
- I am enrolled in a job training program
- My child has a special need for child care ⓘ
- I am experiencing homelessness ⓘ
- I am unable to care for my child due to a disability or incapacitation
- My job, school, or training has ended and I am looking for work
- I am taking a break from my job, school, or training but plan to return

Save & Exit

Previous Save & Next

Privacy - Terms

1 Instructions

2 Applicant Details

3 Household Details

4 Household Relationships

5 Income Information

6 Child/Family Needs

7 Child Care Schedule

8 Upload Documents

9 Review & Certification

🔗 Need Support?

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Now, you're on the **Child Care Schedule** step. Select **View Details** to input the schedule.

The screen will show default "Schedule Details." Update these details before proceeding to the next step.

**SUCCESS AT EVERY STAGE**

## Child Care for Children and Families Application

### Child Care Schedule

Please enter the start and end times that you will need child care each day. This may include travel time, study time, and sleep time in certain instances (you will be asked to provide an explanation and/or documentation for the amount of care requested).

Asterisk (\*) indicates required field

Kim Kairamkonda ⓘ Information Required

SCHEDULE DETAILS - part-time care required for 1 day in a week [View Details](#)

[Save & Exit](#) [Previous](#) [Save & Next](#)

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

# Adding Child Care Schedule

## Instructions

Input the designated "Start and End Time" for daily child care services, along with an explanation justifying the chosen hours. Click **Save & Next** to proceed.

If you don't need assistance on a specific day, simply check the "I don't need care for this day" box.

## Key Points

**SUCCESS AT EVERY STAGE**

### Child Care Schedule

Please enter the start and end times that you will need child care each day. This may include travel time, study time, and sleep time in certain instances (you will be asked to provide an explanation and/or documentation for the amount of care requested).

Asterisk (\*) indicates required field

maria Disouza Added

SCHEDULE DETAILS - PT care requested View Details

I don't need care assistance for this child

Same time for all days

**Enter Schedule Details**

Day	* Start Time	* End Time	* Start Time	* End Time
Mon	2:00 PM	5:00 PM	Select Time	Select Time
Tue	<input type="checkbox"/> I don't need care for this day		<input checked="" type="checkbox"/> I don't need care for this day	
Wed	Select Time	Select Time	6:00 AM	5:00 PM
Thu	<input checked="" type="checkbox"/> I don't need care for this day		<input type="checkbox"/> I don't need care for this day	
Fri	Select Time	Select Time	Select Time	Select Time
Sat	<input checked="" type="checkbox"/> I don't need care for this day		<input checked="" type="checkbox"/> I don't need care for this day	
Sun	Select Time	Select Time	Select Time	Select Time

\* Please explain why you need the amount of care listed above.

I will be on work during these hours

If your child has a need for care at non-consecutive times of the day, please list the schedule below (ex: Before school care 6:00am - 7:30am, After school care 3:00pm - 5:00pm).

Before School Care 6:00am to 8:00am, after school care: 2:00pm to 5:00pm

Save & Exit Previous **Save & Next** Privacy Notice

If no child Household Member is added, a warning message will appear on the Child Care Schedule page. Click **Save & Next** to Proceed.

Click **Previous** to navigate back to the previous page.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

### Child Care for Children and Families Application

AP ▾

#### Child Care Schedule

Attention: Childcare assistance is only available to children 13 years of age and younger or up to age 19 if they have a special need. You have not added a child under age 19 on your application. If there are no children under age 19 in your home, your application will be rejected. To add a child, hit the "previous" button back to "add household member".

Save & Exit      **Previous**      Save & Next

- 1 Instructions
- 2 Applicant Details
- 3 Household Details
- 4 Household Relationships
- 5 Income Information
- 6 Child/Family Needs
- 7 Child Care Schedule**
- 8 Upload Documents
- 9 Review & Certification

Need Support?

Phone  
800 (123-456)

Email



In the **Upload Documents** step, select **Upload** for each document type to submit them to the portal. You must possess electronic copies of documents on your device to facilitate uploading to the Portal.

Documents marked with a red asterisk \* symbol are mandatory to upload.

**SUCCESS AT EVERY STAGE**

### Child Care for Children and Families Application

Upload Documents

Asterisk(\*) indicates required field

#### Required Documents

Please make sure you provide documentation of the applicant's identity and income. Providing this when you apply will speed up the processing of your application.

**Please note:** Other supporting documentation may be requested after we review your application.

**Prakruthi Kairamkonda**

**\* Photo ID** Upload

I am unable to upload this document at this time.

**\* Proof Of Income - Sheltered Workshop** Upload

Both earned and unearned income must be verified for all household members. [View more](#)

**Need Support?**

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Privacy - Terms

# Upload Documents- Error Message

## Instructions

When you check the "I don't have access to this document at this time" box, a warning message will appear at the bottom of the screen, as shown in the screenshot.

Failure to submit required documents may impact the approval of your application.

## Key Points

Asterisk(\*) indicates required field

**Required Documents**

Please make sure you provide documentation of the applicant's identity and income. Providing this when you apply will speed up the processing of your application.  
**Please note:** Other supporting documentation may be requested after we review your application.

\*Verification of child care need: Taking break from job, school, or training

I am unable to upload this document at this time.

**Arpit Parent-Khuraswar**

\*Photo ID

I am unable to upload this document at this time.

\*Proof Of Income - Sale of Blood/Plasma

Both earned and unearned income must be verified for all household members. [View more](#)

I am unable to upload this document at this time.

It may take longer to process your application if these documents are not provided.

Save & Exit Previous Save & Next

Upon successful document upload, a confirmation message will appear on the screen. Once all necessary documents are uploaded, click **Save & Next**.

The "View More" link in the Proof of Income section offers detailed information on the corresponding document.

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**Upload Documents**

Success  
Files uploaded successfully!

Asterisk(\*) indicates required field

**Required Documents**

Please make sure you provide documentation of the applicant's identity and income. Providing this when you apply will speed up the processing of your application.

**Please note:** Other supporting documentation may be requested after we review your application.

**Chinmayee Chirasmita**

ID  
\*Photo ID  
Updated: Oct 30, 2023

Download

**Proof Of Income - Sheltered Workshop**

Both earned and unearned income must be verified for all household members. [View more](#)

Upload

Save & Exit Previous **Save & Next**

Need Support?  
Phone  
800 (123-456)  
Email

In this step, review the details you had provided in the preceding sections.

Click **Edit** to update any information from the previous sections.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

## Child Care for Children and Families Application

CC

### Review & Certification

Asterisk (\*) indicates required field

- Applicant Details** ✔ Completed
- Household Details** ✔ Completed
- Income Information** ✔ Completed

[Edit](#)

- Chinmayee Chirasmita Applicant ✔ Added
- John David Ward ✔ Added

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

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Affirm the acknowledgment statements and click **Submit**.

The applicant's signature and date will auto-fill, but you can modify the Application Signature field as needed.

**SUCCESS AT EVERY STAGE**

1 Instructions  
2 Applicant Details  
3 Household Details  
4 Household Relationships  
5 Income Information  
6 Child/Family Needs  
7 Child Care Schedule  
8 Upload Documents  
9 Review & Certification

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

### Acknowledgement

By signing this application below, I/We certify, under penalty of perjury, that:

- I/We have read all statements on this form and the information I/We give is true, correct, and complete to the best of my knowledge.
- I/We understand that giving false information or failing to provide complete and correct information can also result in an overpayment which I/We will have to pay back and could result in my prosecution for fraud.
- I/We understand that the statements I/We have made are subject to investigation and verification. I/We agree to provide any additional information or verification requested to determine my eligibility.
- I/We understand that child care subsidy eligibility is based on income. I/We agree to report changes in my income if my income increases.
- I/We understand that I/We have a right to appeal and a hearing if I/We am determined ineligible.
- By checking the box, I/We agree and certify that my printed signature is my signature and I/We agree to conduct this transaction electronically.

### Signature

\* Applicant Signature:

Date:

Buttons: Save & Exit, Previous, **Submit**

# Submission Confirmation

Instructions

Click **Submit** to confirm the submission.

Click **Cancel** to discard the application submission.

Key Points

The screenshot displays the 'Child Care for Children and Families Application' interface. On the left, a navigation menu lists steps 1 through 9: Instructions, Applicant Details, Household Details, Household Relationships, Income Information, Child/Family Needs, Child Care Schedule, Upload Documents, and Review & Certification. The 'Review & Certification' step is currently active. The main content area shows a 'Review & Certification' section with a list of completed steps: Applicant Details, Household Details, Income Information, Child/Family Needs, Child Care Schedule, and Upload Documents. A 'Submission Confirmation' dialog box is overlaid on the screen, containing the text: 'Please review your application, once you submit the application you will not be able to make changes. You will receive a confirmation email once your application has been successfully submitted.' Below the text are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red border. At the bottom left of the dialog, there is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com.

After a successful submission, a confirmation message with your Reference Application Number will appear. Click **Back to Home** to check your Application status on the Dashboard.

You'll get an email confirming the successful submission of your application.

The screenshot shows a web application interface for 'Child Care for Children and Families Application'. The user is identified as 'Chinmayee Chirasmitta'. A central confirmation box, outlined in red, displays a thumbs-up icon and the word 'Submitted'. Below this, a message states: 'Your application has been successfully submitted to the Office of Childhood. You will receive a notification if your application status changes.' The reference application number 'APP-04152' is shown. A 'Back to home' button is highlighted with a red arrow. On the left, a navigation menu lists steps 1 through 9, with '1 Instructions' selected. A support section at the bottom left provides contact information: 'Need Support?', 'Phone 800 (123-456)', and 'Email needhelp@supportdesk.com'. The logo 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE' is in the top left, and a small globe icon is in the bottom right.

Check "My Recent Application" for application details.  
The status is "Submitted."

Click **Withdraw** to retract your application.

**Dashboard**

**My Recent Application**

**New Child Care Subsidiary Application DEC 23** [View Details](#)

APPLICATION NUMBER: APP-04710

STATUS: **Submitted** SUBMITTED ON: Dec 1, 2023 LAST UPDATED ON: Dec 1, 2023

[Withdraw](#) [View Authorization](#)

**Do you need to apply for any foster children in your care?**

[New Protective Services Application](#)

**Program Resources**

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Dashboard

- My Applications
- My Authorizations
- My Appeals
- My Profile
- Documents
- Support

**Need Support?**

[Submit a ticket](#)

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Notification 2 AP

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Upon DESE staff approval the Application status will change to "Certified-Authorized" and the same status will be reflected on the Dashboard along with a Benefit Case number. Simultaneously, an email notification and a letter is sent to inform you of the Application status.

You can also click the **Bell** icon to view the notification regarding Application status. (Approval/Rejection).

The screenshot displays the DESE dashboard interface. On the left is a navigation sidebar with the logo 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE' and menu items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the sidebar is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Dashboard' and features a notification bell icon with '44' and a 'CC' dropdown menu. The 'Benefit Case' section shows 'Benefit Case: BC-01068' with a 'View Authorization' button. The status is 'Certified - Authorized' (highlighted with a red box), and the eligibility period is 'Nov 9, 2023 to Nov 7, 2025'. Other options include 'View All Applications', 'View Certification Letter', 'View Documents', and 'Request Case Closure'. The 'My Recent Application' section shows 'New Protective Services Application DEC 23' with a 'View Details' button. The status is 'Under Review', submitted on 'Dec 6, 2023', and last updated on 'Dec 6, 2023'. Other options include 'Withdraw' and 'View Authorization'.

# Apply for Child Care Subsidy for Protective Service Children

The first step in the Application process is **Instructions**. Review the instructions, then click **Next**.

Consult the website indicated in the screenshot to find a childcare provider.

The screenshot shows a web application interface for 'Child Care Subsidy for Protective Service Children'. On the left is a navigation menu with seven steps: 1. Instructions (highlighted), 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. Below the menu is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Instructions' and contains the following text: 'Please have your photo ID and placement letter available when submitting your application. If you have already selected a provider, you will be able to add them after you submit the application.' Below this is a section titled 'Child Care Provider Name' with a text input field. The instructions state: 'If you have chosen the child care provider or facility your child will be attending, please provide the name, address, phone number and/or DVN of that provider. You can visit <https://dese.mo.gov/childhood/child-care/find-care> to find a child care provider.' At the bottom right of the main content area are two buttons: 'Cancel' and 'Next' (highlighted with a red box).

Next, input necessary details in the "Home Address," "Mailing Address," and "Contact Information" sections. Then click **Save & Next**.

Required fields are indicated by a red asterisk \*. If you lack a home address, check the "I am experiencing homelessness" box.

**Home Address**

I am experiencing homelessness ⓘ

Home Search Address  
Enter Search Address here

\* Home Street Address  
12 Adair Street

\* Home City  
San Francisco

\* Home State  
CA

\* Home Zip Code  
94103

\* Home Country  
US

Home Apartment / Suite  
Enter apartment, suite here

\* Home County  
Other

\* Other Home County  
United States

**Mailing Address**

Mailing Address is same as Home Address

**Contact Information**

\* Contact Primary Phone number  
456-789-0125

This number can be used for text messages

Contact Alternate Phone number  
456-787-6543

This number can be used for text messages

\* Contact Email Address  
chinmayee.chirasmita@mtxb2b.com

Contact Alternate Email Address  
Enter Alternate Email Address

\* Preferred method of contact?  
 Call  Text  Email

Save & Exit Previous **Save & Next**

Next, update **Household Member** details. Click **Edit** to input primary applicant information. Add other members by selecting **Add Household Member**.

Adding a child to the Household Membership is mandatory.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

## Child Care Subsidy for Protective Service Children

CC ▾

### Household Details

List all household members. This includes but is not limited to: parents, guardians, children, relatives, and other non-related people living at your address. Click "edit" to add the applicant details and then continue to add other household members.

**Household Member Details** Add Household Member

Full Name	Date of Birth	Actions
Chinmayee Chirasmita		<a href="#">✎ Edit</a>

Save & Exit Previous Save & Next

[Need Support?](#)  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

[Privacy - Terms](#)

# Add Household Member

## Instructions

Input the necessary details in the **Add Household Member** pop-up window and click **Submit**.

Required fields are indicated by a red asterisk \*.  
Mark the "I don't have DCN" box if you do not possess it.

## Key Points

**Add Household Member**

Asterisk (\*) indicates required field

* Legal First Name	Legal Middle Name	* Legal Last Name
John	Enter Legal Middle Name	David

* Date of birth	* Gender	Marital Status
11/9/2018	Male	Single

* Ethnicity	* Race	* Primary Language
Hispanic	American/Alaskan Native	English

DCN: Enter DCN

SSN: Enter SSN

I don't have DCN

\* Is this person disabled or has a special need?

Yes  No

\* Is this person a United States Citizen or residing in the United States under a Qualified Alien Status?

Yes  No

Cancel **Submit**

# Household Details

## Instructions

Upon successfully inputting Household details, a confirmation message will appear. Click **Save & Next** to proceed.

Click **Delete** to eliminate Household Member details. Primary applicant (Parent) information can only be edited (not deleted).

## Key Points

**Child Care Success** Success Household member updated!

### Household Details

List all household members. This includes but is not limited to: parents, guardians, children, relatives, and other non-related people living at your address. Click "edit" to add the applicant details and then continue to add other household members.

[Add Household Member](#)

Full Name	Date of Birth	Actions
Chinmayee Chirasmita		<a href="#">Edit</a>
James David	10/10/2013	<a href="#">Edit</a> <a href="#">Delete</a>

[Save & Exit](#) [Previous](#) [Save & Next](#)

**Need Support?**  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

# Household Relationships

Instructions

Next, add **Household Relationships** by clicking **Add Relationship** for each member.

All member relationships will be linked to the primary applicant.

Key Points

The screenshot displays the 'Child Care Subsidy for Protective Service Children' application interface. On the left is a navigation menu with seven steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships (highlighted), 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. The main content area is titled 'Household Relationships' and contains a text box with the instruction: 'Please add your relationship to each member of the family and their relationships to one another.' Below this is a table with two columns: 'Full Name' and 'Date of Birth'. The first row lists 'Chinmayee Chirasmita' with a birth date of '11/06/1990'. The second row lists 'John David' with a birth date of '11/14/2019'. A red box highlights the 'Add Relationship' link in the 'Relationship to Household Members' column for both entries. At the bottom of the interface are buttons for 'Save & Exit', 'Previous', and 'Save & Next'. A support section at the bottom left includes a phone icon and the text 'Need Support?' and 'Phone 800 (123-456)'. The top right of the interface shows a 'CC' dropdown menu.

OFFICE OF CHILDHOOD  
**SUCCESS**  
AT EVERY  
STAGE

## Child Care Subsidy for Protective Service Children

CC ▾

### Household Relationships

Please add your relationship to each member of the family and their relationships to one another.

Full Name	Date of Birth	Relationship to Household Members
Chinmayee Chirasmita	11/06/1990	<a href="#">Add Relationship</a>
John David	11/14/2019	<a href="#">Add Relationship</a>

Save & Exit Previous Save & Next

Need Support?  
Phone  
800 (123-456)



# Add Relationship

## Instructions

Choose the relationship from the dropdown list for each member, then select **Add**.

Ensure precise inclusion of all relationships.

## Key Points

The screenshot displays the 'Add Relationship' form within the 'Child Care Subsidy for Protective Service Children' application. The form is titled 'Household Relation' and includes a progress indicator on the left with seven steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships (current step), 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. The form contains two input fields: 'Member Name' (with 'Chinmayee Chirasmita' entered) and 'Other Household Member Name' (with 'James David' entered). A dropdown menu is open, showing relationship options: None (checked), Aunt, Brother, Brother-In-Law, Cousin, Daughter, Daughter-In-Law, Father, Father-In-Law, and Foster-Child. The 'None' option is selected in the form, and the 'Add' button is highlighted with a red box. A yellow warning message states: 'Please add this household member to the household members list'. The 'Add' button is highlighted with a red box.

# Household Relationships

## Instructions

Upon successful Household Relationships update, a confirmation message will appear on the screen. Proceed by clicking **Save & Next**.

Click **Edit** to modify Household Relationships and **View** to review relationship details.

## Key Points

**Child Care Success** Success Household relationships added!

**Household Relationships**

Please add your relationship to each member of the family and their relationships to one another.

Full Name	Date of Birth	Relationship to Household Members	Actions
Chinmayee Chirasmitta	10/13/1994	✓ Added	<a href="#">Edit</a> <a href="#">View</a>
James David	10/10/2013	✓ Added	<a href="#">Edit</a> <a href="#">View</a>

[Save & Exit](#) [Previous](#) [Save & Next](#)

**Need Support?**  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

At the **Child Care Schedule** step, click **View Details** to input the schedule.

The screen will show default "Schedule Details." Update these details before proceeding to the next step.

The screenshot shows the 'Child Care Subsidy for Protective Service Children' application interface. On the left is a navigation menu with seven steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Child Care Schedule (highlighted in blue), 6. Upload Documents, and 7. Review and Submit. Below the menu is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Child Care Schedule' and contains a text box with instructions: 'Please enter the start and end times that you will need child care each day. This may include travel time, study time, and sleep time in certain instances (you will be asked to provide an explanation and/or documentation for the amount of care requested).' Below this is a note: 'Asterisk (\*) indicates required field'. The main form area shows a name 'Jim Kairamkonda' with an 'Information Required' icon, and a dropdown menu for 'SCHEDULE DETAILS - part-time care required for 1 day in a week'. A 'View Details' button is next to the dropdown. At the bottom are 'Save & Exit', 'Previous', and 'Save & Next' buttons. The top right of the interface has a 'CC' dropdown menu. The logo 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE' is in the top left corner.

# Adding Child Care Schedules

## Instructions

Input the designated "Start and End Time" for daily child care services, along with an explanation justifying the chosen hours. Click **Save & Next** to proceed.

If you don't need assistance on a specific day, simply check the "I don't need care for this day" box.

## Key Points

**OFFICE OF CHILDREN'S SUCCESS AT EVERY STAGE**

1 Instructions  
2 Applicant Details  
3 Household Details  
4 Household Relationships  
5 **Child Care Schedule**  
6 Upload Documents  
7 Review and Submit

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

I don't need care for this day

Day	* Start Time	* End Time
Tue	8:00 AM	1:00 PM
Wed	8:00 AM	1:00 PM
Thu	8:00 AM	1:00 PM
Fri	8:00 AM	1:00 PM
Sat	Select Time	Select Time
Sun	Select Time	Select Time

I don't need care for this day

I don't need care for this day

\* Please explain why you need the amount of care listed above.  
Parents work outside during those hours

Save & Exit Previous **Save & Next** Privacy - Terms

In the **Upload Documents** step, select **Upload** for each document type to submit them to the portal. You must possess electronic copies of documents on your device to facilitate uploading to the Portal.

Check "I don't have access to this document at this time checkbox" if you intend to submit the documents later. However, failure to submit a required document may impact the approval of your application.

The screenshot displays the 'Upload Documents' step of a web portal. On the left, a sidebar shows a progress indicator with seven steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Child Care Schedule, 6. Upload Documents (highlighted), and 7. Review and Submit. Below the sidebar is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Required Documents' and contains a text box explaining that applications for Child Care Assistance must include documentation of the child's status in care. Below this, there are two document entries for 'Jim Kairamkonda' and 'Prakruthi Kairamkonda'. The first entry is for a '\*Placement letter from Children Division' with an 'Upload' button. A red arrow points to a checkbox labeled 'I am unable to upload this document at this time.' which is checked. The second entry is for a '\*Photo ID' with an 'Upload' button. Below the second entry is another checkbox labeled 'I am unable to upload this document at this time.' which is unchecked. A yellow warning box at the bottom states 'It may take longer to process your application if these documents are not provided.' At the bottom of the page, there are three buttons: 'Save & Exit', 'Previous', and 'Save & Next' (highlighted with a red box). A small 'Privacy - Terms' link is visible in the bottom right corner.

# Review and Submit

Instructions

In this step, review the details you had provided in the preceding sections.

Click **Edit** to update the information provided in the previous sections.

Key Points

The screenshot shows the 'Child Care Subsidy for Protective Service Children' application review and submit page. The page title is 'Child Care Subsidy for Protective Service Children' with a 'CC' dropdown menu. The main heading is 'Review and Submit'. A sidebar on the left contains a progress indicator with seven steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. Below the sidebar is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area shows a list of sections, each with a status and a dropdown arrow. The sections are: Applicant Details (Completed), Household Details (Completed), Child Care Schedule (Completed), and Upload Documents (Completed). A red box highlights these four sections. Below the list is an 'Edit' button with a pencil icon, indicated by a red arrow. At the bottom, there is a table with columns 'Document Name' and 'File Name'. The table contains one row: 'Photo ID' and 'IL State ID\_John Q Public'. A 'CC' dropdown menu is visible in the top right corner of the page.

OFFICE OF CHILDHOOD  
**SUCCESS**  
AT EVERY  
STAGE

## Child Care Subsidy for Protective Service Children

CC ▾

### Review and Submit

Asterisk (\*) indicates required field

- Applicant Details ✔ Completed ▾
- Household Details ✔ Completed ▾
- Child Care Schedule ✔ Completed ▾
- Upload Documents ✔ Completed ▾

[✎ Edit](#)

Document Name	File Name
Photo ID	IL State ID_John Q Public

Affirm the acknowledgment statements and click **Submit**.

The applicant's signature and date will auto-fill, but you can modify the Application Signature field as needed.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

1 Instructions  
2 Applicant Details  
3 Household Details  
4 Household Relationships  
5 Child Care Schedule  
6 Upload Documents  
7 Review and Submit

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

**Upload Documents** Completed

### Acknowledgement

By signing this application, you are giving DESE permission to call you regarding your application and/or child care benefit.

I/We understand and acknowledge:

- My signature below certifies under penalty of perjury that all information given is true, correct and complete to the best of my knowledge
- I/We understand that I/We am entitled to fair and equal treatment regardless of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status, or disability
- I/We agree to provide any additional information or verification that is requested to determine my eligibility within 15 days of application date
- I/We agree to report any changes that would end my eligibility such as: my income goes over 85% SMI, the child no longer lives in the home, or I/We no longer have a need for child care
- I/We understand that the statements I/We have made are subject to investigation and verification
- I/We also understand that the laws of Missouri provide for fine or imprisonment or both for persons who knowingly receive or attempt to receive public assistance they are not entitled to or who knowingly fail to report information required to determine eligibility for public assistance
- By checking the box, I/We agree and certify that my printed signature is my signature and I/We agree to conduct this transaction electronically

### Signature

Applicant Signature: Chinmayee Chirasmaita  
Date: 10/30/2023

Save & Exit   Previous   **Submit**

# Submission Confirmation

Instructions

Click **Submit** to confirm the submission.

Click **Cancel** to discard the application submission.

Key Points

OFFICE OF CHILDHOOD  
**SUCCESS**  
AT EVERY  
STAGE

## Child Care Subsidy for Protective Service Children

CC Chinmayee Chirasmita

### Review and Submit

Asterisk (\*) indicates required field

**Applicant Details** ✔ Completed

**Submission Confirmation** ✕

Please review your application, once you submit the application you will not be able to make changes. You will receive an email to verify that your application has been submitted.

Cancel Submit

**Upload Documents** ✔ Completed

### Acknowledgement

By signing this application, you are giving DESE permission to call you regarding your application and/or child care benefit.

I/We understand and acknowledge:

- My signature below certifies under penalty of perjury that all information given is true, correct and complete to the best of my knowledge
- I/We understand that I/We am entitled to fair and equal treatment regardless of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status, or disability.




After a successful submission, a confirmation message with your Reference Application Number will appear. Click **Back to Home** to check your application status on the Dashboard.

You'll get an email confirming the successful submission of your application.

**Child Care Subsidy for Protective Service Children** CC Chinmayee Chirasmita

### Confirmation

 **Submitted**

Your application has been successfully submitted to the Office of Childhood. You will receive a notification if your application status changes.

Reference Application No. APP-04159 ←

[Back to home](#) ↑

[Need Support?](#)

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

[Privacy - Terms](#)

Check "My Recent Application" for application details.  
The status is "Submitted."

Click **Withdraw** to retract your application.

The screenshot displays a user dashboard for 'SUCCESS AT EVERY STAGE'. The main content area is titled 'My Recent Application' and features a 'New Child Care Application' button. Below this, a card for 'New Protective Services Application AUG 23' is shown, with 'APPLICATION NUMBER: 00544' and a 'View Details' button. A message prompts the user to click on 'Provide/Upload Requested Information' to add requested information/documents. The application status is 'Submitted', submitted on 'May 23, 2023', and last updated on 'Aug 18, 2023'. A red box highlights the 'Withdraw' button. A 'View Authorization' button is also present. The left sidebar contains navigation options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. A 'Need Support?' section includes a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. A video player is visible at the bottom of the dashboard.

Application status will change to "Approved" upon DESE staff approval.

Simultaneously, an email notification and a letter is sent to inform you of the Application status.

You can also click the **Bell** icon to view the notification regarding Application status. (Approval/Rejection).

The screenshot shows a user dashboard for the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE'. The main content area is titled 'My Recent Application' and features a card for a 'New Protective Services Application AUG 23'. The application number is 00544. A message prompts the user to click on 'Provide/Upload Requested Information' to add documents. The status is 'Submitted', submitted on May 23, 2023, and last updated on Aug 18, 2023. There are buttons for 'View Details', 'Withdraw', and 'View Authorization'. A 'New Child Care Application' button is also present. The left sidebar contains navigation links for Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. A 'Need Support?' section includes a 'Submit a ticket' button and contact information for phone (800 (123-456)) and email (needhelp@supportdesk.com). In the top right corner, a 'Notification' bell icon with a '0' is highlighted with a red box, and an 'HP' dropdown menu is visible. A video player for 'Program Resources' is partially visible at the bottom.

# Request an Appeal

You can appeal a rejected application or when a sanction is imposed on your application.  
Click the **Bell** icon to view the notification regarding Application Rejection/Sanction.

The screenshot displays the 'Dashboard' interface for the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE'. The left sidebar contains navigation links: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. A 'Need Support?' section includes a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Dashboard' and 'Notification List'. A notification bell icon with a '7' badge is highlighted in a red box. The notification list includes: 'Application Rejection Notice' (12/6/2023, 03:51 PM) with 'Delete' and 'Mark As Unread' options; 'Certification Closed' (11/9/2023, 07:00 PM) with 'Delete'; 'Application - Approval (1 Year Certification)' (11/8/2023, 12:35 AM) with 'Delete'; 'Application - Need More Information' (11/6/2023, 10:18 PM) with 'Delete' and 'Mark As Unread'; 'Application - Need More Information' (10/31/2023, 08:50 AM) with 'Delete'; 'Application Successfully Submitted' (10/31/2023, 08:41 AM) with 'Delete'; and 'Ticket Submitted'. A 'Mark All Read' link is at the top right of the list. A 'Back' link is at the top right of the notification list. A 'Privacy - Terms' link is at the bottom right.

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# Appeal - Rejected Application

## Instructions

Click on **My Applications** tab from the left navigation panel. Then click **Request for Appeal** from the ellipses (three dots).

Similar to the Rejected Application, you have the option to appeal decisions made by DESE regarding the "Sliding Fee," "Amount of Care," and other decisions. Note that the Appeal process remains the same for these items.

## Key Points

The screenshot displays the 'My Applications' interface. The left navigation menu includes 'Dashboard', 'My Applications' (highlighted), 'My Authorizations', 'My Appeals', 'My Profile', 'Documents', and 'Support'. The main content area shows a table of applications with columns for 'Application #', 'Status', 'Submitted On', 'Last Updated On', and 'Actions'. A single application with ID 'APP-04110' is shown with a 'Rejected' status. The 'Actions' column for this application contains a 'View' button and an ellipsis menu. A red arrow points to the ellipsis menu, and a red box highlights the 'Request for Appeal' option in the dropdown menu.

Application #	Status	Submitted On	Last Updated On	Actions
APP-04110	Rejected	Oct 30, 2023	Dec 6, 2023	View <span>⋮</span>

# Request Appeal Hearing

## Instructions

In the "Request Appeal Hearing" pop-up, enter your comment in the "Add Comment" text box, upload necessary document(s), then click **Submit**.

You can appeal a rejected application or when a sanction is imposed on your application. Required fields are indicated by red asterisks\*.

## Key Points

The screenshot shows the 'Request Appeal Hearing' pop-up form. The form has a title bar with 'Request Appeal Hearing' and a close button. Below the title, there is a note: 'Astrik (\*) indicates required field'. The main content area contains a text box with the placeholder text 'Please state why you believe our decision is incorrect and attach any documentation you would like reviewed.' Below this is a section labeled '\*Add Comment' with a text box containing the text 'I am appeal to consider my Child Care Application as My child is in Need'. A red arrow points to this text box. Below the comment section is an 'Upload Document' section with a dashed border and the text 'Click here to Browse' and 'You can drop and drag documents or select them from your computer by clicking here'. A red arrow points to the 'Click here to Browse' link. At the bottom of the form are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red box. The background shows the 'My Applications' page with a sidebar menu and a top navigation bar.

# Appeal Hearing ID Generation

## Instructions

After a successful submission, a "Appeal Hearing ID" will be generated, displaying information such as Appeal Reason, Appeal Request Date, Application Date, and the comment you provided.

Click **Withdraw** to retract your Appeal.  
Click **Back to Appeal** to view the Appeal status on the My Appeals page.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Dashboard  
My Applications  
My Authorizations  
**My Appeals**  
My Profile  
Documents  
Support

Need Support?  
Submit a ticket  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

**My Appeals** Notification JD

**Appeal Hearing ID: A-00322** Hearing Received

Your Appeal Hearing Request is under review, once the hearing is scheduled you will be notified and the Hearing related information will be displayed in this page.

**Appeal Hearing Details**

Asterisk (\*) indicates required field

Appeal Reason: Application Rejection Application ID: APP-04110

Requested On: Dec 6, 2023

\*Added Comment: I am appeal to consider my Child Care Application as My child is in Need

Withdraw Back to Appeal

Privacy - Terms



Once a decision has been made on your Appeal request, you will receive an email notification.

The screenshot shows an email interface with the following details:

- Subject:** Sandbox: Appeal Decision (Inbox x)
- Sender:** support@modese.com (Profile icon)
- Recipient:** tushar.kumar@mtxb2b.com via nk8siujyohz4.3s-8gd7uaa.cs133.sandbox.salesforce.com
- Time:** 9:00 AM (33 minutes ago)
- Content:**
  - Greeting: Hi Chinmayee Chirasmitta 0012453899,
  - Message: After careful review of your case, the decision to close your certification has been Upheld.
  - Link: You can access your account at <https://modesechildcare--qa1.sandbox.my.site.com/parent/s/login/>.
  - Disclaimer: This is an automated email. Please do not reply to this message.
- Actions:** Reply, Forward

# Submit a Change Report

# Report a Change

## Instructions

Go to Dashboard and click **Request Change** to notify DESE staff of Address, Income Information, Contact Information changes, and more.

When the Application status is "Certified-Authorized," you will be able to submit a change request.

## Key Points

**Dashboard**

Notification 37 CC

[View All Applications](#) [View Certification Letter](#) [View Documents](#)

[Request Case Closure](#)

**My Recent Application**

**New Child Care Subsidiary Application NOV 23** [View Details](#)

APPLICATION NUMBER: APP-04301

STATUS: **Certified - Authorized to Provider** SUBMITTED ON: Nov 30, 2023 LAST UPDATED ON: Nov 30, 2023

[Request Change](#) [Additional Authorization Request](#) [View Authorization](#)

**Do you need to apply for any foster children in your care?**

[New Protective Services Application](#)

Program Resources

Privacy - Terms

# Report a Change

## Instructions

Click **Yes** on the “Report a Change” pop-up to initiate the Change Reporting process.

Click **Cancel** to refrain from reporting a change on your case.

## Key Points

The screenshot displays the 'SUCCESS AT EVERY STAGE' dashboard. A central pop-up dialog titled 'Report a change' is open, asking 'Are you sure you want to report a change on your case?'. The dialog has a close button (X) in the top right corner and two buttons at the bottom: 'Cancel' and 'Yes'. The 'Yes' button is highlighted with a red rectangular box. The background dashboard shows a sidebar with navigation options like 'Dashboard', 'My Applications', 'My Authorizations', 'My Appeals', 'My Profile', 'Documents', and 'Support'. The main content area includes sections for 'View All Applications', 'View Certification Letter', 'View Documents', 'Request Case Closure', 'My Recent Application', and 'Request Change'. A 'Need Support?' section is visible in the bottom left, and a 'Do you need to apply for any foster children in your care?' section is at the bottom.

# Report a Change

## Instructions

Upon clicking “Yes” on the Report a change pop-up, you will be directed to the **Upload Documents** page. You can also navigate to a specific section using the left navigation panel to update required information.

The following slides outline the steps for submitting an Address Change Request.

## Key Points

**Child Care for Children and Families Application**

**Upload Documents** ←

Asterisk(\*) indicates required field

**Required Documents**

Please make sure you provide documentation of the applicant's identity and income. Providing this when you apply will speed up the processing of your application.

**Please note:** Other supporting documentation may be requested after we review your application.

**Chinmayee Chirasmita**

John David Water Bill Sample	Download
* Paystub Updated: Nov 07, 2023	Download
John David IL State ID	Download
* Photo ID Updated: Nov 07, 2023	Download

Need Support?

Phone  
800 (123-456)

Email

# Report an Address Change

Instructions

Click **Applicant Details** on the left navigation panel.  
Update the necessary details, then click **Save & Next**.

Click **Previous** to navigate to the Instructions page.

Key Points

121 Spear Street

\* Home City  
San Francisco

\* Home State  
CA

\* Home Zip Code  
94105

\* Home Country  
United States

Home Apartment / Suite  
Enter apartment, suite here

\* Home County  
Other

**Mailing Address**

Mailing Address is same as Home Address

**Contact Information**

\* Contact Primary Phone number  
456-790-1993

This number can be used for text messages

Contact Alternate Phone number  
456-787-6543

This number can be used for text messages

\* Contact Email Address  
chinmayee.chirasmita@mtxb2b.com

Contact Alternate Email Address  
Enter Alternate Email Address

\* Preferred method of contact?  
 Call  Text  Email

Save & Exit Previous Save & Next

To preserve the existing information on each page, click **Save & Next** successively until you reach the “Review & Certification” page. Scroll down and affirm the acknowledgment statements. Then click **Submit**.

You can review the details you had provided in the preceding sections.

The applicant's signature and date will auto-fill, but you can modify the Application Signature as needed.

**AT EVERY STAGE**

1 Instructions  
2 Applicant Details  
3 Household Details  
4 Household Relationships  
5 Income Information  
6 Child/Family Needs  
7 Child Care Schedule  
8 Upload Documents  
9 Review & Certification

Need Support?  
Phone  
800 (123-456)  
Email  
needhelp@supportdesk.com

**Child Care Schedule** Completed

**Upload Documents** Completed

**Acknowledgement**

By signing this application below, I/We certify, under penalty of perjury, that:

- I/We have read all statements on this form and the information I/We give is true, correct, and complete to the best of my knowledge.
- I/We understand that giving false information or failing to provide complete and correct information can also result in an overpayment which I/We will have to pay back and could result in my prosecution for fraud.
- I/We understand that the statements I/We have made are subject to investigation and verification. I/We agree to provide any additional information or verification requested to determine my eligibility.
- I/We understand that child care subsidy eligibility is based on income. I/We agree to report changes in my income if my income increases.
- I/We understand that I/We have a right to appeal and a hearing if I/We am determined ineligible.
- By checking the box, I/We agree and certify that my printed signature is my signature and I/We agree to conduct this transaction electronically.

**Signature**

\* Applicant Signature: Chinmayee Chirasmita  
Date: 12/06/2023

Save & Exit   Previous   **Submit**

# Submission Confirmation

Instructions

Click **Submit** to confirm the submission.

Click **Cancel** to discard the application submission.

Key Points

The screenshot displays a web application interface. On the left is a vertical navigation menu with steps 1 through 9. Step 9, 'Review & Certification', is highlighted. The main content area is titled 'Review & Certification' and shows a progress list: 'Applicant Details' (Completed), 'Child Care Schedule' (Completed), and 'Upload Documents' (Completed). A white modal dialog box titled 'Submission Confirmation' is centered on the screen. It contains the text: 'Please review your application, once you submit the application you will not be able to make changes. You will receive a confirmation email once your application has been successfully submitted.' At the bottom of the dialog are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular border. In the top right corner of the application, there is a small yellow lightbulb icon.



# Change Report Submitted

## Instructions

After a successful submission of the Change Request, a confirmation message with your "Reference Application Number" will appear. Click **Back to Home** to check your Application status on the Dashboard.

You'll get an email confirming the successful submission of your Change Report.

## Key Points

The screenshot displays the 'Child Care for Children and Families Application' interface. On the left, a navigation menu lists steps 1 through 9: Instructions, Applicant Details, Household Details, Household Relationships, Income Information, Child/Family Needs, Child Care Schedule, Upload Documents, and Review & Certification. The 'Submitted' step is highlighted. The main content area shows a confirmation message: 'Submitted' with a thumbs-up icon, followed by the text 'Your application has been successfully submitted to the Office of Childhood. You will receive a notification if your application status changes.' Below this, the 'Reference Application No. APP-04766' is displayed. A 'Back to home' button is visible at the bottom of the message box, with a red arrow pointing to it. The top right of the page features a 'CC' dropdown menu. The bottom left corner contains a 'Need Support?' section with fields for Phone (800 (123-456)) and Email.

# Application - Change Report Details

Instructions

You will see application details under **My Recent Application**. Note that the Application STATUS is "Submitted."

Click **Withdraw** to withdraw your application.

Key Points

The screenshot shows a user dashboard for the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE'. The main content area is titled 'Dashboard' and displays application status information. At the top right, there is a notification bell icon with '38' and a 'CC' dropdown menu. A red arrow points to the notification icon. Below this, the status is 'Certified - Authorized' and the eligibility period is 'Nov 9, 2023 to Nov 7, 2025'. There are three buttons: 'View All Applications', 'View Certification Letter', and 'View Documents'. A red 'Request Case Closure' button is also present. The 'My Recent Application' section is highlighted with a red box and contains the following details:

- Change Request Child Care Subsidiary Application DEC 23** (with a 'View Details' button)
- APPLICATION NUMBER: APP-04766 (with a red arrow pointing to it)
- STATUS: Submitted
- SUBMITTED ON: Dec 6, 2023
- LAST UPDATED ON: Dec 6, 2023
- A red box highlights the **Withdraw** button.
- A 'View Authorization' button is also visible.

At the bottom, there is a section titled 'Do you need to apply for any foster children in your care?' with a 'New Protective Services Application' button. On the left sidebar, there are navigation links for Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. A 'Need Support?' section includes a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com.

Upon DESE staff approval, your application status will change to "Approved," and you'll be notified via email and a letter. Alternately, click the **Bell** icon for status notifications (Approval/Rejection).

The screenshot displays the DESE dashboard interface. On the left is a navigation sidebar with the following items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the sidebar is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main dashboard area is titled 'Dashboard' and features a notification bell icon in the top right corner with a red arrow pointing to it and a '38' badge. Below the notification icon is a 'CC' dropdown menu. The dashboard content includes: a status bar with 'STATUS: Certified - Authorized' and 'ELIGIBILITY PERIOD: Nov 9, 2023 to Nov 7, 2025'; three buttons: 'View All Applications', 'View Certification Letter', and 'View Documents'; a 'Request Case Closure' button; a 'My Recent Application' section with a card for 'Change Request Child Care Subsidiary Application DEC 23' (APPLICATION NUMBER: APP-04766) with a 'View Details' button; a status bar with 'STATUS: Submitted' (indicated by a red arrow), 'SUBMITTED ON: Dec 6, 2023', and 'LAST UPDATED ON: Dec 6, 2023'; a 'Withdraw' button and a 'View Authorization' button; and a section titled 'Do you need to apply for any foster children in your care?' with a 'New Protective Services Application' button.

DRAFT-FOR INTERNAL USE ONLY

# My Authorizations

After approval, you can view your Authorized Provider here. After submitting your application, choose your preferred providers by clicking **Select Provider**.

You may express your Provider preference, but DESE retains the authority to assign a Provider for your Child based on availability.

The screenshot shows the 'My Authorizations' page for a user named James David. The page is titled 'My Authorizations' and includes a navigation sidebar on the left with options like Dashboard, My Applications, My Authorizations (highlighted), My Appeals, My Profile, Documents, and Support. A 'Need Support?' section is also present. The main content area shows the user's name 'James David' with a 'Draft' status and a 'Date of Birth: 2013-10-10 | DCN: NA'. Below this, there is a section for 'Requested Providers' with a prompt: 'Please Select your preferred providers as per your requirements'. This section contains three columns: 'Primary Provider', 'Secondary Provider', and 'Backup Provider', each with a 'No Provider Selected' message and a 'Select Provider' button. The 'Care Details' section at the bottom shows 'Requested Start Date: NA', 'Requested End Date: NA', and 'Reason for Additional Authorization Request: Type here'. A 'Privacy - Terms' link is visible in the bottom right corner.

# Select Provider

Instructions

Click **Select Provider** to choose a **Primary Provider**.

You can choose Primary, Secondary, and Backup Providers based on your preference.

Key Points

**SUCCESS AT EVERY STAGE**

## My Authorizations

Notification CC

**Requested Providers**

Please Select your preferred providers as per your requirements

Primary Provider	Secondary Provider	Backup Provider
No Provider Selected	No Provider Selected	No Provider Selected
Select Provider	Select Provider	Select Provider

**Care Details** [Edit](#)

Requested Start Date: NA

Requested End Date: NA

Do you need more than 1 provider: NA

Reason for Additional Authorization Request:

**Need Support?**

[Submit a ticket](#)

Phone: 800 (123-456)

Email: needhelp@supportdesk.com

# Select Provider

## Instructions

Input the Provider Name in the search field within the "Select Provider" pop-up window and proceed by clicking **Search**.

You can search Providers using "Address/DVN" as well.

## Key Points

**SUCCESS AT EVERY STAGE**

### My Authorizations

Requested Providers

Asterisk(\*) indicates required field

Search Provider by Name, Address or DVN

OR

Actions	Provider Name	Provider Address	DVN
No Record Found			

# Select Provider

## Instructions

View the list of provider names, choose the preferred one, and click **Save**.

Choose your preferred Provider address from the options available (in case the provider has multiple addresses).

## Key Points

The screenshot shows the 'My Authorizations' page in a user interface. A modal window titled 'Select Provider' is open, allowing the user to choose a provider. The modal includes a search bar with the text 'Ozark' and a 'Search' button. Below the search bar is a table with the following columns: 'Actions', 'Provider Name', 'Provider Address', and 'DVN'. The table contains three rows of data, with the first row selected. A red arrow points to the selection radio button in the first row. At the bottom of the modal, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box.

Actions	Provider Name	Provider Address	DVN
<input checked="" type="radio"/>	Ozarkz	3517 W Gray, Ozark, MO, US	
<input type="radio"/>	Ozarkz	Street, Into, MO, US	
<input type="radio"/>	Ozarkz	3517 W Gray, Ozark, MO, US	



# Select Provider

## Instructions

The requested Provider Name will now appear in the “Primary Provider” section. Add Secondary and Backup Provider details likewise.

Select **Change Provider** to switch your provider preference, and **Remove** button to delete provider details.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

**My Authorizations**

Notification 11 CC

JAMES DAVID APP-04159

**James David** Draft Date of Birth: 2013-10-10 | DCN: NA

**Requested Providers**

Please Select your preferred providers as per your requirements

Primary Provider	Secondary Provider	Backup Provider
<b>Ozarkz</b> 3517 W Gray, Ozark, MO, US, 65721, <a href="#">Change Provider</a> <a href="#">Remove</a>	No Provider Selected <a href="#">Select Provider</a>	No Provider Selected <a href="#">Select Provider</a>

**Care Details** [Edit](#)

**Need Support?**  
[Submit a ticket](#)  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

Use the "Care Details" section to enter information about the child's care requirements. Click **Edit** in the Care Details section to specify your needs.

This optional feature provides additional authorization if needed.

**SUCCESS AT EVERY STAGE**

Notification CC

**My Authorizations**

**Primary Provider**

Ozarkz  
3517 W Gray, Ozark, MO, US, 65721,

Change Provider Remove

**Secondary Provider**

No Provider Selected

Select Provider

**Backup Provider**

No Provider Selected

Select Provider

**Care Details** Edit

Requested Start Date  
NA

Requested End Date  
NA

Do you need more than 1 provider  
NA

Reason for Additional Authorization Request  
Type here

Yes, I want to proceed with Additional Authorization

Need Support?  
Submit a ticket

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Input the "Requested Start and End dates."  
Indicate if "more than one provider" is required with a **Yes/No** selection. Then proceed by clicking **Save**.

Click **Cancel** to discard the changes.

The screenshot displays the 'My Authorizations' page for the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE'. The left sidebar contains navigation links: Dashboard, My Applications, My Authorizations (selected), My Appeals, My Profile, Documents, and Support. A 'Need Support?' section is also visible with a 'Submit a ticket' button and contact information (Phone: 800 (123-456), Email: needhelp@supportdesk.com).

The main content area is titled 'My Authorizations' and features three provider selection cards: 'Primary Provider' (Ozarkz, 3517 W Gray, Ozark, MO, US, 65721, with 'Change Provider' and 'Remove' buttons), 'Secondary Provider' (No Provider Selected, with 'Select Provider' button), and 'Backup Provider' (No Provider Selected, with 'Select Provider' button).

Below these is the 'Care Details' section, which includes a note: 'Asterisk (\*) indicates required field'. It contains two date fields: '\* Requested Start Date' (Nov 23, 2023) and 'Requested End Date' (Jan 31, 2024). A red box highlights the question '\* Do you need more than 1 provider' with radio buttons for 'Yes' and 'No' (selected). At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box. Red arrows point to the date fields and the 'Save' button.

# Request for Additional Provider

## Instructions

You can request for additional Provider using the **Additional Authorization Request** feature when the application status is "Certified - Authorized to Provider."

If the amount of care is changing for summer/winter when school is out, use the **Request Change** feature and make the necessary changes on the "Child care Schedule" page, then submit the application.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

**My Applications**

Notification 54 CC

Dashboard  
My Applications  
My Authorizations  
My Appeals  
My Profile  
Documents  
Support

Need Support?  
Submit a ticket  
Phone 573-316-9612

Application #	Status	Submitted On	Last Updated On	Actions
APP-04785	Rejected	Dec 6, 2023	Dec 6, 2023	View
APP-04766	Certified - Authorized to Provider	Dec 6, 2023	Dec 6, 2023	View
APP-04301	Certified - Authorized to Provider	Nov 30, 2023	Dec 6, 2023	View Authorizations Additional Authorization Request View Documents Request Change
APP-04297	Withdrawn		Nov 7, 2023	
APP-04294	Withdrawn		Nov 6, 2023	View
APP-04292	Withdrawn		Nov 6, 2023	View
APP-04290	Withdrawn		Nov 6, 2023	View

# Renewals

# Renewal Application - Notification

## Instructions

Access the Child Care Subsidy website by logging in as a Parent. Locate the **Bell** icon and click on it to view the Application Renewal notification. Click on it to open the notification.

The Renewal notification will be visible on the portal 90 days after the Certified-Authorized date. Alternatively, you will receive an email and a letter requesting you to renew your application.

## Key Points

The screenshot shows the 'Dashboard' page of the Child Care Subsidy portal. The left sidebar contains navigation links: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the sidebar is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area displays a list of notifications. The first notification is 'Application - Renewal' dated 12/6/2023, 04:16 PM, with a red arrow pointing to it. Other notifications include 'Application - Approval (1 Year Certification)', 'Application Successfully Submitted', and 'Application Draft Initiated'. A red box highlights a bell icon with a '11' notification badge in the top right corner of the dashboard. The user's name 'RU rashmi 2M 27\_2 nov parent user' is visible in the top right corner.

# Renewal Application - Notification

## Instructions

Read the notification message and then click **Close** to dismiss the pop-up.

The notification will include the certification expiration date and the renewal due date.

## Key Points

The screenshot displays a user dashboard for the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE'. The dashboard lists several application statuses, including 'Application - Renewal' (12/6/2023, 04:16 PM), 'Application - Approval (1 Year Certification)' (11/27/2023, 03:54 PM), and 'Application Successfully Submitted' (11/27/2023, 03:52 PM). A notification pop-up is overlaid on the dashboard, titled 'Application - Renewal', with a close button (X) in the top right corner. The notification message reads: 'Your certification expires on 2024-01-30 . You must reapply by 1/15/2024 to prevent a gap in payment to your provider'. A red box highlights the notification text, and another red box highlights the 'Close' button. The dashboard also includes a sidebar with navigation options like 'Dashboard', 'My Applications', 'My Authorizations', 'My Appeals', 'My Profile', 'Documents', and 'Support', and a 'Need Support?' section with contact information.

# Initiate Renewal Application

Instructions

Now, click on **My Application** tab from the left navigation panel. Click on the ellipses (three dots) and choose the option **Renew Application**.

No Key Points

Key Points

The screenshot displays the 'My Applications' interface. The left sidebar contains a navigation menu with 'My Applications' selected. The main area shows a table of applications. The application with ID APP-04616 is highlighted, and its 'Actions' menu is open, showing the 'Renew Application' option.

Application #	Status	Submitted On	Last Updated On	Actions
APP-04618	Certified - Authorized to Provider	Nov 27, 2023	Nov 27, 2023	View
APP-04616	Certified - Authorized to Provider	Dec 6, 2023	Dec 6, 2023	View Authorizations Additional Authorization Request View Documents Renew Application



The first step in the Application Renewal process is **Instructions**. Review the instructions, then click **Next**.

Consult the website indicated in the screenshot to find a childcare provider.

**SUCCESS AT EVERY STAGE**

### Child Care Subsidy for Protective Service Children

RU

#### Instructions

Please have your photo ID and placement letter available when submitting your application. If you have already selected a provider, you will be able to add them after you submit the application.

#### Child Care Provider Name

If you have chosen the child care ~~provider or facility your child will be attending~~, please provide the name, address, phone number and/or DVN of that provider. You can visit <https://dese.mo.gov/childhood/child-care/find-care> to find a child care provider.

Cancel **Next**

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

Privacy - Terms

Next is the **Applicant Information** step. The information on this step is pulled from the initial application. Review the information available and make any necessary updates.

No Key Points

The screenshot shows a web application interface for 'Child Care Subsidy for Protective Service Children'. The page title is 'Child Care Subsidy for Protective Service Children' with a user identifier 'RU' in the top right. A navigation sidebar on the left lists seven steps: 1. Instructions, 2. Applicant Details (highlighted), 3. Household Details, 4. Household Relationships, 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. Below the sidebar is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Applicant Information' (highlighted with a red box) and contains a form with the following fields:

- Asterisk (\*) indicates required field
- Prefix: Enter Prefix (dropdown)
- \* First Name: rashmi
- Middle Name: 29 may
- \* Last Name: parent user
- Suffix: Enter suffix (dropdown)
- Home Address section:
  - Home Search Address: Enter Search Address here (search input)
  - \* Home Street Address: Childress Avenue
  - \* Home City: St. Louis
  - \* Home State: MO (dropdown)
  - \* Home Zip Code: 05675
  - \* Home Country: United States

# Update Applicant Details

## Instructions

Scroll down and click **Next** to proceed.

Similar to the Applicant Details step, Household Details, and Household Relationships, the Child Care Schedule steps will retrieve data from the initial application. Review the information, update if needed, and continue clicking "Next" until you reach the "Upload Documents" step.

Enter apartment, suite here Washington

**Mailing Address**

Mailing Address is same as Home Address

**Contact Information**

\* Contact Primary Phone number  
079-879-7789

This number can be used for text messages

Contact Alternate Phone number  
Enter Alternate Phone number

This number can be used for text messages

\* Contact Email Address rashmi.rashmi.garg@gmail.com Contact Alternate Email Address rashmi.rashmi.garg@gmail.com

\* Preferred method of contact?  
 Call  Text  Email

Exit Previous **Next**

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In the **Upload Documents** step, click **Upload** for each document type to submit new documents to the portal. You must possess electronic copies of documents on your device to facilitate the upload.

Check "I don't have access to this document at this time checkbox" if you intend to submit the documents later. However, failure to submit a required document may impact the approval of your application.

**Child Care Subsidy for Protective Service Children** RU

### Upload Documents

Asterisk(\*) indicates required field

#### Required Documents

Applications for Child Care Assistance for children receiving protective services, must include documentation of their status in your care. This is referred to as the placement letter. Please upload the child(ren)'s placement letter below. If you do not have a placement letter, please contact your Children's Division Caseworker.

#### Rashmi Parent User

\* Photo ID

I am unable to upload this document at this time.

\* Photo ID

I am unable to upload this document at this time.

[Need Support?](#)

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

Privacy - Terms

# Review and Submit

Instructions

In this step, review the details you had provided in the preceding sections.

Click **Edit** to update the information provided in the previous sections.

Key Points

The screenshot shows the 'Child Care Subsidy for Protective Service Children' application review and submit page. The page title is 'Child Care Subsidy for Protective Service Children' with a 'CC' dropdown menu. The main heading is 'Review and Submit'. A sidebar on the left contains a progress indicator with seven steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. Below the sidebar is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area shows a list of sections: 'Applicant Details' (Completed), 'Household Details' (Completed), 'Child Care Schedule' (Completed), and 'Upload Documents' (Completed). A red box highlights these four sections. Below the list is an 'Edit' button with a pencil icon, indicated by a red arrow. At the bottom, there is a table with columns 'Document Name' and 'File Name'. The table contains one row: 'Photo ID' and 'IL State ID\_John Q Public'. A 'CC' dropdown menu is visible in the top right corner of the page.

OFFICE OF CHILDHOOD  
**SUCCESS**  
AT EVERY  
STAGE

## Child Care Subsidy for Protective Service Children

CC ▾

### Review and Submit

Asterisk (\*) indicates required field

- Applicant Details ✓ Completed ▾
- Household Details ✓ Completed ▾
- Child Care Schedule ✓ Completed ▾
- Upload Documents ✓ Completed ▾

[Edit](#)

Document Name	File Name
Photo ID	IL State ID_John Q Public

Affirm the acknowledgment statements and click **Submit**.

The applicant's signature and date will auto-fill, but you can modify the Application Signature field as needed.

**SUCCESS AT EVERY STAGE**

1 Instructions  
2 Applicant Details  
3 Household Details  
4 Household Relationships  
5 Child Care Schedule  
6 Upload Documents  
7 Review and Submit

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

### Upload Documents Completed

#### Acknowledgement

By signing this application, you are giving DESE permission to call you regarding your application and/or child care benefit.

I/We understand and acknowledge:

- My signature below certifies under penalty of perjury that all information given is true, correct and complete to the best of my knowledge
- I/We understand that I/We am entitled to fair and equal treatment regardless of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status, or disability
- I/We agree to provide any additional information or verification that is requested to determine my eligibility within 15 days of application date
- I/We agree to report any changes that would end my eligibility such as: my income goes over 85% SMI, the child no longer lives in the home, or I/We no longer have a need for child care
- I/We understand that the statements I/We have made are subject to investigation and verification
- I/We also understand that the laws of Missouri provide for fine or imprisonment or both for persons who knowingly receive or attempt to receive public assistance they are not entitled to or who knowingly fail to report information required to determine eligibility for public assistance
- By checking the box, I/We agree and certify that my printed signature is my signature and I/We agree to conduct this transaction electronically

#### Signature

Applicant Signature: rashmi 2M 27\_2 nov parent user  
Date: 12/06/2023

Buttons: Save & Exit, Previous, **Submit**

# Submission Confirmation

Instructions

Click **Submit** to confirm the submission.

Click **Cancel** to discard the application submission.

Key Points

**SUCCESS AT EVERY STAGE**

## Child Care Subsidy for Protective Service Children

RU rashmi 2M 27\_2 nov parent user

### Review and Submit

Asterisk (\*) indicates required field

**Applicant Details** Completed

**Household Details**

**Child Care Schedule**

**Upload Documents** Completed

**Acknowledgement**

By signing this application, you are giving DESE permission to call you regarding your application and/or child care benefit.

**I/We understand and acknowledge:**

- My signature below certifies under penalty of perjury that all information given is true, correct and complete to the best of my knowledge
- I/We understand that I/We am entitled to fair and equal treatment regardless of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status, or disability

Need Support?  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

Submit

# Application Submitted - Notification

## Instructions

After a successful submission, a confirmation message with your "Reference Application Number" will appear. Click **Back to Home** to check your application status on the Dashboard.

You will receive an email confirming the successful submission of your application. Alternatively, you will get a notification and a letter confirming the submission of your renewal application.

## Key Points

The screenshot shows a web application interface for 'Child Care Subsidy for Protective Service Children'. The user is logged in as 'RU rashmi 2M 27\_2 nov parent user'. The page title is 'Confirmation'. On the left, there is a navigation menu with 7 steps: 1. Instructions (highlighted), 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Child Care Schedule, 6. Upload Documents, and 7. Review and Submit. Below the menu is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area displays a green 'Submitted' status with a thumbs-up icon. Below this, a message states: 'Your application has been successfully submitted to the Office of Childhood. You will receive a notification if your application status changes.' A red arrow points to the 'Reference Application No. APP-04783'. Below the reference number is a 'Back to home' button, which is highlighted with a red dashed box. The 'SUCCESS AT EVERY STAGE' logo is in the top left corner, and a small globe icon is in the bottom right corner.



Check "My Recent Application" for Renewal Application details. The status is "Submitted." Click **Withdraw** to retract your application.

Application status will change to "Approved" upon DESE staff approval.

**SUCCESS AT EVERY STAGE**

Dashboard

My Applications

My Authorizations

My Appeals

My Profile

Documents

Support

Need Support?

Submit a ticket

Phone: 800 (123-456)

Email: needhelp@supportdesk.com

Dashboard

Notification RU rashmi 2M 27\_2 nov parent user

View All Applications View Certification Letter View Documents

Request Case Closure

**My Recent Application**

Renewal Protective Services Application DEC 23

APPLICATION NUMBER: APP-04783

View Details

STATUS: Submitted

SUBMITTED ON: Dec 6, 2023

LAST UPDATED ON: Dec 6, 2023

Withdraw

View Authorization

Program Resources

0:00

# Sanctions

# Sanction- Notification

## Instructions

Click the **Bell** icon on the Dashboard to view the “Sanction notification.” Click on it to open the notification.

After a sanction is imposed on your application, you'll receive an email specifying the reason. Note that your Certification will be closed when a sanction is placed on your account.

## Key Points

The screenshot displays the dashboard interface for the Office of Childhood Success at Every Stage. The top right corner features a notification bell icon with a red box around it and a '47' badge, and a 'CC' dropdown menu. The left sidebar contains navigation options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the sidebar is a 'Need Support?' section with a 'Submit a ticket' button and contact information for phone (800 (123-456)) and email (needhelp@supportdesk.com). The main content area is titled 'Dashboard' and 'Notification List'. The notification list includes: 'New Sanction Added' (12/7/2023, 07:36 PM) with a red arrow pointing to it, 'Certification Closed' (12/7/2023, 07:36 PM), 'Application Rejection Notice' (12/6/2023, 10:36 PM), 'Application Successfully Submitted' (12/6/2023, 10:18 PM), 'Application Draft Initiated' (12/6/2023, 10:15 PM), and 'Application Sanction: Not Honoring Repayment Agreement notification' (12/6/2023, 07:16 PM). Each notification has a 'Delete' button. A 'Mark All Read' link is visible at the top right of the notification list.

# Sanction- Notification

## Instructions

Read the notification message and then click **Close** to dismiss the pop-up.

The notification will detail the sanction reason and specify the required actions.

## Key Points

The screenshot displays a user interface for the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE'. The main content area is titled 'Dashboard' and 'Notification List'. A modal window titled 'New Sanction Added' is open, displaying the following text: 'A sanction was placed on your child care subsidy case for fraud resulting in closure of your certification. For more information, contact your Benefit Program Technician by submitting a support ticket.' A 'Close' button is visible at the bottom right of the modal. The background notification list includes:

- Application Successfully Submitted (12/6/2023, 10:18 PM)
- Application Draft Initiated (12/6/2023, 10:15 PM)
- Application Sanction: Not Honoring Repayment Agreement notification (12/6/2023, 07:16 PM)
- Ticket Submitted

# Appeal a Sanction

## Instructions

Your Benefit Case status will be marked as “Case Closed”, when a sanction is imposed on your application. Then you will be able to appeal by clicking **Request for Appeal**.

You can also submit a support ticket to reach out to DESE staff for additional details on the sanction. Refer to <[Communications](#)> section to learn more about submitting support tickets.

## Key Points

The screenshot displays the user dashboard for the Office of Childhood Success at Every Stage. The left sidebar contains navigation options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the sidebar is a 'Need Support?' section with a 'Submit a ticket' button, a phone number (800-123-456), and an email address (needhelp@supportdesk.com). The main content area is titled 'Dashboard' and features a 'Benefit Case' section for 'Benefit Case: BC-01068'. The status is 'Case Closed' and the eligibility period is 'Nov 9, 2023 to Nov 7, 2025'. A red box highlights the 'Request for Appeal' button. Below this is a 'Subsidy Contract Sanction' section with a warning message: 'A sanction has been placed on your account for Not honoring a repayment agreement; Non Payment of sliding fee with your provider. Sanction Start Date : Dec 7, 2023 and Sanction End Date : Jan 31, 2024'. The 'My Recent Application' section is partially visible at the bottom.

# Request Appeal Hearing

## Instructions

In the "Request Appeal Hearing" pop-up, enter your comment in the "Add Comment" text box, upload necessary document(s), then click **Submit**.

Required fields are indicated by red asterisks\*.

## Key Points

The screenshot shows a web application interface with a sidebar on the left containing navigation items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the sidebar is a 'Need Support?' section with a 'Submit a ticket' button and contact information for phone (800 (123-456)) and email (needhelp@supportdesk.com). The main content area is titled 'Dashboard' and features a 'Request Appeal Hearing' pop-up window. The pop-up window has a title bar with a close button (X) and a sub-header 'Request Appeal Hearing'. Below the title bar, it states 'Asterisk (\*) indicates required field'. The form contains a text area for a comment with the placeholder text 'Please state why you believe our decision is incorrect and attach any documentation you would like reviewed.' Below this is a required field labeled '\*Add Comment' with an empty text box. Underneath is an 'Upload Document' section with a dashed border and the text 'Click here to Browse' and 'You can drop and drag documents or select them from your computer by clicking here'. At the bottom of the pop-up are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red box. Two red arrows point to the 'Add Comment' text box and the 'Click here to Browse' link. The background of the application is dimmed, showing buttons like 'View Authorization', 'View Documents', and 'Request for Appeal'.

# Appeal Hearing ID Generation

## Instructions

After a successful submission, a "Appeal Hearing ID" will be generated, displaying information such as Appeal Reason, Appeal Request Date, Application Date, and the comment you provided.

Click **Withdraw** to retract your Appeal.  
Click **Back to Appeal** to view the Appeal status.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Dashboard  
My Applications  
My Authorizations  
**My Appeals**  
My Profile  
Documents  
Support

Need Support?  
Submit a ticket  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

**My Appeals** Notification 46 CC

**Appeal Hearing ID: A-00329** Hearing Received

Your Appeal Hearing Request is under review, once the hearing is scheduled you will be notified and the Hearing related information will be displayed in this page.

**Appeal Hearing Details**  
Asterisk (\*) indicates required field

Appeal Reason: Benefit Case Closure  
Benefit Case ID: BC-01068

Requested On: Dec 7, 2023

\*Added Comment  
I have paid the fees on time.

[Withdraw](#) [Back to Appeal](#)

Privacy - Terms

Once a decision has been made on your Appeal request, you will receive an email notification.

The screenshot shows an email interface with the following details:

- Subject:** Sandbox: Appeal Decision Inbox x
- Sender:** support@modese.com
- Recipient:** tushar.kumar@mtxb2b.com
- Via:** nk8siujyohz4.3s-8gd7uaa.cs133.sandbox.salesforce.com
- Time:** 9:00 AM (33 minutes ago)
- Content:**
  - Greeting: Hi Chinmayee Chirasmitta 0012453899,
  - Message: After careful review of your case, the decision to close your certification has been Upheld.
  - Link: You can access your account at <https://modesechildcare--qa1.sandbox.my.site.com/parent/s/login/>.
  - Disclaimer: This is an automated email. Please do not reply to this message.
- Actions:** Reply, Forward



# Communication

# Submitting New Ticket

## Instructions

The **Support** page assists in creating new support tickets for any issues with the Child Care Application and viewing a list of previously submitted tickets.

You can send in a support ticket by clicking on the **Submit a Ticket** button located on the left panel or by clicking the **Submit New Ticket** button. Additionally, you have the option to call the given **Phone** number or send an **Email** to the specified address.

The screenshot displays the 'Support' page of the 'OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE' application. The left sidebar contains a navigation menu with the following items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support (highlighted in blue). Below the menu is a 'Need Support?' section with a 'Submit a ticket' button, a phone number (800 (123-456)), and an email address (needhelp@supportdesk.com). The main content area is titled 'Support' and features a 'Submitted Ticket' section. A red box highlights the 'Submit New Ticket' button in the top right corner of the main area, with a red arrow pointing to it. Below this, a 'Ticket List' section shows three placeholder cards with question marks. A message states 'No Ticket(s) Found' and provides instructions: 'If you have any query please submit a new Ticket using the top right button 'Submit New Ticket''. The top right of the page includes a notification bell icon with the number 8 and a 'CC' dropdown menu. A 'Privacy - Terms' link is visible in the bottom right corner.

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# Submitting New Ticket

## Instructions

Select the "Ticket Type" from the drop-down list, input the "Subject," "Description," and upload documents as necessary, then click **Submit**.

You can submit a support ticket for assistance with Application Help, Change Provider, Change Report Follow Up, Renewal Help, Sliding Fee Questions, General Inquiries, and more.

## Key Points

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Dashboard  
My Applications  
My Authorizations  
My Appeals  
My Profile  
Documents  
**Support**

Need Support?  
Submit a ticket  
Phone: 800 (123-456)  
Email: needhelp@supportdesk.com

### Support

Submit New Ticket

Asterisk (\*) indicates required field

\*Ticket Type  
I think there is an error on my account

\*Subject  
Why was my application rejected?

Description  
Why was my application rejected?

Document Upload(Optional)  
Click here to Browse  
Drop Your Documents here or select

Cancel Submit

# Submitting New Ticket

Instructions

Click **Submit** to confirm the submission.

Click **Cancel** to discard the Support Ticket submission.

Key Points

The screenshot shows a web application interface for submitting a support ticket. On the left is a navigation menu with items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support (highlighted). The main content area is titled 'Support' and 'Submit New Ticket'. It contains a form with a dropdown menu for '\*Ticket Type' set to 'Application help'. A 'Confirmation' dialog box is overlaid on the form, asking 'Are you sure you want to submit this ticket? Once submitted, you will not be able to change the information submitted.' The dialog has two buttons: 'Cancel' and 'Submit'. A red arrow points to the 'Cancel' button, and a red box highlights the 'Submit' button. At the bottom of the dialog, there is a dashed box with the text 'Click here to Browse' and 'Drop Your Documents here or select'. At the bottom of the main form, there are 'Cancel' and 'Submit' buttons. In the bottom right corner of the page, there is a 'Need Support?' section with a 'Submit a ticket' button, phone number '800 (123-456)', and email 'needhelp@supportdesk.com'.

After a successful submission, you will be directed to the **Submitted Ticket** page, which will show the Ticket Number, Subject, and its Status.

You'll get an email confirming the successful submission of your Support Ticket.  
Click **Withdraw** to retract the submitted Support Ticket.

**Support** Notification 40 CC

**Submitted Ticket** [Submit New Ticket](#)

**Ticket List**

[All Tickets](#) Open Additional Info Requested Resolved Closed

Ticket Number	Subject	Last Updated On	Status	Action
00001454	Need Assistance to fill in the Child Care Subsidy Application	Dec 06, 2023	Open	<a href="#">View Details</a> <a href="#">Withdraw</a>

[Previous](#) **1** [Next](#)

[Privacy - Terms](#)

# Accessing DESE Staff Message

## Instructions

Click on **Support** tab and click **View Details** to access messages from DESE staff on your support ticket.

Navigate to the "Additional Info Requested" tab to access additional information requested by DESE Staff. The ticket status will show as "Additional Info Requested" when DESE staff requires Additional Information.

## Key Points

The screenshot displays the DESE Support portal. On the left is a navigation menu with the following items: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support (highlighted with a red box). Below the menu is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Support' and 'Submitted Ticket'. It features a 'Submit New Ticket' button and a 'Ticket List' section. The 'Ticket List' has a search bar and tabs for 'All Tickets', 'Open', 'Additional Info Requested' (highlighted with a red box), 'Resolved', and 'Closed'. A table below shows one ticket with the following details:

Ticket Number	Subject	Last Updated On	Status	Action
00001454	Need Assistance to fill in the Child Care...	Dec 06, 2023	Additional Info Requested	<a href="#">View Details</a> <a href="#">Withdraw</a>

At the bottom of the table, there are 'Previous', '1', and 'Next' navigation buttons. Two red arrows point to the 'Additional Info Requested' status and the 'View Details' link in the table row.

# Responding to DESE Staff Message

## Instructions

Enter your replay in the "Add New Comment" text box, Attach File if necessary, then click **Send Message** to forward your message to DESE Staff.

The Comment History shows the DESE staff's message along with the timestamp.

## Key Points

The screenshot displays the DESE Support portal. On the left is a navigation menu with options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support (highlighted). Below the menu is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Support' and features a 'Ticket Details' section with a table:

Ticket Number	Subject	Last Updated On	Status
00001454	Need Assistance to fill in the Child Care Subsidy Application	Dec 06, 2023	Open

Below the table is a 'Description' field. Underneath is an 'Add New Comment' section with a text input field containing 'I need assistance to fill in Child Care Subsidy Application'. To the right of this field are 'Attach File' and 'Send Message' buttons. A red arrow points to the 'Attach File' button, and a red box highlights the 'Send Message' button. Below the comment input is a 'Comment History' section with a red border, showing a message from 'Support Staff' dated '12/6/2023, 4:16 AM' with the text 'Please add more information about the Support Ticket'. At the bottom right of the comment history is a 'Withdraw' button.

# Submit Additional Information



When DESE staff requests additional information, you'll be notified via email and the notification Bell. Click the **Bell** icon to view all notifications.

Log in to the Parent Portal to view ALL notifications on the Dashboard.

The screenshot displays the Parent Portal Dashboard. On the left is a navigation menu with options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the menu is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Dashboard' and features a 'Notification' bell icon with a '6' badge, a user profile 'JD', and a 'New Protective Services Application' button. The primary application shown is a 'New Child Care Subsidiary Application OCT 23' with application number APP-04110. Its status is 'Need More Information', submitted on Oct 30, 2023, and last updated on Nov 6, 2023. Action buttons include 'Provide/Upload Requested Information', 'Withdraw', 'View Authorization', and 'Hide Staff Comments'. A DESE Staff Comment from Nov 6, 2023, states: 'To proceed with the application, please provide details requested from DESE Staff as per the comment below. This information is essential for further processing. You have the option to either provide the requested information here or proceed to the application and make the necessary updates.' Below the comment is an 'Additional Info Request' box: 'Please submit valid need and documents'. At the bottom, there is an 'Added Comments' section with a 'Show Conversation History' dropdown.

# Need More Information Notification

## Instructions

If an Additional Information request is received, it will appear in the Notifications List as "Application-Need More Information." Click on the "notification name" to view and respond.

Application approval and other notifications will appear in the "Notification List" as well.

## Key Points

**Dashboard**

Notification 6 JD

### Notification List

[Back](#)

[Mark All Read](#)

- Application - Need More Information**  
11/6/2023, 10:18 PM [Delete](#)
- Application - Need More Information**  
10/31/2023, 08:50 AM [Delete](#)
- Application Successfully Submitted**  
10/31/2023, 08:41 AM [Delete](#)
- Ticket Submitted**  
10/26/2023, 11:25 PM [Delete](#)
- Application - Need More Information**  
10/26/2023, 09:21 PM [Delete](#) [Mark As Unread](#)
- Application Successfully Submitted**  
10/26/2023, 01:41 AM [Delete](#) [Mark As Unread](#)

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

Dashboard

- My Applications
- My Authorizations
- My Appeals
- My Profile
- Documents
- Support

**Need Support?**

[Submit a ticket](#)

Phone  
800 (123-456)

Email  
needhelp@supportdesk.com

# "Need More Information" Summary

## Instructions

Review the action items, then click **Close**.

A notification pop-up will provide a concise overview of required actions for the requested Additional Information.

## Key Points

The screenshot displays a user dashboard for 'SUCCESS AT EVERY STAGE'. The left sidebar contains navigation options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. A 'Need Support?' section is also visible. The main content area is titled 'Dashboard' and shows a 'Notification List'. A modal dialog is open in the foreground, titled 'Application - Need More Information'. The dialog contains the following text: 'Thank you for submitting your application for child care subsidy! To continue processing your application APP-04110, we need more information. This is due by 11/14/2023 or your application will reject.' A red box highlights the 'Close' button in the bottom right corner of the modal. The background notification list shows several entries, including 'Ticket Submitted' and 'Application - Need More Information', each with a 'Delete' button.

Revisit your Dashboard to attend to the request. The Application Status is currently marked as "Need More Information." Review the required details by selecting "Provide/Upload Requested Information."

Utilize the "Show Conversation History" feature to communicate with the DESE team following the completion of the required Additional Information tasks.

The screenshot displays the user's dashboard for a "Child Care Subsidy For Children And Families Application". The application number is 00037. The status is "Need More Information", highlighted with a yellow box and a red arrow. A red box highlights the "Provide/Upload Requested Information" button. Below the status, there is a "Withdraw" button and a "View Authorization" button. A DESE Staff Comment from June 13, 2023, states: "To proceed with the application, please provide details requested from DESE Staff as per the comment below. This information is essential for further processing. You have the option to either provide the requested information here or proceed to the application and make the necessary updates." A red box highlights the "Show Conversation History" button. The dashboard also includes a sidebar with navigation options like "My Applications", "My Authorizations", and "My Appeals", and a "Need Support?" section with a "Submit a ticket" button and contact information for the support desk.

# Submit Additional Information

## Instructions

A pop-up will explain essential actions for the requested information. Review the “Additional Instructions” and click **Ok**.

You will be able to furnish the requested Additional Information on the following page.

## Key Points

The screenshot displays a user interface for a 'New Child Care Subsidiary Application OCT 23'. The application number is APP-04110. A pop-up window titled 'Additional Instructions' is overlaid on the page. The pop-up contains the following text:

**Additional Instructions** [Close]

Find the section of the application that needs to be updated with the requested information and click "edit" to update the information.

**Note:** Remember to hit "Save & Previous" or "Save & Next" to make sure your information is saved. Go to the upload section to upload any requested documents. Once all information is provided, continue to hit "Save & Next" until the end of the application where you will certify, sign, and submit.

[Ok]

The background dashboard shows a sidebar with navigation options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, Support, and Need Support? (with a 'Submit a ticket' button). The main content area includes a 'Provide/Upload Requested Information' button, a text prompt to click that button, a 'LAST UPDATED ON: Nov 6, 2023' timestamp, a 'Hide Staff Comments' button, and a 'Show Conversation History' button. The 'Added Comments' section is visible at the bottom of the main content area.

Click **Edit** to update/upload the information/documents to any of the sections (as mentioned in the Additional Instructions).

Upon reviewing the Additional Instructions, you will be automatically directed to this page.

The screenshot displays the 'SUCCESS AT EVERY STAGE' application portal. On the left is a navigation menu with 9 steps: 1. Instructions, 2. Applicant Details, 3. Household Details, 4. Household Relationships, 5. Income Information, 6. Child/Family Needs, 7. Child Care Schedule, 8. Upload Documents, and 9. Review & Certification. Below the menu is a 'Need Support?' section with contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area shows a list of sections, all marked as 'Completed'. The 'Upload Documents' section is highlighted with a red box. Below it is a table of uploaded documents:

Document Name	File Name
Photo ID	Additional Information
Proof Of Income - Wages	Family Authorization (Parent) (1)
Class (schedules that are computer generated)	

An 'Edit' button with a document icon is located to the right of the table, with a red arrow pointing to it. Below the table is a section titled 'Additional Information Requested' with the text: 'Additional Info Request: 1. Please submit your correct photo ID as the one you uploaded seems expired. 2. Please submit your class details for the school that you are attending'. At the bottom, there is an 'Added Comments' field and a 'Show Conversation History' link.

For example, if the Additional Information was a document, click **Upload** to submit the required document.

If you omitted a necessary document during application submission, DESE will request it as Additional Information.

**SUCCESS AT EVERY STAGE**

### Child Care for Children and Families Application

ID John Deo

#### Upload Documents

Asterisk(\*) indicates required field

##### Required Documents

Please make sure you provide documentation of the applicant's identity and income. Providing this when you apply will speed up the processing of your application.  
**Please note:** Other supporting documentation may be requested after we review your application.

John Deo

- \* Class (schedules that are computer generated) **Upload**
- I don't have access to this document at this time.

##### Additional Information

- \* Photo ID **Download**
- Updated: Oct 25, 2023

##### Family Authorization (Parent) (1)

##### Proof Of Income - Wages

Both earned and unearned income must be verified for all household members. [View more](#)

Updated: Oct 25, 2023

Affirm the Acknowledgment statements and click **Submit** to resubmit the application.

DESE may seek further information if the provided details are insufficient.

**OFFICE OF CHILDHOOD SUCCESS AT EVERY STAGE**

1 Instructions  
2 Applicant Details  
3 Household Details  
4 Household Relationships  
5 Child Care Schedule  
6 Upload Documents  
7 Review and Submit

🔗 Need Support?  
Phone  
800 (123-456)  
Email  
needhelp@supportdesk.com

### Upload Documents Completed

#### Acknowledgement

By signing this application, you are giving DESE permission to call you regarding your application and/or child care benefit.

I/We understand and acknowledge:

- My signature below certifies under penalty of perjury that all information given is true, correct and complete to the best of my knowledge
- I/We understand that I/We am entitled to fair and equal treatment regardless of race, color, religion, national origin, sex, ancestry, age, sexual orientation, veteran status, or disability
- I/We agree to provide any additional information or verification that is requested to determine my eligibility within 15 days of application date
- I/We agree to report any changes that would end my eligibility such as: my income goes over 85% SMI, the child no longer lives in the home, or I/We no longer have a need for child care
- I/We understand that the statements I/We have made are subject to investigation and verification
- I/We also understand that the laws of Missouri provide for fine or imprisonment or both for persons who knowingly receive or attempt to receive public assistance they are not entitled to or who knowingly fail to report information required to determine eligibility for public assistance
- By checking the box, I/We agree and certify that my printed signature is my signature and I/We agree to conduct this transaction electronically

#### Signature

Applicant Signature:  Date:

Privacy - Terms



On the Dashboard, write your message in the “Add New Comment” box for the DESE team, then click **Send Message**.

Use the comment box to communicate with DESE staff and attach any necessary files.

The screenshot displays the 'SUCCESS AT EVERY STAGE' Dashboard. On the left is a navigation menu with options: Dashboard, My Applications, My Authorizations, My Appeals, My Profile, Documents, and Support. Below the menu is a 'Need Support?' section with a 'Submit a ticket' button and contact information: Phone 800 (123-456) and Email needhelp@supportdesk.com. The main content area is titled 'Dashboard' and shows application details: STATUS: Need More Information, SUBMITTED ON: May 4, 2023, and LAST UPDATED ON: Aug 18, 2023. There is a 'Withdraw' button and a 'View Authorization' button. A 'DESE Staff Comment' from Jun 13, 2023, states: 'To proceed with the application, please provide details requested from DESE Staff as per the comment below. This information is essential for further processing. You have the option to either provide the requested information here or proceed to the application and make the necessary updates.' Below this is an 'Added Comments' section with a 'Hide Conversation History' toggle. The section shows 'No Comment(s) Found'. At the bottom, there is an 'Add New Comment' box with the text 'Please explain what information you need' and an 'Attach File' button. A 'Send Message' button is also visible.

This ends the Child Care Subsidy Family Portal User Guide

# Thank You



November 2023