



CDE Management Bulletin 21-03: Revised Guidance on 12-Month Eligibility

This Management Bulletin (MB) rescinds and replaces MB 17-14, MB 06-14, and MB 15-05.

Updated 12-Month Eligibility Guidance:

- Once a family establishes eligibility and need at initial certification or recertification, a family shall be considered to meet all eligibility and need requirements for not less than 12 months.
- New guidelines make the following four changes to 12-month eligibility:
 - Families certified for services on the basis of seeking employment shall receive those services for not less than 12 months.
 - All families must be recertified by the contractor no later than 50 calendar days following the last day of the 12-month certification period.
 - Families may voluntarily report changes in order to reduce family fees, increase service schedule, or extend the period of eligibility before recertification.
 - During the 12-month eligibility period, families are no longer required to report changes in:
 - Income (except when families are certified as income eligible and their adjusted monthly income exceeds 85 percent of State Median Income (SMI), adjusted for family size);
 - Service need;
 - Or other changes.
 - Families must report within 30 days if income exceeds 85 percent of SMI (See MB 20-12).
 - Families may be disenrolled if they have been found to have abandoned care.

Disenrolling a Family Due to Abandonment of Care:

- If a family has not been in contact with the provider for seven calendar days and has not notified the provider of the reason for not using services, the provider shall notify the contractor.
- The contractor must try to contact the family through a variety of communication methods, of which one must be in writing.
- The contractor may issue a notice disenrolling the family if there has been no successful contact with the family for 30 calendar days.

For more information, consult [MB 21-03](#). If you have any questions regarding this information, please contact your assigned [Program Quality Implementation Office Regional Consultant](#).