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**Purpose:**
Apply policies and follow procedures to accurately determine program eligibility, create authorizations, and provide quality ongoing case processing.

**Audience:**
Wisconsin Shares Child Care workers in local agencies.

**Objectives:** By the end of training, Wisconsin Shares workers will be able to:
- Apply non-financial and financial criteria to determine Wisconsin Shares eligibility.
- Enter eligibility information and process Wisconsin Shares eligibility in CWW.
- Create and edit Wisconsin Shares authorizations in CSAW according to policy.
- Identify components of each copayment period. Determine when changes affect eligibility and the authorization based on the copayment period.
- Recognize policies and procedures for processing changes to a case.
- Recognize common program integrity issues and report suspicious activity.

**Wisconsin Shares Contact Information**
See the Resources and Contact Information section for a full list of contacts.

Outside of Milwaukee County, questions regarding Wisconsin Shares policy should be directed to your Regional BRO Child Care Coordinator through BROCCPolicyHelpDesk@wisconsin.gov.

Wisconsin Shares Web Applications, such as CSAW, or CWW eligibility issues specific to Wisconsin Shares should be directed to the Wisconsin Shares Child Care Subsidy and Technical Assistance Line:
ChildCare@wisconsin.gov or (608) 422-7200.

For technical assistance related to Program Integrity, complete the online form:
https://dcf.wisconsin.gov/progintegrity/bpi-technical-assistance-form
Send the form or a message to the BPI Technical Assistance Mailbox:
DCFBPITArequest@wisconsin.gov.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) at 711.

For civil rights questions, call: (608) 422-6889 or use the Wisconsin Relay Service (WRS) at 711.
Disclaimer

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Part 1: Wisconsin Shares Overview

Objectives:
- Identify the purpose of the Wisconsin Shares Child Care Subsidy program
- Recognize the Department that administers Wisconsin Shares
- Navigate and locate Wisconsin Shares resources online

What is Wisconsin Shares Child Care Subsidy?
Wisconsin Shares Child Care Policy and Process Handbook 1.1.1

The purpose of the Wisconsin Shares Child Care Subsidy Program is to assist low-income families with a portion of the cost of quality child care while they are involved in approved activities that lead to work and self-sufficiency.

Wisconsin Shares supports families on their path to financial stability and works to improve the learning outcomes and development of participating children. The program supports continuity of care for the child by extending eligibility through a parent’s temporary fluctuations in income or activity within an eligibility period.

Our Mission: The Mission of DCF is to improve the economic and social well-being of Wisconsin’s children, youth, and families. The Department is committed to protecting children and youth, strengthening families, and supporting communities.

Program implementation includes, but is not limited to:
- Determining eligibility
- Gathering verification
- Writing accurate authorizations
- Completing ongoing case management
- Monitoring cases and providers for program integrity

Building an accurate case in CARES Worker Web (CWW) and correctly determining eligibility requires workers to understand policy. If eligibility information is not accurate, it will lead to inaccurate subsidy amounts.
Who Administers the Wisconsin Shares Child Care Subsidy Program?

The Wisconsin Department of Children and Families (DCF), administers the Wisconsin Shares Child Care Subsidy Program. The mission of DCF is to improve the economic and social well-being of Wisconsin’s children, youth and families. This is accomplished through a multitude of programs, including the Wisconsin Shares program, the Wisconsin Works (W-2) program, Emergency Assistance, Foster Care, Adoption Assistance, Child Support, etc.

Within DCF, the Division of Early Care and Education (DECE) houses bureaus related to Wisconsin Shares:

- **Bureau of Early Learning and Policy (BELP):** Develops Wisconsin Shares policy and manages the Child Care Subsidy and Technical Assistance Line.
- **Bureau of Operations and Planning (BOP):** Provides support to other bureaus in the division. For Wisconsin Shares, BOP provides quality assurance, systems, contracts, training, and data support.
- **Bureau of Program Integrity (BPI):** Supports local agencies in preventing, identifying, and reducing fraudulent practices and recouping overpayments.
- **Bureau of Early Care Regulation (BECR):** Provides child care licensing through regional offices. Certification is provided through local agency offices.
- **Milwaukee Early Care and Administration (MECA):** Provides certification, authorization, and program integrity support to the Wisconsin Shares Subsidy Program in Milwaukee. Wisconsin Shares eligibility is determined by Milwaukee Enrollment Services (MilES), which is administered by the Department of Health Services (DHS).
The Division of Management Services also has a bureau that supports Wisconsin Shares:

- **Bureau of Regional Operations (BRO):** Provides on-site technical assistance and implementation support to the local agencies.

DCF contracts with 71 counties and 9 tribes for the implementation of the Wisconsin Shares program. In Milwaukee, DCF implements the Wisconsin Shares program directly through Milwaukee Early Care and Administration (MECA). DCF also contracts with a non-profit organization for migrant child care.

Many parents receiving Wisconsin Shares also receive other benefits, such as BadgerCare, FoodShare, Women, Infants and Children (WIC), and Medicaid. The administration of these programs is overseen by The Wisconsin Department of Health Services (DHS).
The Wisconsin Shares Cycle

There are several steps in the Wisconsin Shares Child Care Cycle, from the time a parent applies for services to the time the annual eligibility renewal takes place.
Systems Process

Several data systems work together to make the Wisconsin Shares program operate. Each data system has a role in the Wisconsin Shares Child Care Cycle. All systems can be accessed through the Systems Gateway page.

CC Home: A link to the Wisconsin Shares website.

Benefit Recovery Investigation Tracking System (BRITS): If subsidy funds need to be recovered from a parent, a referral is entered in BRITS for an investigation. A fraud investigator or program integrity specialist reviews referrals to determine appropriate next steps. If the investigation results in an overpayment, an overpayment is calculated and a claim is entered on the Benefit Recovery Claim (BVCL) screen in the Benefit Recovery (BV) system (a subsystem of CARES.) An overpayment notice is generated and a recoupment plan is created.
**Child Care Provider Portal:** Wisconsin Shares providers can view authorization information. Providers can also report changes to the agency, including price updates, facility closures due to vacation, or report a child is no longer attending.

**CARES Worker Web (CWW):** Used to determine eligibility and complete case management for Wisconsin Shares and other programs.

**Child Care Statewide Administration on the Web (CSAW):** Create authorizations for Wisconsin Shares, display information on child care providers, and manage subsidy payments. The Post Load Benefit Correction (PLBC) module is also housed in CSAW; PLBC calculates payment adjustments to the subsidy amount.

**Electronic Case File (ECF):** Stores documents that are scanned or uploaded into an electronic case file.

**The Learning Center (PTT):** Use the DCF link to access Wisconsin Shares trainings.

**MyWIChildCare Parents:** This is a link to the parent portal. Parents can view authorization information in real time and request changes.

**Wisconsin Child Care Regulatory System (WISCCRS):** Statewide database of child care providers used by licensing and certification staff.

**YoungStar (YS):** Statewide database of regulated child care providers used to track all YoungStar related services received by programs, including participation in YoungStar, completion of consultation visits, micro-grant awards, rating outcomes, and service history.

**Introduction to Resources**

Throughout the training, we will refer to several resources available to Wisconsin Shares workers. Here is a brief introduction to some of the most important resources used in both training and your daily work:

- **Wisconsin Systems Gateway Page:** This website provides access to all Wisconsin Shares related systems and offers a link to the Wisconsin Shares homepage.

- **The Wisconsin Shares Homepage:** Accessible through the Systems Gateway page, the Wisconsin Shares Homepage houses a wealth of important resources.
  - Eligibility Guidelines for Wisconsin Shares
  - Maximum Rates
Using the Agency Worker Tab, workers can access:
- The Wisconsin Shares Child Care Policy and Process Handbook Please
demonstrate opening and accessing information in RoboHelp; keyword search,
table of contents, etc.
- Operations Memos
- Forms and Publications Repository
- User Guides

Activity: Locate Online Resources
Using Online Resources, answer the following questions.

1. Using the Wisconsin Shares Eligibility page, what is the initial eligibility monthly income limit for a family of 4?

2. What was the Operations Memo 17-54 about?

3. What is the form number for the Wisconsin Shares Special Needs Inclusion Rate Request Form?

4. You are struggling with some of the authorization screens in CSAW. Which user guide can you use to help resolve your issue?

5. In the Wisconsin Shares Child Care Policy and Process Handbook, what section refers to acceptable forms of verification for financial eligibility?

6. A provider contacted the agency and is struggling to use the Child Care Provider Portal. Describe to the provider where they can access training on the DCF webpage to help them learn to use the portal.
Confidentiality
Wisconsin Shares Child Care Policy and Process Handbook 1.1.4

All case information is confidential. No person may use or disclose information concerning applicants or participating Wisconsin Shares parents. Workers must not share any case information that is not directly necessary for the administration of the program. This includes providing information to other organizations or programs; all case information is confidential and cannot be shared.

In certain circumstances, child care providers may request case or authorization information from workers in an attempt to assist a parent, but the worker must not share any case information with the provider. A provider will receive a notice when an authorization is created.

- If a provider contacts you on behalf of the parent, inform the provider that the parent needs to contact you directly and that you are not allowed to release case information to the provider.
- Encourage providers to use the Child Care Provider Portal to view current information on authorizations and payments. The portal includes all information the provider is eligible to receive regarding the authorization.

Eye on Integrity: If a provider seems suspicious or persistent about requesting confidential case or authorization information, workers may report their concern to their supervisor, who may report the issue through the BPI Fraud Mailbox. See Resources and Contact Information.

Regionalization through Consortia
Wisconsin Shares Child Care Policy and Process Handbook 1.2.1

Most parents in the Wisconsin Shares program complete initial eligibility and receive ongoing case processing services through their county of residence. For some parents, eligibility and case processing are handled by a consortium. A consortium is a group of county agencies that work together to provide ongoing case processing to all parents within their selected counties. A consortium allows Wisconsin Shares workers to provide ongoing services to parents outside of their county, so long as they are in the same consortium.

Please refer to your local agency for which eligibility and ongoing case processes must be completed within the county of residence, and which can be completed within the consortium.

Note: The counties grouped together for IM Consortia and Child Care Consortia are different. An IM Consortium is a group of agencies working together to serve economic support programs. A Child Care consortium is a group of agencies approved by DCF to operate as one entity to administer Wisconsin Shares funds and processes cases.
Part 2: Eligibility

Objectives:

- Identify requirements of the Wisconsin Shares application or renewal
- Determine the RFA date
- Recognize required non-financial criteria and acceptable verification items
- Recognize required financial criteria that must be met to calculate the Child Care budget
- Distinguish eligibility exceptions that apply to families with placement children
- Determine when it is appropriate to create a Front-End Verification referral
- Identify how eligibility and the authorization are affected at renewal

Determining Eligibility

In order to determine eligibility for Wisconsin Shares, the worker must:

- Establish the Request for Assistance date (RFA)
- Process the application or renewal
- Conduct an interactive interview
- Identify household members and household relationships
- Review financial and non-financial eligibility requirements
- Generate a Case Summary and Good Cause Notice and provide both to the applicant
- Gather and evaluate verification to support eligibility requirements

Eligibility is not only determined at the time of application, but on an ongoing basis as well. Workers provide ongoing case processing and re-determine eligibility when there is a change in the case and at renewal.

RFA & Application

Wisconsin Shares Child Care Policy and Process Handbook 1.2.2; 1.2.4; 1.2.6; 1.5.6; 1.5.7

The RFA date establishes when the Wisconsin Shares subsidy can begin if the applicant is found eligible. The RFA date is established when a parent applies for Wisconsin Shares. A parent’s initial eligibility determination must occur in their county of residence or consortium.

Parents can apply for Wisconsin Shares:

- In-person
- Over the phone
- Online via ACCESS
The first step in the application process is completing the Application Registration in CWW. A paper request for assistance can also be used. Use Wisconsin Shares Child Care Registration Form (DCF-F-2835). See the DCF Forms Repository in Online Resources.

**Note:** Cases with children placed with a foster parent, subsidized guardian, interim caretaker, relative with court-ordered placement receiving the Kinship Care payment, or legally placed with an out-of-home care provider under Wisconsin Tribal Law similar to Wisconsin Statute may use an alternate method of establishing the RFA. These parents may sign the Wisconsin Shares Child Care Registration Form (DCF-F-2835) and the Child Welfare agency will keep the form on file. When the foster care license is issued or the Kinship Care payment is approved, the agency will fax or deliver the signed form to the local Child Care agency. **The date the form is received by the Child Care agency is used as the RFA date.**

Wisconsin Shares Child Care Policy and Process Handbook 1.7.4

No matter how the parent applies for Wisconsin Shares, the following requirements must be fulfilled:

- A signature must be collected. The date the agency receives the signed application request is the RFA date. If the parent declines to sign the application, the date of their interactive interview becomes the RFA date. Eligibility does not begin until a signature is collected. Any of the following fulfill the signature requirement:
  - CWW Application Registration (written or telephonic)
  - A Signed Case Summary (written signature collected at the end of the interview)
  - Electronic signature (collected through ACCESS application)
- An interactive interview must be completed to determine eligibility. Parents who complete their application over the phone or in-person may continue to the interactive interview. If the interview is scheduled for a future date, it must be scheduled to occur within five business days from the RFA date.
- The parent must be provided with their Case Summary and a Good Cause Notice (DCF-F-DWSP2018) upon completion of the interactive interview. The worker must manually generate the Case Summary and Good Cause Notice and provide copies to the parent, through mail or in-person. The worker is not required to provide the Good Cause Notice to parents who are only caring for placement children.

Applicants have seven business days from the initial interview to submit verification. The worker can extend the verification due date up to 30 calendar days from the RFA date if the applicant requests an extension. Workers must not automatically extend the verification due date without a request from the applicant. If the applicant tells the worker they are having trouble getting the verification, the worker must assist the applicant in obtaining it. If verification is required, and the parent is able to produce verification, but refuses or fails to do so, eligibility must be denied.

Once all verification is received, workers must determine eligibility without delay. If all eligibility criteria are met, Wisconsin Shares eligibility begins the first of the RFA month. However, the
earliest an authorization can begin is the RFA date. If a parent delays more than 30 calendar days from their RFA date or renewal date to provide authorization assessment information, the earliest their authorization can begin is the first of the month in which all information is provided.

Use the calendar to help you understand the eligibility timeline:

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<td>24</td>
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<td>27</td>
</tr>
</tbody>
</table>

*Note:* If an initial application is denied for lack of verification after the seven business days expire, but is received within 30 calendar days of the RFA date, the verification can be processed and the case can be opened without the applicant having to re-apply.

**Adding Child Care to an Existing Case**

*Wisconsin Shares Child Care Policy and Process Handbook 1.2.3*

If a case is open in CWW for another program, (FoodShare, Medical Assistance, etc.), Wisconsin Shares can be added at any time by completing the eligibility steps outlined in this training and fulfilling all application requirements (signature, interactive interview, Case Summary).

Selecting Program Add in CWW initiates the driver flow.
Determining the Assistance Group
Wisconsin Shares Child Care Policy and Process Handbook 1.3.1

An Assistance Group (AG) consists of all of the people within a household who belong in the same Wisconsin Shares case. The applicant is always the primary person. The primary person should never be changed.

Everyone in the household is entered into CWW. CWW will determine who is in the AG based on entries on the Household Relationships page; it is critical that entries on this page are accurate.

For our purposes, a parent is considered to be any of the following:
- A biological parent
- A custodial parent or legal custodian
- A person acting in place of the parent (non-related adult)
- A foster parent
- A kinship relative (with or without a court order)
- A guardian or subsidized guardian
- An interim caretaker

If the biological or adoptive parent is in the home, they must be the applicant, even if a relative has guardianship and lives in the same household. If a relative has guardianship of both the child and the child’s biological parent, the relative may be the applicant.

For the purposes of our training, when we use the word child, we are referring to all eligible children in the AG.

All of the following individuals in the household are included the assistance group:
- An individual who is a parent, caring for a child
- The parent’s dependent children and any of their children
  - An 18 year-old dependent child must be included if they meet all requirements:
    - Reside in the home
    - Are attending high school or its equivalent
    - Are expected to graduate by their 19th birthday. The agency must collect documentation from the high school that verifies graduation requirements and demonstrates the child will graduate by their 19th birthday.
    - If the 18 year-old dependent is also a parent themselves, they must be included in their parent’s case until they no longer meet dependent criteria (they graduate high school, turn 19 years-old, or move out of the household). An 18 year-old dependent parent cannot apply for their own Wisconsin Shares case; they cannot be the primary person.
  - Applicant’s spouse or any non-marital co-parent.
• Any dependent children of the spouse or non-marital co-parent
• If a parent has guardianship of another adult and their minor child, the AG includes all members of this group.

Parents are always included in the AG. Other adults or relatives are not included in the AG unless they fulfill one of the roles listed above.

There may be times when a parent is temporarily out of the home. If a parent is in the AG, they must be in an approved activity. If a parent is absent from the AG, a referral must be made to Child Support to ensure children on the case are supported by both of their biological or adoptive parents. If a parent is incarcerated for 30 calendar days or less, they can remain in the AG. If the parent is incarcerated more than 30 calendar days, they are removed from the AG and a Child Support referral must be made.

**Minor Parent Applicant**
Wisconsin Shares Child Care Policy and Process Handbook 1.3.2

The applicant can be younger than 18 years of age, if either of the two circumstances below applies:

• The minor parent is living in a group home licensed by the State of Wisconsin or an approved and supervised independent living situation, and is enrolled and participating in high school or an equivalent program approved by the Wisconsin Department or Public Instruction
• The minor parent is married

A supervised independent living arrangement must be one that is approved by a licensed or public welfare agency, social service or state corrections agency and supervised by an adult (the supervised independent living arrangement must be documented in CWW case comments).

The AG includes any non-marital co-parent of the dependent child and any minor children of the non-marital co-parent living in the home.
Correctly Coding Parents in the AG
CWW Process Help: Household Relationships
Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Acknowledged Father

All members of the household should be entered into CWW. It is very important to code parents correctly so CWW can correctly determine if the parent is in the AG.

<table>
<thead>
<tr>
<th>Code</th>
<th>In AG?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTR – legal father</td>
<td>Yes</td>
<td>Paternity is established through marriage, at time of birth, or through adjudication</td>
</tr>
<tr>
<td>AFR – acknowledged father</td>
<td>Yes</td>
<td>A statement has been signed and filed with the state registrar acknowledging paternity under Wisconsin Statute.</td>
</tr>
<tr>
<td>CFR – claimed father</td>
<td>No</td>
<td>Informal – not legally established, father not listed on birth certificate. Father simply states he’s the father.</td>
</tr>
</tbody>
</table>

Activity: Determine the Assistance Group
Always enter everyone in the household into CWW. CWW will correctly determine the Assistance Group (AG) based on household relationships. Even though CWW makes the determination of who is in the AG, it is necessary to understand the logic behind who is in the AG and who is not. In complicated situations, it is easy to enter a relationship incorrectly. Workers should check that the AG makes sense for the relationships in the household. Draw a sociogram for the following household relationships to demonstrate how CWW will determine the AG.
### Example

Ann applies for Wisconsin Shares. Ann has three children, Cory, Les and Sam. Ann is married to Roy, but he is not the father of her three children. Roy has two children, Mike and Dave. Assuming all five children are minors, who is in the assistance group?

<table>
<thead>
<tr>
<th>AG = 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ann</td>
</tr>
<tr>
<td>Roy</td>
</tr>
<tr>
<td>Cory</td>
</tr>
<tr>
<td>Les</td>
</tr>
<tr>
<td>Sam</td>
</tr>
<tr>
<td>Mike</td>
</tr>
<tr>
<td>Dave</td>
</tr>
</tbody>
</table>

1. Carla and Joe live together, but are not married. Carla is requesting Wisconsin Shares for her twin boys, Dane and Tanner. Joe has a three-year-old daughter, Megan. Carla and Joe have no children in common. Who is in the AG?

2. Tina, age 17, applied for Wisconsin Shares. She is living unsupervised and independently with her three-month-old baby and attending high school. Who is in the AG?

3. Deb is requesting Wisconsin Shares for her grandchildren, Marley and Dana. Deb has court-orderedplacement because the mother is in jail. Deb also has 16 and 17-year-old daughters who live with her and are in high school. Who is in the AG?

4. Sarah is requesting Wisconsin Shares. Her household currently consists of her eight-year-old son and her pregnant 16-year-old daughter. Dan is Sarah’s boyfriend, and also lives in the home. He is not the father of either child. Who is in the AG?

5. Nancy is pregnant and has three children - McKenna (age 7), Isabelle (age 5) and Emma (age 2). Her ex-husband, father of McKenna, is residing with her. The ex-husband plans to be gone by the time Nancy’s fourth baby is born. He is not the father of the unborn baby. Who is in the AG?
Eye on Integrity: Potential AG Errors
Wisconsin Shares Child Care Policy and Process Handbook 4.2.1.2.3

Workers **must** analyze cases for potential program violations and errors. The Bureau of Program Integrity (BPI) and local agencies identify the characteristics of cases that result in errors. This list of characteristics is called the Error-Prone Profile (EPP). The following are the error-prone indicators for Household Composition. If a worker identifies **any** of these issues for a case, they should ask the parent clarifying questions and request additional verification if appropriate. If two or more issues are identified, or if additional verification is still questionable, create a Front-End Verification (FEV) Referral in the Benefit Recovery Investigation Tracking System (BRITS). Workers are not required to collect enough evidence to “prove” that fraud exists before creating a referral. Instead, workers should report any items that are suspicious.

- Unusual or questionable household composition
- Collateral contact contradicts the household size
- Large increases/decreases in the AG or frequently fluctuating household size
- An adult is listed on the application, but then later reports having moved
- The landlord is the absent parent, family, friend, or ex-spouse of the parent
- The landlord’s address is the same as the parent, but they are not in the household
- Parent reports someone else pays the rent, but that person is not in the household
- An Intentional Program Violation (IPV) has been previously issued to the parent for misrepresentation for household composition.

**Example:** A Wisconsin Shares AG consists of Brooke and her two children: Travis and Olivia. Darrel is Brooke’s boyfriend who lives in the home, but has not been entered in the Household Relationships page in CWW. Darrel calls requesting an increase in authorization hours for his daughter, Olivia, and provides the case number. The worker notices that Darrel is not on the case, and suspects there may be an error on the AG. The worker **must** follow confidentiality rules and does not provide any case information to Darrel, but asks him to confirm his address as a way of determining if he is in the household. Darrel’s address matches; he’s in the household. The worker explains that they will need further verification to process this change and ends the call with Darrel. The worker adds Darrel to the household and pends for verification. The worker also creates a FEV referral to determine if fraud exists on the case and if an overpayment was made.
Non-Financial Eligibility
Wisconsin Shares Child Care Policy and Process Handbook 1.3

Child Requirements
Wisconsin Shares Child Care Policy and Process Handbook 1.3.3; 1.3.5; 1.3.6; 2.4.7.1

- **Be under age 13 or under age 19 if the child has verified special needs.**
  - At application, a child **must** meet the age requirement to be found eligible. If a child turns 13 years-old during their eligibility period, eligibility and the authorization continue until the renewal date. If a parent decides to complete a Wisconsin Shares renewal early, and their child is 13 years-old, eligibility and the authorization for the 13 year-old child will end according to adverse action.
  - Wisconsin Shares defines special needs as being physically or mentally incapable of caring for oneself, or requiring more than the usual amount of care and supervision for the child’s age, as documented by a physician, psychologist, special educator or other qualified licensed professional.
  - Providers may be eligible for a higher subsidy amount to assist with caring for a child with special needs. The copay is deducted from the higher rate. Higher subsidy amounts are determined on a case by case basis, under the following requirements:
    - The child’s special need **must** be verified by a physician, special educator, or other licensed professional.
    - The parent and provider **must** complete the Special Needs Inclusion Rate Request Form (DCF-F-2976), providing rationale for the higher rate. The parent is responsible for submitting this form to the agency. The form is scanned to ECF and is valid for one year. Parents **must** provide a new form each year, providing an update on the status of the child’s need and the provider’s rate. If the form expires during the eligibility period, the inclusion rate remains until the next renewal. A new form **must** be completed if the parent changes providers and the new provider requests an inclusion rate, regardless of the form expiration date.
    - Workers **must** case comment regarding the higher rate and justification.

- **Be a U.S. citizen or a qualified immigrant.** Note this is a requirement for children on the case for whom the parent is seeking the Wisconsin Shares benefit. The applicant is not required to be a citizen or qualified immigrant.
  - Children **must** have a Social Security Number (SSN) or an application filed for a SSN to be eligible for Wisconsin Shares. If a parent provides verification of a SSN Application (through a letter from the SSA or confirmation from a hospital for a newborn) at initial eligibility, the SSN **must** be provided no later than 90 days from the child’s date of birth.
  - If the parent does not provide their child’s SSN timely, the worker updates CWW to reflect the SSN has not been received and ends eligibility for the child for lack of verification. If running eligibility after adverse action, run eligibility with dates.
Applicant Requirements
Wisconsin Shares Child Care Policy and Process Handbook 1.3.2; 1.3.4; 1.3.7 1.3.8; 4.2.1.2.2
Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Parent

- **Be a parent of a minor child.** (See Determining the AG for the Wisconsin Shares definition of a parent.)

- **Be at least 18 years of age,** unless they meet one of the conditions of Minor Parent Applicant. (See Determining the Assistance Group.)

- **Be a Wisconsin resident and intend to remain in Wisconsin.**
  - The applicant **must** provide proof of address to verify their residence is in Wisconsin and must state their intent to remain in Wisconsin. Homeless persons and migrant farm workers are **not** required to provide verification, but must certify they reside in Wisconsin and intend to continue to reside in Wisconsin. Agencies **must not** require a Safe at Home participant to provide their actual address. Instead, the parent’s Safe at Home forwarding address should be entered into CWW. Proof of participation in the Safe at Home program serves as proof of address and residency.

  **Eye on Integrity:** Be aware of the following error-prone indicators for residency. If a case reflects **any** of the situations described below, request additional verification. If additional verification remains questionable, create a Front-End Verification (FEV) referral in the Benefit Recovery Investigation Tracking System (BRITS).
  - Contradictory verification or documentation
  - Highly mobile families who rarely stay in one location more than two or three months (excluding homeless or migrant farmers)
  - Handwritten documents submitted as verification of residency or address that appear to be questionable, including lease agreements.

- **Cooperate with Child Support for all biological or adopted children.**
  Parents in the AG **must** cooperate with the Child Support Agency (CSA) for all of their minor biological or adopted children over the age of 60 days unless good cause has been granted. Upon completion of the interview, workers **must** manually generate and provide the parent with the Good Cause Notice (DCF-F-DWSP2018), explaining the cooperation requirement and their right to claim good cause when they apply for Wisconsin Shares. The Good Cause Notice must be provided at initial application, annual renewal, when a parent is removed from the AG, when a child is added to the AG, or any time a parent discloses information which may meet good cause criteria.
  - Child Support cooperation is determined by the CSA.
  - Refer to the CSA: families with an absent parent, unmarried pregnant women (including minors), non-marital co-parent cases in which paternity is not established.
  - If the father is in the home with children for whom paternity has been established, do **not** refer to the CSA.
• Relatives and non-relative adults are not required to cooperate with Child Support for a child that is not their biological or adopted child. A Child Support referral is not made for these children, and a Good Cause Notice does not need to be provided if there are only placement children in the AG.

• When a parent is not cooperating with the CSA, the worker receives a notice of non-cooperation. The worker must send out the Notice of Action Needed (verification checklist), which includes a copy of the Good Cause Claim (DCF-F-DWSP2019), to the parent within seven calendar days of receiving the non-cooperation notice. The parent has seven business days from the Notice of Action Needed issuance date to either cooperate or file a Good Cause Claim.
  ▪ If the parent is still not cooperating and has not filed a claim, the worker must end eligibility on the eighth business day and a non-cooperation instance is tracked. If three instances are tracked, the AG is not eligible for Wisconsin Shares for a period of six months and until cooperation is established.
  ▪ If the parent files a claim, supporting evidence must be received by the agency within 20 calendar days from the date the claim was signed. The local agency determines if Good Cause exists and informs the CSA.

• Be in an Approved Activity. Each parent in the assistance group must be in an approved activity. There are a few exceptions to the approved activity requirement, which we will explore later.

Approved Activities for Child Care
Wisconsin Shares Child Care Policy and Process Handbook 1.3.8

All parents in the AG must be participating in an approved activity to be eligible for Wisconsin Shares. If a parent is not participating, one of the exceptions to approved activities must apply for the case to maintain eligibility. There are three types of approved activities: Employment, Education, and Participation in Programs:

Employment
Wisconsin Shares Child Care Policy and Process Handbook 1.3.8.3

• Employment must be verified through at least one of the following methods:
  o Dated paystubs for the previous 30 calendar days that state the parent’s and employer’s name, rate of pay, and hours worked.
  o A complete Employment Verification Form Earnings (EVF-E), signed by the employer
    ▪ Eye on Integrity: If a parent always submits EVF-E instead of paystubs, consider creating a FEV referral; this is considered error-prone.
- A letter from the employer, stating the parent’s name, rate of pay, hours of work, bearing the employer’s name, signature, and contact information
- Equifax verification through the Federal Data Services Hub (FDSH), so long as the report reflects income within the past 30 calendar days
- Verification through the Work Number
- As a last resort, collateral contact with the employer can fulfill the verification requirement if the parent is struggling to provide verification. The worker must document in CWW case comments: date, time, full name of employer, contact information, and employment details.

- When all of the below conditions are met, a parent may temporarily self-declare their new employment/income:
  - Verification of new employment
  - The employer uses The Work Number/Equifax to verify employment
  - Employment/income cannot yet be confirmed through The Work Number/Equifax
  - The employer has refused to complete the EVF-E, send a complete letter, or provide collateral contact
  - The parent has not yet received paystubs
  - Employment/income cannot be confirmed through any data exchange
  - The worker must provide detailed CWW case comments regarding all attempts to assist the parent in obtaining verification and the parent’s self-declaration of employment and income.

The parent’s self-declaration serves as temporary verification. The worker accepts the self-declared information and runs eligibility. If eligibility is open, they return to the case and pend for the employment information. When eligibility is confirmed open, then re-pended, an authorization can be created for the case.

No matter how a parent verifies employment/income, the worker is always required to provide the applicant with a Case Summary upon completion of the interactive interview. A signature must be collected before eligibility can be confirmed.

If the parent is self-declaring their employment information during ongoing eligibility, a new authorization can be created even though the case is pending eligibility. If the parent is self-declaring their employment information at initial eligibility, the worker takes additional steps in CWW to accurately process the case and determine eligibility before the authorization can be created. This process is detailed in the CWW section.

- If the parent’s employer is a child care provider or a business owned by a child care provider, the following additional requirements must be verified for the employer:
  - Wisconsin Shares Child Care Policy and Process Handbook 1.3.8.3.1
    - Employer must comply with Wisconsin’s minimum wage laws.
• Self-Employment  Wisconsin Shares Child Care Policy and Process Handbook 1.3.8.3.2; 1.5.11
  o If the validity of self-employment is questionable, seven out of ten conditions must be met.
  o Verify income with tax returns. Self-employed parents must provide both their personal and business tax documents, including all schedules and attachments, for the most recent tax year. If a self-employment business has not filed taxes yet because the business is new and was not in operation in the previous tax season, the parent must provide a Self-Employment Income Report (DHS-F-00107)(SEIRF) for each month of the current tax year that the business has been in operation, up to the month of application. See the Financial Eligibility section for further self-employment requirements.

• Apprenticeships
  Wisconsin Shares Child Care Policy and Process Handbook 1.5.11
  Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Apprenticeship
  o An apprenticeship contract signed by the Wisconsin Department of Workforce Development (DWD), the applicant, and the employer is required.

• Employer-Sponsored Training

• Sheltered Employment

• Transitional Jobs (TJ) or Transform Milwaukee Jobs (TMJ) (Child Care Activity Status: TRNJ)
  TJ/TMJ provide subsidized job opportunities for parents in select high unemployment and child poverty areas of Wisconsin. Workers can authorize care for activities on the TJ/TMJ Employability Plan (EP).

• Case Management Follow-up (CMF, CMF+): (Child Care Activity Status: EMPL)
  W-2 participants with a CMF or CMF+ placement are considered employed for Wisconsin Shares.

• Trial Employment Match Program (TEMP): (Child Care Activity Status: TRNJ)
  TEMP is a W-2 employment position.

• Work Study: A parent who is enrolled in school and is participating in a work study program as a component of their financial aid package.
- **Participation in an AmeriCorps employment program**: Counts as employment if the stipend is at least Wisconsin minimum wage.

**Education**
Wisconsin Shares Child Care Policy and Process Handbook 1.3.8

Refer to the education requirements and education chart that follows.

- **Justification of Education Activity**: To be considered an approved activity, the worker **must** determine that the education activity will assist the parent in gaining or maintaining employment. Workers **must** document their justification in case comments. Justification is not required for teen parents attending high school as their approved activity.

- **Verification of Enrollment**: Proof of school enrollment **must** be provided for all education activities.

- **Verification of School Schedule**: The worker **must** verify the schedule of all classes that have set class times.

- **Work Requirement**: Most education activities require the parent to be working a minimum of 20 hours per month for the education hours to be included in the Wisconsin Shares authorization. This is referred to as the work requirement. A work study may fulfill the work requirement so long as the work study is a component of the parent’s financial aid and all employment and education policy criteria are met, including working at least 20 hours per month, and time remaining on the 24-month clock.

- **24-Month Limit**: Most education activities are capped at 24 months per lifetime. This means the parent can only use Wisconsin Shares authorization hours to cover the education activity for a total of 24 months. Education months are tracked in CSAW.

- **Study Time**: Study time can only be covered by an authorization if either of the below criteria are met:
  - Study time is included in a W-2 Employability Plan (EP) or a Tribal TANF Individual Self-Sufficiency Plan (ISP).
  - If the parent has a verified disability, time spent with a tutor can be included in the authorization.
<table>
<thead>
<tr>
<th>Education Activity</th>
<th>Work Requirement?</th>
<th>24-Month Limit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School for Teen Parents*</td>
<td>No, if the parent is under age 20.</td>
<td>No, if the parent is under age 20.</td>
</tr>
<tr>
<td>GED/HSED or High School Equivalent</td>
<td>Yes, if the parent is age 20 or older.</td>
<td>Yes, if the parent age 20 or older.</td>
</tr>
<tr>
<td>ESL or Literacy</td>
<td>Yes, regardless of age</td>
<td>Yes, regardless of age</td>
</tr>
<tr>
<td>Technical College or Courses Leading to Employment**</td>
<td>Yes, regardless of age</td>
<td>Yes, regardless of age</td>
</tr>
</tbody>
</table>

*Recall the requirements for minor parent applicants and incorporating dependent 18-year-old parents in the AG. (See Determining the AG and Minor Parent Applicant.)*

**Unpaid student teaching and unpaid internships require additional unsubsidized employment of at least 20 hours per month.

- **Online Education:** Wisconsin Share Child Care Policy and Procedure Handbook 1.3.8.9  
Parents can attend high school, basic education, technical college, or courses leading to employment online. Follow the criteria above regarding the education type, and verify the following:  
  o Education is provided from an accredited institution  
  o Completed coursework provides credit hours towards a high school or post-secondary purpose  
  o Enrollment verification **must** be provided  
  o Authorizations for self-paced courses are limited to one hour per week per credit hour, plus reasonable travel time, if needed.  
  o Parents **must** verify log-on times. If log-on times are not designated, the parent may self-declare their log-on schedule. Parents **must** inform workers if there is a change in course schedule or course load.

**Participation in Programs**  
Wisconsin Shares Child Care Policy and Process Handbook 1.3.8

- **FoodShare Employment & Training Program (FSET)** (Child Care Activity Status: FSJS or FSWE)  
  o Participation in job search and work experience is eligible for Wisconsin Shares. Activities **must** be identified on the FSET Employment Plan (EP) to be eligible.

- **Wisconsin Works (W-2) or Tribal TANF** (Child Care Activity Status: WWEM)  
  o All activities included on the Employability Plan (EP) and Individual Self-Sufficiency Case Plan (ISP) are eligible for Wisconsin Shares.  
    ▪ Education activities on an EP or ISP do **not** count on the 24-month education clock.  
    ▪ Study time **can** be included in an authorization **if** on the EP or ISP.
• **Learnfare** (Child Care Activity Status: Parent’s: WWEM; Teen parent’s: TPHS)

  Learnfare, as an approved activity for Wisconsin Shares, provides child care for teen parents enrolled in high school whose custodial parent is participating in W-2.

**Exceptions to the Approved Activity Requirement**

There are three circumstances in which a parent may be excused from the approved activity requirement:

- The parent has a limitation
- The parent has a temporary break in approved activity
- The parent is eligible for the approved activity search period

In this section, we will explore the parents with limitations policy. Further details regarding the temporary absence from employment and the approved activity search period are covered in the Ongoing Case Processing section.

**Parents with Limitations**

Wisconsin Shares Child Care Policy and Process Handbook 1.3.9.1

In a two-parent or three-generation household, one parent can be excused from approved activities if the parent is **both** unable care for a child and unable to participate in an approved activity. Verification **must** explicitly state the parent is both unable to care for the child and is unable to participate in approved activities and **must** be provided by a physician, psychiatrist or psychologist. This policy allows a parent to receive Wisconsin Shares for their approved activities when the second parent is unable to work and care for children.

**Temporary Break in Approved Activity**

Wisconsin Shares Child Care Policy and Process Handbook 1.3.9.3
Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Temporary Break

**Temporary break**: A parent’s break in approved activity that is expected to last a calendar month or more, but less than three months. The parent **must** expect to return to their same approved activity after the break.

Wisconsin Shares can continue during a parent’s temporary break from approved activity so long as all policy criteria are met. Policy defines how long authorizations can continue during a temporary break and provide a list of example reasons a parent may have a temporary break. Full details of this policy are included in the Ongoing Case Processing section.
**Approved Activity Search Period**
Wisconsin Shares Child Care Policy and Process Handbook 1.3.9.2

If an eligible parent loses their approved activity, they may continue Wisconsin Shares eligibility for up to three months to allow them time to obtain another approved activity. The activity loss must be three months long or longer to qualify for the search period. It does not matter why the parent lost their activity and agencies are not required to collect activity logs to verify a parent is searching for a new activity. Full details of this policy are included in the Ongoing Case Processing section.

**Processing Non-Financial Changes**

**Person Add**
Wisconsin Shares Child Care Policy and Process Handbook 1.8.2

If a new person is added to a case with ongoing eligibility, all non-financial and financial information must be verified for the new person. It is not required to re-verify information for existing members of the AG.

If non-financial information is not verified:
Enter the appropriate code to record verification was not received in CWW and run eligibility. (If running after adverse action, run eligibility without dates first, then run eligibility again with dates.) The case will fail the entire AG as of the end of the current month and generate a notice to the parent regarding closure due to failure to verify required items.

If financial verification is not provided for a new parent:
Enter the appropriate code to record verification was not received in CWW and run eligibility. (If running after adverse action, run eligibility without dates first, then run eligibility again with dates.) CWW will pass the case in error due to ongoing eligibility. **The worker must manually override the result to fail the AG in the CARES mainframe.** See the Appendix.
If the new parent’s income puts the case above 85% SMI, CWW will fail the case automatically without the need to complete the override process.
**Financial Eligibility**

*Wisconsin Shares Child Care Policy and Process Handbook 1.4; 1.5.12*

If non-financial requirements are met, a financial test is next. The financial test for the first month of eligibility is 185% of the Federal Poverty Level (FPL) for all new applications or cases that have been closed for more than one calendar month. Financial eligibility **must** be verified at initial application and at annual renewal.

There are some exceptions to the initial 185% FPL test. The income limit for these cases is manually tested at 200% FPL, using the child’s biological or adoptive family’s income:

- Foster parents and their foster care children
- Subsidized guardians/interim caretakers and the children they are caring for under subsidized guardianships or interim caretaker situations
- Parents with a child legally placed with them under Wisconsin Tribal Law similar to Wisconsin Statute
- Relatives who are caring for a child under a court order and receive the Kinship Care payment for the child.
  - Relatives providing care without a court order or who are not determined eligible for the Kinship Care payment have income tested at 185% FPL, and use the relative’s income.
  - If the relative has applied for the Kinship Care payment and has been approved, but has not received a first payment yet, collateral contact with the Child Protective Service (CPS) worker to verify approval is sufficient verification of Kinship Care payment. Include a case comment providing all details of the contact.

In cases mentioned above, if financial eligibility fails at 200% FPL using the biological/adoptive parent’s income, financial eligibility will be tested on the placement parent’s income at 185% FPL.

For families with both placement children and biological children, it is possible that the placement children are eligible for Wisconsin Shares and the biological children are not, since they have different financial eligibility criteria.

State statute requires initial financial eligibility to be tested at 185% FPL. The federal block grant requires eligibility to end when income exceeds 85% SMI. FPL and SMI are a little different: FPL is based on the income a family needs to subsist and is calculated federally. SMI is based on the median income for all families across the state.

At initial eligibility, when the case is below 185% FPL, the FPL level alone determines initial eligibility. When income equals 200% FPL or more, the SMI is converted to the corresponding FPL.
When a case no longer meets financial eligibility, the case will close according to adverse action. Income limits can be found in Wisconsin Shares Child Care Policy and Process Handbook 1.4.1.

Enter all income into CWW. Be sure to code the income sources correctly. CWW will determine which income sources are included and which are disregarded and calculate the total income. The chart below details how CWW determines included and disregarded income sources:

<table>
<thead>
<tr>
<th>Included Income Sources</th>
<th>Disregarded Income Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Money</td>
<td>Repayments withheld from Social Security</td>
</tr>
<tr>
<td>Dividends</td>
<td>Repayments withheld from Unemployment</td>
</tr>
<tr>
<td>Social Security of all members in the Assistance Group</td>
<td>Reimbursements</td>
</tr>
<tr>
<td>Pensions</td>
<td>Adoption Assistance</td>
</tr>
<tr>
<td>Interest on Savings or Bonds</td>
<td>Reverse Mortgage Loan Proceeds</td>
</tr>
<tr>
<td>Income from Estates or Trusts</td>
<td>Money from Education Programs</td>
</tr>
<tr>
<td>Income from selling securities and other property</td>
<td>Earmarked funds</td>
</tr>
<tr>
<td>Net Rental Income or Royalties</td>
<td>Gifts</td>
</tr>
<tr>
<td>Child/Family Support Payments that combined exceed $1,250/month</td>
<td>Child/Family Support Payments that combined are $1,250/month or below</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI) of adults in the Assistance Group</td>
<td>Earned Income Credit (EIC)</td>
</tr>
<tr>
<td>Annuities</td>
<td>Emergency Assistance (EA)</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>Foster Care/Kinship Payments</td>
</tr>
<tr>
<td>Worker’s Compensation</td>
<td>Subsidized Guardian Payments</td>
</tr>
<tr>
<td>Alimony or Maintenance Payments</td>
<td>Loans</td>
</tr>
<tr>
<td>Veteran Pensions</td>
<td>W-2 Employment Positions/JAL</td>
</tr>
<tr>
<td>Wages &amp; Salaries (except minors or dependent 18 year olds)</td>
<td>Other Federal Benefits (Work Study)</td>
</tr>
<tr>
<td>Self-Employment Income (except minors or dependent 18 year olds)</td>
<td>Earned income and Supplemental Security Income (SSI) payments of minors or dependent 18 year olds</td>
</tr>
<tr>
<td>Unsubsidized portion of income earned through TEMP, TMJ, and TJ employment positions</td>
<td>In-Kind Income</td>
</tr>
<tr>
<td>Educational Aid: any portion of private loans, private scholarships, and private grants not used for tuition and books.</td>
<td>Subsidized portion of income earned through TEMP, TMJ, and TJ employment positions</td>
</tr>
<tr>
<td></td>
<td>Educational Aid: all state and federal loans, state or federal scholarships, and state and federal grants. The portion of private loans, private scholarships, and private grants used for tuition and books. State and federal tax refunds</td>
</tr>
</tbody>
</table>

Workers may count only income that is available for use. Income is considered not available when the parent can provide reasonable documentation that the income cannot be accessed for a calendar month or more. In the event of unavailable income, be certain to have documentation, verification and case comments to support reasoning.


**Educational Aid**

Wisconsin Shares Child Care Policy and Process Handbook 1.4.2; 1.4.3

Some educational aid counts towards the Child Care budget and other aid does not.

<table>
<thead>
<tr>
<th>State and Federal Aid (including state and federal: loans, scholarships, and grants)</th>
<th>Any portion of private loans, scholarships, or grants, that is not used for tuition or books</th>
</tr>
</thead>
<tbody>
<tr>
<td>• State and federal aid does not need to be entered for Child Care. Enter and code for other programs as needed.</td>
<td>• Ask what portion of the aid is used for tuition and books. Only enter funds not used for tuition or books.</td>
</tr>
<tr>
<td>• No state or federal aid counts towards the Child Care budget.</td>
<td>• Only funds not used for tuition and books count towards the Child Care budget.</td>
</tr>
</tbody>
</table>

For Private Loans, Private Scholarships, and Private Grants: CWW will not manually calculate what portion of educational aid wasn’t used for books or tuition for you. The worker must subtract any amount used for books and tuition manually from the total amount. Enter the calculated amount in CWW on the Educational Aid page.

Different benefit programs may code educational aid differently. This means that if a worker is running eligibility for Wisconsin Shares and FoodShare (or another program), the same educational aid may need to be coded and entered twice; once using the Wisconsin Shares coding system and again using other program coding procedures. These are the codes that are used to code educational aid that counts on the Child Care budget:

- LG: Private Loans and Grants
- SC: Private Scholarships

**Example:** Enter Educational Aid for this scenario:

- $750 Private Grant (used for competitive sports equipment and travel expenses)
- $600 Private Scholarship (used for room and board)
- $350 Private Scholarship ($300 for tuition and books)
- $600 Work Study
- $500 UW Academic Scholarship

Enter the following educational aid:

- $750: LG – Private Loan/Grant (Counts in budget)
- $600: SC – Private Scholarship (Counts in budget)
- $50: SC – Private Scholarship (Portion not used for tuition/books counts)
- $600: WS – Work Study (Does not count in budget)
- $500: Does not need to be entered for Child Care (Does not count in budget)
Asset Test
Wisconsin Shares Child Care Policy and Process Handbook 1.4.6

Liquid assets: Cash on hand or an asset that can be converted into cash without impacting the value within 31 days.

- Including, but not limited to: money in a checking or savings account, stocks, bonds, money market funds, mutual funds.
- Excluding: Any asset that would be sold at a loss within 31 days, funds that incur a penalty to liquidize within 31 days. Examples: cars, art, real estate, jewelry, etc.

The total liquid assets for the AG cannot exceed $25,000.

If the parent declares they do not have liquid assets exceeding $25,000, no further verification is needed and the AG passes the asset test. If the parent declares assets exceeding the limit, verification is required to ensure eligibility is correctly denied; CWW will pend for verification. If verification provided demonstrates assets exceeding the limit, eligibility fails.

If a parent initially self-declares they exceed the asset limit, but later declares they do not exceed the limit, verification is not required and the AG passes the asset test.

Foster parents, subsidized guardians, interim caretakers, relatives with court-ordered placement receiving the Kinship Care payment, and children legally placed under Wisconsin Tribal Law similar to Wisconsin Statute are not subject to the asset test. However, if the placement parent has biological or adopted children and is also requesting Wisconsin Shares for those children, the asset test is applied to determine eligibility for the biological or adopted children.

Eye on Integrity: If a worker has reason to suspect a parent is misreporting their liquid assets, they can make a FEV referral in BRITS. However, the referral cannot delay the confirming of eligibility or the creation of an authorization.

Budgeting Income
Wisconsin Shares Child Care Policy and Process Handbook 1.4.5

Calculate monthly income using prospective budgeting and making a best estimate from the verification supplied. This is the same budgeting method used by FoodShare.

Weekly Prospective Budgeting Calculations:

\[
\text{Hours per Week} \times \text{Rate per Hour} \times 4.3 = \text{Monthly Income}
\]

\[
40 \times \$8.00/\text{hr} \times 4.3 = \$1376/\text{month}
\]
Bi-Weekly Prospective Budgeting Calculations:

Hours Bi-Weekly x Rate per Hour x 2.15 = Monthly Income

80 x $8.00/hr x 2.15 = $1376/month

Fluctuating Income
- If the amount is received regularly, use an average.
- If income is normally obtained, but received irregularly, average over the period between payments.
- If the frequency is not consistent or predictable, count it only in the month it was received.

Non-recurring Income
- Income received on a one time basis is counted the month it is received. 
  *Examples include: a one-time bonus, lump sum payment, or lottery winnings.*

Contractual Income
- If the income is annual, prorate the income over 12 months.
- If the income is not annual, prorate the income over the period it is intended to cover.

Self-Employment

Wisconsin Shares Child Care Policy and Process Handbook 1.3.8.3.2

Parents who are self-employed **must** file taxes with the Internal Revenue Service (IRS) in order for self-employment to be an approved activity for Wisconsin Shares.

Self-employment is considered a valid employment activity unless questionable. If a worker finds the self-employment questionable, **seven or more** of the following conditions **must** be met for self-employment to be valid as an approved activity:

1. The individual holds or has applied for an identification number with the federal Internal Revenue Service.
2. The individual has filed business or self-employment tax returns with the federal Internal Revenue Service (IRS) based on such services in the previous year or, in the case of a new business, in the year in which such services were first performed, or has paid quarterly estimated taxes.
3. The individual maintains a separate business with their own office, equipment, materials, and other facilities.
4. The individual operates under contracts to perform specific services for specific amounts of money and under which the individual controls the means and methods of performing such services.
5. The individual incurs the main expenses related to the services that they perform under contract.
6. The individual is responsible for the satisfactory completion of services that they contract to perform and is liable for a failure to satisfactorily complete the services.
7. The individual receives compensation for services performed under a contract on a commission or per-job basis and not on any other basis.
8. The individual may realize a profit or suffer a loss under contracts to perform such services.
9. The individual has recurring business liabilities or obligations.
10. The success or failure of the individual’s business depends on the relationship of business receipts to expenditures.

If seven or more of these ten conditions are not met, the parent is not eligible for Wisconsin Shares for their self-employment activity. The worker should consider whether the activity is an approved activity or is regular employment.

Self-Employed Child Care Providers:
Wisconsin Shares Child Care Policy and Process Handbook 1.3.8.3.2; 2.4.3.6; 4.2.2

- Self-employment as an unregulated child care provider is not allowed as a self-employment approved activity for Wisconsin Shares. The “UB” code should be used to identify the unregulated child care activity on the self-employment type field, located on the self-employment page within CWW.

- Self-employment as a regulated child care provider is considered an approved activity. However, the parent cannot receive Wisconsin Shares funds for their child to attend their own center. The parent can only receive Wisconsin Shares funds for their child to attend another center if a waiver is granted.

Activity: Determining if Questionable Self-Employment Meets Policy Criteria
Apply the ten conditions of valid self-employment to the situations below. If incomplete information is provided, determine what additional questions or verification will be needed to make your determination.

Scenario One:
Tom is working for his elderly mother, who is no longer able to maintain her household by herself. She pays Tom $50 per week, and pays for any additional supplies he may need to make household repairs. Tom has been working for his mother for less than six months and has not filed self-employment taxes. The worker finds Tom’s self-employment questionable.
Is there more information you need to ask or verify to determine if this is valid self-employment?:

Valid self-employment  NOT valid self-employment  More info needed

**Scenario Two:**
Marcos has posted his services on Angie’s List as a contracted air duct cleaner. He took an online certification course on Angie’s List to prepare for his new job. Upon completion of the course, he was mailed some simple supplies from Angie’s List to get him started on the job. Any additional supplies Marcos needs he will have to purchase on his own. Marcos is now trying to network and promote his small business online. The worker finds Marcos’ self-employment questionable.

Is there more information you need to ask or verify to determine if this is valid self-employment?:

Valid self-employment  NOT valid self-employment  More info needed

**Scenario Three:**
Charity is self-employed as a certified stylist. She cuts hair out of her home and also goes to her clients’ homes to cut their hair. She’s been working as a stylist for over ten years and has an established network of clients, but has irregular income based on her clients’ needs. She has provided tax documents to verify her income. The worker finds her self-employment questionable.

Is there more information you need to ask or verify to determine if this is valid self-employment?:

Valid self-employment  NOT valid self-employment  More info needed
Self-Employment Income

Parents who are self-employed must file taxes with the Internal Revenue Service (IRS) for self-employment to be an approved activity for Wisconsin Shares. This includes parents who are not required by the IRS to file taxes. If the self-employment business was in operation in the most recent tax year, the parent must provide tax returns at initial application and renewal. Tax document verification must include both personal and business tax documents, and all schedules and attachments, for the most recent tax year. Budget self-employment income based on tax returns if this year’s circumstances are similar to last year’s circumstances (including normal business patterns).

The Self-Employment Income Report (DHS-F-00107) (SEIRF)

The SEIRF is used to verify self-employment income in the following circumstances:

- A parent has not filed taxes because their business hasn’t operated in a previous calendar year or subsequent tax season. The parent must provide SEIRFs for each month the business was in operation, up to the month of application.
- In addition to tax documentation, the SEIRF is used if tax documents do not reflect current ongoing self-employment business circumstances. The parent must provide SEIRFs for all months from when the significant change occurred, up to the current month.
- When a business is 12 months old, a SEIRF that reflects the last 12 months of income or a filed income tax return document is required to verify self-employment as an approved activity.

Example: Kendall’s renewal date is in November 2019. On May 10, 2019, Kendall reports she started a new self-employment business on May 6 and requests authorized hours for her new activity. She provides a SEIRF for May to verify her income and approved activity. At renewal in November 2019, the worker collects SEIRFs for June through October to verify income and to verify her approved activity. At her renewal in November 2020, the worker will use the income information from Kendall’s 2019 tax documents to update the income information for the case.

Wisconsin Shares and FoodShare have different SEIRF requirements. If a parent provides additional SEIRF to meet FoodShare requirements, the income information can be entered and used for the Child Care budget as well.

Use one of the following methods to calculate income with a SEIRF:

- When two or more full months of income are available, use all of the actual income/expenses to determine net income
- When at least one full month, but less than two full months of income are available, collect income/expenses for the partial month, along with the next month and an estimate of the third month
When less than one full month of income is available, collect income/expenses from the partial month and the next two months.

**Eye on Integrity:** It is up to the parent to report any changes in their self-employment income. For ongoing self-employment, parents must provide tax documents that reflect the most recent tax year at annual renewal. If there is a large discrepancy between the provided tax return and other income verification, the parent may have neglected to report a change in income. The worker should analyze the situation; a FEV referral may be appropriate.

### Calculating Self-Employment Income

\[
\text{Net Adjusted Monthly Income} = \frac{\text{Gross earnings reported to IRS} - \text{Expenses} + \text{Depreciation and Child Care Only Invalid Expenses}}{\text{Number of months}}
\]

Child Care Only Invalid Expenses include: depreciation expenses, personal business and entertainment expenses, personal transportation costs, purchases of capital equipment, and payment on the principal of loans.

Special policies exist for creating authorizations for children of self-employed parents. See the Authorizations section for information about the self-employment authorization calculation.

**Eye on Integrity: Income**

Wisconsin Shares Child Care Policy and Process Handbook 4.2.1.2.4

Workers must analyze cases for potential program violations and errors. The following are error-prone indicators for income. If a worker identifies any of these issues for a case, they should ask the parent additional questions and request additional verification if appropriate. If additional verification is still questionable, refer the case for a Front-End Referral in the Benefit Recovery Investigation Tracking System (BRITS).

- Quarterly income is significantly different than reported income
- Suspicion of unreported income
- Parent reports zero income and claims someone else pays their bills
- Paystubs and/or EVFE (Employment Verification Form) appear fraudulent or modified
- EVFE are submitted for verification in place of paystubs
- No state wages are reported after six months of employment
- No new hire reporting

### Processing Financial Changes

Wisconsin Shares Child Care Policy and Process Handbook 1.5.12.1
If the income of an AG is at or below 185% FPL, the parent **must** report if their income increases by $250 or more.

If the income of an AG is above 185% FPL, the parent **must** report if their income exceeds the next 10% FPL level minus $1. The reporting requirement appears as a dynamic amount on the parent’s eligibility and authorization notices, as well as some documents in ACCESS.

If the parent’s income is between two FPL levels, actual income is rounded down to the nearest 5% FPL level to determine the reporting requirement.

**Example:** An assistance group with a size of three has monthly income of $3300 which is rounded down to 190% FPL. The next FPL level is 195% which the corresponding income is $3377. The 200% FPL limit is $3464. This means the assistance group must report if their income increases by $163, because their income is above 185% FPL.

If a parent reports a change in income during their ongoing eligibility, the worker **must** request verification of income. If the parent does not provide verification of the change, eligibility does not fail for the lack of verification, assuming the parent’s approved activity is not questionable. The reported but unverified income will apply to the case whether or not the parent provides verification. If the parent remains eligible (the increase does not exceed 85% SMI), the parent’s subsidy amount may or may not change according to their copayment period.

If a parent reports an increase in income, approved activity hours, and child care need, the authorization can only be increased once the parent verifies their new income.

**Example:** Adela has ongoing eligibility and is in Copayment Stabilization. Adela is working mornings at Cakes Plus. She reports an increase in hours and income, and is requesting additional authorization hours to cover her extra shifts. The worker requests verification, which Adela does not provide. It is after adverse action. The worker runs eligibility with dates. The increase in income is not over 85% SMI; the case is still eligible. Since Adela is in Copayment Stabilization, her additional income does not affect her subsidy amount. The authorization cannot be increased until Adela verifies her increased income. The increase in authorization hours may change her copayment and subsidy amount.

SWICA discrepancies result when the income in CWW and the income an employer reports to DWD differ enough to meet a specific threshold. SWICA discrepancies occur as a result of a quarterly data match. A SWICA match may or may not result in an overpayment depending on the copayment period. Workers can use PLBC to determine if an unreported increase should result in an overpayment.

**Self-Employment**
Self-employed parents can use the SIERF to communicate a change in income if tax documents do not reflect current ongoing self-employment business circumstances. The parent is required to provide SEIRFs for the time period in which the change occurred outside of the last tax period.

**Second Job**
If a parent reports a new second job during ongoing eligibility, the worker pends for income information on the Employment and Earned/Unearned Income pages in CWW. There is no need to pend for approved activity, so long as the parent is still participating in their primary job/activity. Since eligibility is ongoing, the case will not fail for unverified income, but the parent cannot receive additional authorization hours until the new activity is verified.

**Placement of Children**
Wisconsin Shares Child Care Policy and Process Handbook 1.5.10; 1.7; 2.4.4.1
Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Receiving the Kinship Care Payment

**Shared Placement**
Shared placement occurs when a child lives with each parent. Wisconsin Shares considers the child a member of both households. If both parents apply for Wisconsin Shares and are found eligible, the child will receive a subsidy on both cases and have a separate authorization with each parent. In a shared placement situation, child placement must be verified through self-declaration or legal documents. Authorizations for children in shared placement require the worker to pay special attention to ensure the child is only authorized for time they are in custody of the parent requesting Wisconsin Shares.

**Foster Care Placement**
Foster children are placed in licensed foster homes as a result of a court order or voluntary placement agreement made through licensed child welfare, county, state agency, or are legally placed under Wisconsin Tribal Law similar to Wisconsin Statute.

Foster care exceptions apply to children placed with a foster parent, subsidized guardian, interim caretaker, relative with court-ordered placement receiving the Kinship Care payment, or legally placed with an out-of-home care provider under Wisconsin Tribal Law similar to Wisconsin Statute. Eligibility exceptions also apply for children cared for by relatives who have court-ordered placement, have applied for Kinship Care and have been approved, but have not yet received a first payment. Collateral contact with CPS to verify Kinship Care payment approval is sufficient verification of payment. Refer to the Placement of Children table for details on eligibility exceptions.
Placement of a Child with a Relative

A child may be placed with a relative, on a short-term or long-term basis, with or without a court order. A relative obtaining court-ordered placement can be an alternative to a child being placed in a foster home.

Eligibility exceptions may apply when a child is placed with a relative, depending on the placement situation. Workers must determine if the placement with the relative is court-ordered (under Wisconsin Statute, or substantially similar Wisconsin Tribal Law, or not court-ordered, and if the parent receives the Kinship Care payment. Eligibility exceptions also apply for parents who have applied for Kinship Care and have been approved, but have not yet received a first payment. Collateral contact with CPS to verify payment approval is sufficient verification of payment. If a court-order is in place, it must be verified. The court-order determination is important; it affects how eligibility is determined and how the Wisconsin Shares subsidy is calculated. Refer to the Placement of Children table regarding policies for children placed with relatives.
<table>
<thead>
<tr>
<th>Financial Eligibility Exception 1.7</th>
<th>Shared Placement</th>
<th>Foster Care, Subsidized Guardianship, Interim Caretaker</th>
<th>Relative with Court-Ordered placement WITH Kinship Care Payment</th>
<th>Relative with Court-Ordered placement WITHOUT Kinship Care Payment</th>
<th>Relative with Non Court-Ordered placement with or without Kinship Care Payment E</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No Placement parent’s income tested 185% FPL</td>
<td>Yes Biological /adoptive parent income: 200% FPL at the time of child placement**</td>
<td>Yes Biological/ adoptive parent income: 200% FPL at the time child was removed from the home**</td>
<td>No Placement parent’s income tested 185% FPL</td>
<td>No Placement parent’s income tested 185% FPL</td>
</tr>
<tr>
<td>Placement Payment Verification 1.7.1 2</td>
<td>N/A</td>
<td>Yes (if received)**</td>
<td>Yes**</td>
<td>N/A</td>
<td>Yes (if received)**</td>
</tr>
<tr>
<td>Placement Verification 1.5.10 3</td>
<td>Self-declared, unless questionable</td>
<td>Yes - See verification requirements.</td>
<td>Yes - See verification requirements.</td>
<td>Yes - See verification requirements.</td>
<td>No</td>
</tr>
<tr>
<td>Verification Timeframe 1.5.6; 1.7.3 4</td>
<td>Seven business days*</td>
<td>Exempt from seven day requirement – may take up to 30 days from RFA date</td>
<td>Seven business days*</td>
<td>Seven business days*</td>
<td>Seven business days*</td>
</tr>
<tr>
<td>Child Support Cooperation 1.37.2; 1.7.2 5</td>
<td>Must cooperate</td>
<td>Exempt from requirement for placement children only</td>
<td>Exempt from requirement for placement children only</td>
<td>Exempt from requirement for placement children only</td>
<td>Exempt from requirement for placement children only</td>
</tr>
<tr>
<td>Asset Test 1.4.6 6</td>
<td>Yes – assets are tested</td>
<td>No – test not applied to placement child</td>
<td>No – test not applied to placement child</td>
<td>Yes – assets are tested</td>
<td>Yes – assets are tested</td>
</tr>
<tr>
<td>Copay Type 2.5.2 7</td>
<td>Regular</td>
<td>Foster -$0</td>
<td>Kinship - $0</td>
<td>Kinship - $0</td>
<td>Non Court-Ordered Kinship Minimal</td>
</tr>
<tr>
<td>Authorization Backdate to First of RFA Month 2.3.6.1 8</td>
<td>No</td>
<td>No</td>
<td>Yes – use latest date of: first of RFA month, placement date, or attendance date</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Authorization Limit for</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
*The seven business day verification requirement can be extended for any parent struggling to obtain verification. If a parent says they are having trouble obtaining verification, the worker must assist the parent. The worker may extend the verification timeframe up to 30 calendar days from the RFA date, date of reported change, or renewal date for any case.

**The worker must verify the placement parent’s income and must attempt to collect the biological/adoptive parent’s income and family size at the time the child was removed from the home. CPS can verify if the placement parent is receiving placement payments, the biological/adoptive parent income, and family size.

***Minimal copay is based on 65% FPL. The copayment amount is adjusted based on the number of hours the child is authorized.

| Note: The same eligibility policies apply to children in tribal placement homes under substantially similar Wisconsin tribal laws as for foster, subsidized guardianship, interim caretaker, and relatives with court-ordered placement who receive the Kinship Care payment. |

Eligibility Exceptions for Cases with Placement Children
Wisconsin Shares Child Care Policy and Process Handbook 1.5.12; 1.7

The following eligibility exceptions apply to cases with children placed with a foster parent, subsidized guardian, interim caretaker, relative with court-ordered placement receiving the Kinship Care payment, or legally placed with an out-of-home care provider under Wisconsin Tribal Law similar to Wisconsin Statute:

- The worker verifies the placement parent’s income and collects the biological parent’s income and enters both in CWW. The worker enters the biological parent’s income on the Manual Child Care Eligibility page in CWW.
  - Placement parents are not exempt from fulfilling all income verification requirements, including at initial eligibility and renewal, regardless of how financial eligibility is determined for the placement child.
  - Workers collect the biological parent’s income and family size, and verify the placement parent’s receipt of the Kinship Care/foster care payment. This may be verified through contact with CPS or a social worker. If a placement parent has applied for Kinship Care payment and has been approved, but hasn’t received
payment yet, collateral contact with the region’s Kinship Care Coordinator to verify payment approval is sufficient verification of payment.

- The worker **must** make an effort to collect the biological parent’s income. If income cannot be obtained, the worker passes eligibility on the Manual Child Care Eligibility page, leaving the Total Income field blank. The worker enters a case comment noting the efforts extended to verify income were not successful. If income is received later, CWW should be updated to reflect the gained information, and a case comment entered detailing the information gained and the source.

- If the worker enters “Fails the income test” on the Manual Eligibility page due to the biological parent being over income, CWW automatically will test the placement parent’s income at 185% FPL at initial application.

- **✓** If the placement parent is self-employed, authorizations for their placement children are not limited by the ongoing self-employment income calculation. The authorization is determined by what is needed for the self-employment activity plus travel and is limited to 50 hours per week.

- **✓** Do not have a Wisconsin Shares copay, but workers should remind parents that they may incur costs with the provider depending on the provider’s fees and rates.

- **✓** Exempt from cooperating with Child Support for their placement children only.

- **✓** The RFA may be established by the Child Welfare agency faxing or delivering a signed Wisconsin Shares Child Care Registration form. The RFA date is the date the form is received by the Wisconsin Shares agency.

- **✓** Foster parents, interim caretakers, subsidized guardians, and parents with children legally placed under Wisconsin Tribal Law similar to Wisconsin Statute have an extended verification deadline to provide information related to their placement child; parents **must** provide this verification within 30 calendar days. Relatives with court-ordered placement who receive the Kinship Care payment **must** provide all verification within seven business days unless an extension has been granted.
Verification Requirements
Wisconsin Shares Child Care Policy and Process Handbook; 1.5; 1.7.3; 1.8.4

To complete the application process, verification must be provided to justify and support the eligibility determination. A parent has seven business days from the date the Notice of Proof Needed (VCL) was mailed to submit verification. If verification is not received timely, the agency may run eligibility and CWW will generate a Notice of Decision informing the parent they have been denied Wisconsin Shares.

Note: Foster, subsidized guardians, interim caretakers, and parents with children legally placed under Wisconsin Tribal Law similar to Wisconsin Statute are exempt from the seven business day verification requirement for their placement children; they must provide verification within 30 calendar days of the RFA date. Kinship parents are not exempt from the seven business day verification requirement.

If any applicant requests more time to provide verification, the agency may extend the verification due date 30 calendar days from the RFA date. The agency must assist the applicant in obtaining verification, if needed. If neither the applicant nor worker can obtain verification within 30 calendar days, eligibility must be denied.

If ongoing eligibility ends due to lack of verification after adverse action, the worker must run eligibility with dates to confirm Wisconsin Shares as closed for the next month.

What verification is acceptable?
Most verification requirements are fulfilled by the parent providing some kind of document or proof. Examples of verification documents include paystubs, driver’s license, or a birth certificate. All documents should be scanned into the Electronic Case File (ECF).

Other verification items can be fulfilled verbally through self-declaration or collateral contact.

Self-declaration is acceptable for the following verification items:
- Shared placement schedule (unless questionable)
- Marital status (unless questionable)
- Log-on schedule for online education (if log-on times are not designated)

Collateral contact is acceptable for the following verification items:
- Employment (as a last resort)
- Earned Income (as a last resort)
- Kinship Care and Foster Care payments
Detailed case comments are **required** for any eligibility information verified through collateral contact only.

**Example:** “Parent requested assistance in obtaining employment verification; struggling to obtain info. I spoke with Lucinda Norton, assistant manager at Ed’s Gas-N-Go (Myers Rd) on 1/14/19. Confirmed Nathan Mueller employed as cashier as of 1/1/19, $9/hour, varying shifts, approximately 20-30 hours per week.”

In the example above, the contact is identified with their first and last name and the parent is identified. The comment identifies the reason for contact, date, time, and result of contact.
**Non-Financial Eligibility Verification Items**

Wisconsin Shares Child Care Policy and Process Handbook 1.5.10

Note: This table lists the acceptable verification items for identity, DOB, citizenship, SSN, Wisconsin residency/residence, and marital status. Although this table includes most of the non-financial verification requirements, it is not inclusive of every non-financial verification requirement.

<table>
<thead>
<tr>
<th>Who is this required for?</th>
<th>Identity</th>
<th>DOB</th>
<th>Citizenship</th>
<th>SSN</th>
<th>WI Residency/Residence*</th>
<th>Marital Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>All parents in AG</td>
<td>Entire AG</td>
<td>Children requesting assistance</td>
<td>Children requesting assistance</td>
<td>Applicant</td>
<td>All parents in AG</td>
<td></td>
</tr>
<tr>
<td>Driver’s License</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X (Unexpired)</td>
<td></td>
</tr>
<tr>
<td>State ID</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X (Unexpired)</td>
<td></td>
</tr>
<tr>
<td>Native American ID</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>US Passport</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USCIS ID (1)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any photo ID (1)(2)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verification of participation in Safe at Home Program</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Exchange SCHIP-I</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Birth Certificate (4)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cert of Naturalization</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cert of Citizenship</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Birth Query (WI)</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicaid Birth Record</td>
<td>X</td>
<td>X</td>
<td>X (if in WI hospital)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Immigration Doc (1)(3)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOLQ-I Data Exchange</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Numerical Identification System record</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSN App (SS-5)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter from SSA confirming SSN app received</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital confirmation of SSN app (newborns)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSN Card</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lease</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgage receipt</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subsidized Housing Approval Doc</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weatherization Approval Doc</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility Bill (5)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paystub (6)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
*Any other reliable document that verifies Wisconsin residency and residence is also acceptable, excluding photo ID generated by a village, town, city, or county. (See item 2 below.)

1. **Must** include photo.
2. Photo ID generated by a village, town, city, or county does **not** fulfill this requirement.
3. **Must** be current/unexpired.
4. **Must** be a certified copy.
5. For water, gas, electricity, or telephone and includes the parent’s name and address
6. Includes employer, and the parent’s name and address

**Note:** Homeless parents are exempt from providing verification of a home address, but in the interview they must attest they reside in Wisconsin and intend to continue to reside in Wisconsin.

### Verifying Child Placement

**Wisconsin Shares Child Care Policy and Process Handbook 1.5.10**

Verification **must** be provided supporting the placement of any child outside of the home. Refer to the following table for acceptable verification for children placed in out-of-home care:

<table>
<thead>
<tr>
<th>Verification Item</th>
<th>Foster, Subsidized Guardianship, Interim Caretaker</th>
<th>Court-Ordered Kinship Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voluntary Placement Agreement ①</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Temporary Physical Custody Order ①</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Court Order ①</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Letter from Caseworker②</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Verification of Out-of-Home Placement for Wisconsin Shares Eligibility (DCF-F-5190-E)</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

① **Must** be current. Court orders are also acceptable if they were issued under Wisconsin tribal law substantially similar to Wis. Stat. Ch. 48, 54, or 938.
② Letter **must** contain: name and address of placement parent, name and date of birth of child, date placement began, end date of placement (if applicable), name and telephone number of case worker, and date the letter was completed.

Parents may self-declare their shared placement schedule. The parent may also provide legal documents regarding the placement agreement.

**Review Activity: Verification of Employment and Approved Activity**

The verification requirements for employment and approved activities were covered earlier in this section. Check to see what you can recall.

1. What is acceptable verification of employment?

2. What is acceptable verification for self-employment?

3. What verification is required for a parent participating in education as their approved activity?
How often is verification required?

<table>
<thead>
<tr>
<th>Verification Item</th>
<th>Once per lifetime</th>
<th>Application</th>
<th>Renewal</th>
<th>If questionable or changed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification of all parents in the AG</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of birth for entire AG</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSN for all children requesting Wisconsin Shares</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Citizenship/ immigration status for children requesting Wisconsin Shares</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earned Income for all adults in AG</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Unearned Income for entire AG</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Approved Activity Participation</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>School Schedules ①</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marital Status</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Wisconsin Residency and Residence (Address) ②</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Children Placed in Out-of-Home Care</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Shared Placement</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

① Parents attending online education must provide a log-on schedule based on their scheduled classes. If log-on or class times are not designated, the parent may self-declare their log-on schedule. See the Approved Activities section for more Online Education requirements.

② Wisconsin Residency is confirmed by verifying the address of the applicant. It is not necessary to verify Wisconsin Residency for other household members unless questionable. It is not necessary to re-verify Wisconsin residency at renewal unless there has been a change or residency is questionable. There is no data exchange for Wisconsin residency or address.

Handling Confidential Documents

Certain case information is highly confidential and receives a restricted designation when scanned into ECF. This designation limits access to the document. When restricted documents are received, refer to the document in case comments, but do not include any confidential information. Some examples of restricted documents include (but are not limited to):

- AODA treatment documents
- Mental health related documents
- Domestic violence counseling documents
- Any medical records containing a diagnosis, assessment, test result, or treatment notes
Please refer to ECF Handbook for more information about restricted documents. There are also computer-based trainings available on the PTT website to teach clerical staff and workers about ECF. See the Resources and Contact Information section.

**Front-End Verification (FEV)**

*Wisconsin Shares Child Care Policy and Process Handbook 4.2.1*

If any verification information is questionable, the worker should request additional verification. If additional verification still appears questionable or falsified, the worker should create a referral for FEV in the Benefit Recovery Investigation Tracking System (BRITS). FEV is a process of additional scrutiny for cases that exhibit characteristics of potential program violations, fraud, or errors. The FEV is an investigation to determine the correct eligibility or authorization determination and whether the agency should pursue an overpayment. Depending on your local agency, the FEV investigation may be completed by an FEV Specialist, an eligibility worker, or an authorization worker.

**Error-Prone Profile**

Local agencies establish guidelines for determining when a case has characteristics that lend themselves to program violations and errors. This list of characteristics is called the error-prone profile (EPP). All cases should be compared against the agency’s EPP to determine if a FEV referral should be made.

Refer to your local agency’s EPP. The following criteria are **required** to be included in every agency’s EPP as indicators of fraudulent activity:

- Reported income does not match IRS tax information or data match information.
- Multiple EVFE are provided in place of paystubs, tax information, or other employment verification.
- It is questionable if the absent parent is residing in the home.
- The shared placement or custody arrangement is questionable.
- The parent works for or is related to the child care provider.
- The parent/case has a history of FEV, overpayments, IPV, or allegations/convictions of fraud
- Three or more hardship requests in a year
- Three or more approved activity break periods in a year
- Parent is providing inconsistent or contradictory information

BPI also provides suggested EPP criteria for verification of residence, income, and household composition, and authorization utilization. These extra criteria can be used to enhance the basic EPP to meet fraudulent situations particular to your agency or region. BPI’s suggested EPP
criteria can be found in Wisconsin Shares Child Care Policy and Process Handbook 4.2. If a case demonstrates two more characteristics on the EPP, the case should be referred for FEV.

**Tip:** BPI reports that most workers are effective at identifying what might be a program violation or error. Trust your gut. If something does not seem right, request clarification from the parent or additional verification. Pursue FEV or refer to your local agency’s fraud unit if appropriate. Contact BPI if technical assistance is needed. See Resources and Contact Information to contact fraud.

**Making an FEV Referral**

Workers may create an FEV referral using BRITS. To create the referral:

- Conduct the eligibility interview. If verification or eligibility information is questionable, ask clarifying questions or request secondary verification. Compare the case situation/information to the EPP.
- Identify matches to the EPP. If two or more criteria match EPP characteristics, refer the case to FEV using BRITS. Provide specific rationale why the case is being referred.
- An investigator reviews the FEV referral and proceeds accordingly, either denying eligibility, initiating payment adjustment, or taking no action.
- If the FEV results in an overpayment, the investigator will enter the overpayment in the Post Load Benefit Correction System (PLBC) and process it using Benefit Recovery (BV) screens in the CARES mainframe.

A BRITS User Guide is available to assist workers in using the BRITS system. PLBC training is available on PTT and a PLBC User Guide is available from the Wisconsin Shares homepage. See Resources and Contact information.

**Running Eligibility with Dates**

Wisconsin Shares Child Care Policy and Process Handbook 1.8.4; Operations Memo 17-04

If eligibility ends for any of the following reasons after adverse action, the worker is required to end eligibility without dates first. Then, the worker must change the Child Care request back to <Yes>, leaving the dates as they appear. Lastly, the worker runs eligibility with dates, using the first day of the next consecutive month to confirm eligibility ends at the end of the current month. The worker allows the authorization to end systematically.

- Any instance of Child Support non-cooperation
- When the parent no longer resides in Wisconsin
- There are no longer any eligible children in the household
- If verification is not provided timely (within seven business days of the Notice of Proof Needed)
For a case with ongoing eligibility, failure to verify a change in income does not cause eligibility to fail, but workers are still required to run with dates when a parent fails to provide verification. See the previous section: Processing Financial Changes.

**Annual Renewals**

Wisconsin Shares Child Care Policy and Process Handbook 1.2.6; 1.3.7.3; 1.5.6; 1.8.3

Wisconsin Shares cases **must** undergo a full eligibility renewal **at least** once every 12 months. Annual renewals **must** be conducted in the parent’s county of residence, tribe, or within their consortium. Workers receive alerts when renewals are due. Annual review letters are sent to parents on the second Friday of the month, prior to the renewal month.

Annual renewals can be completed:
- In-person
- Over the phone:
  - If a renewal interview is completed by phone you may collect a telephonic signature at the conclusion of the interview; if requested, a written signature can be collected.
- Online:
  - If an annual renewal is initiated online, workers **must** contact the parent to conduct an interactive interview. An electronic signature obtained via ACCESS fulfills the signature requirement.

**Note:** Regardless of how the signature is collected, the worker **must** generate a Case Summary page and manually generate and send a Good Cause Notice and provide copies to the parent, (in-person or via mail), at the conclusion of the interview. (Recall that the worker is not required to provide the Good Cause Notice to parents who are only caring for placement children.)

The worker **must** document a summary of the annual renewal in case comments.

Parents have **seven business days** from the date of the Notice of Proof Needed was mailed to provide needed verification. If verification is not received timely, run eligibility to generate a Notice of Eligibility (Notice of Decision). If the parent requests more time, the worker **must** assist the parent in obtaining verification. The worker may also extend the verification due date **up to one month** after the annual renewal date.

If an annual renewal has **not** been completed and the case is closed more than 30 days, a new application is needed and the assistance group is tested at 185% FPL.
Early Renewal
Wisconsin Shares Child Care Policy and Process Handbook 1.8.3.1

**Early renewal:** A renewal initiated at adverse action during the eleventh month of the eligibility period or earlier. For example, if a renewal is due December 31, an early renewal would be any renewal initiated at adverse action in November or earlier.

An early Wisconsin Shares renewal can only be initiated if another IM program is due for a renewal. This allows the parent to renew both programs at the same time.

When a worker initiates an early Wisconsin Shares renewal, a soft stop appears in CWW. The worker **must** inform the parent of potential consequences of early renewal: the current household income will be applied to the case, which could affect the subsidy amount and copayment period. The renewal requires the worker to reassess the current authorization, which may result in a change in authorized hours. The worker is **not** able to reset the eligibility period or copayment period once they are established through renewal. When the parent opts to complete their Wisconsin Shares renewal early, the worker should case comment they have explained the potential consequences to the parent and they have chosen to renew early.

A renewal **cannot** be completed early if a case is only open for Wisconsin Shares.

**Activity: Test Your Eligibility Knowledge**
Answer the following questions related to Wisconsin Shares eligibility policy.

1. When can a minor parent have their own Wisconsin Shares case?

2. What verification is required for a two-parent household when one parent cannot work, but still is requesting Wisconsin Shares?

3. True or False: At application, each parent in an assistance group **must** be in an approved activity if a statement is **not** obtained verifying one parent has a limitation.

4. All approved activities for Wisconsin Shares fall into three categories. What are they?
5. What does a worker do if verification information appears questionable or falsified?

6. BPI provides criteria that **must** be included in the agency’s error-prone profile (EPP). What are the **required** EPP case criteria?

7. What financial eligibility exceptions exist for cases with children placed under foster care, subsidized guardianship, interim caretaker, or a relative with court-ordered placement receiving the Kinship Care payment?
Part 3: CARES Worker Web (CWW)

Objectives:

- Accurately construct a case in CWW based on a new Wisconsin Shares application
- Identify when it is necessary to provide the Case Summary and Good Cause Notice
- Correctly utilize the Benefits Received, Household Relationships, and Manual Child Care Eligibility pages to determine eligibility for a family with a placement child
- Apply verification codes to pend, pass, or fail Wisconsin Shares eligibility
- Recognize financial verification requirements and correctly identify income included in the Child Care budget
- Write clear, objective, complete case comments

CWW Initial Eligibility Determination Process

**Note:** Although the program is called Wisconsin Shares, several screens in CWW refer to the program as Child Care. In this section, the terms Wisconsin Shares and Child Care are used interchangeably to refer to the program.

In this section, we will review the initial eligibility process, from client registration through eligibility confirmation. Afterwards, we will review ongoing case processes in CWW.

The initial eligibility process:

1. **Client Registration:** Enter the applicant applying in-person or on the phone in CWW. Find a match if the parent is already in CWW. Complete their Request for Assistance, establishing the RFA date.
2. **Application Entry:** Complete the required application screens during the interactive interview with the applicant.
3. **Generate a Case Summary:** Provide a Case Summary and Good Cause Notice to the applicant, in-person or by mail.
4. **Initiate Eligibility, Conclude the Interview:** Provide verification requirements to the parent.
5. **Enter verification information:** Enter new/updated information using the verification received.
6. **Confirm eligibility**
Client Registration

Client Registration is necessary for applicants who apply in-person or on the phone. Applicants who apply via ACCESS will have information on these pages populated for you.

Enter the applicant’s information in CWW when they request assistance. CWW will look for a match to see if the applicant is already in the system.

In the example, Jane Dawson is applying for Wisconsin Shares. Enter her information and click Next. CWW will search to see if there are any potential matches in the system for Jane Dawson’s name, birthdate, and SSN. Look closely at data to determine if the potential matches are indeed the same person, especially when the applicant has a common name. When an exact match is found, the worker must update existing case information instead of starting a
new case. This is an important step to avoid creating duplicate PINs for the same person or opening a new case for an applicant who is already a member of the AG on a separate case.

In the example below, there was a similar match in the system. Confirm identifying information of the parent. Either select the match or create a new RFA if the parent confirms they are not the existing system match. In our example, we will create a new RFA.

Enter information on the Additional Data page. Note which fields are required (with the red *), and which are not required. Click Next when complete.
Indicate for which programs the applicant is applying. In the example, Jane is applying for Child Care only. Click Next.

On the Print Application Registration screen, the worker can print out the Application Registration, and have the applicant sign it. If the application is completed over the phone, the worker can collect a telephonic signature. The signed Application Registration or telephonically signed Application Registration establishes the RFA date.

On the Complete Request for Assistance page, confirm the Registration Filing Date and the Program Filing Date.
Reminders for this page:

- **Registration Filing Date:** This is the date the parent completed registration.
- **Program Filing Date:** This is the date the parent provided their signature. Often, the two dates are the same.
  - For foster, interim caretaker, subsidized guardian, kinship relatives, or parents with a child legally placed under similar Wisconsin Tribal Law utilizing the alternate method to determine their RFA, the Registration Filing Date is the date the signed form was received by the Child Care agency.

The worker can provide RFA comments. This could be related to the RFA date, placement parents utilizing the alternate method to establish the RFA, signature, or any helpful information for the worker who processes the intake.

The RFA Summary displays the information you collected regarding the case. On the bottom of the page, you can select “Begin Intake Interview” if the applicant is available to continue through the interview process. Interviews can also be scheduled for a later time, but **must** be scheduled to occur within five business days of the application date.
Application Entry: Case Information

The Case Information portion of the Application Entry driver flow will take you through each of the required screens:

1. Review Basic Information
2. Case Summary
3. Case Comment
4. Household Members
5. Assistance Request Screens
6. Interview Details
7. Household Relationships
8. Relevance Results
9. Individual Clearance Results
10. General Case Information
11. Representatives Gatepost: This page is not required for Child Care

Review Basic Information

First, CWW requires the worker to review the existing case information entered at registration. The worker should confirm with the applicant that the information they provided at registration is correct. If there are no changes to the existing case information, the worker clicks Next to advance to the next screen of the driver flow.
**Case Summary**

The Case Summary page is a starting point for all case processes. It displays basic information for the case, including the primary person’s contact information, office and worker information, and application information. Once a case is established, the worker can select from the “What would you like to do?” menu at the bottom of the screen to trigger a driver flow.

At the bottom of the screen, the worker can select what next step they need to complete for the case. The screenshot below is for an existing case.
**Household Members**

The Household Members page is where information for all household members is entered, confirmed, and verified.

- Click the Add New Record button on the bottom of the page to add members of the household.

- If viewing an existing case, click Next Individual to view the next person in the AG.

In the example, Jane has two children (Ziggy and Marilyn) and a non-marital co-parent (Saxon).

**Reminders for this page:**

- **Add all** household members in CWW. Remember: CWW determines who is in the AG for the worker based on entries on the Household Relationships page.

- A SSN or SSN application is **required** for any children on the case to receive Wisconsin Shares. Select the appropriate SSA Verification from the drop-down menu. <C-Completed Requirements> should always be the worker’s first choice; it engages the data exchange with the Social Security Administration (SSA). When the worker navigates off the page, the data exchange will engage and either return a V-Verified or a discrepancy, which the worker will need to resolve by requesting additional verification.

- **Birth Date must** be verified for all members of the household. This field defaults to <NQ-Not Questionable> and **must** be changed. In the example, the application was completed over the phone; verification has not been received yet.
**Verification Codes**

Department of Health Services, Process Help: 50.1.1

Different programs have different verification requirements. The resulting actions of verification codes are outlined in the chart below. The codes indicated with an asterisk are specific to Child Care and W-2.

<table>
<thead>
<tr>
<th>Verification Code</th>
<th>When to Use</th>
<th>Impact on Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>Awaiting verification</td>
<td>Pends if the information is required. Passes if information is not required.</td>
</tr>
<tr>
<td>NV</td>
<td>Verification is not provided timely</td>
<td>Fails if the information is required. Passes if the information is not required.</td>
</tr>
<tr>
<td>Q?</td>
<td>Verification received is questionable</td>
<td>Pends if the information is required. Passes if the information is not required.</td>
</tr>
<tr>
<td>QV</td>
<td>Questionable verification not received timely</td>
<td>Fails if the information is required. Passes if the information is not required.</td>
</tr>
<tr>
<td>FN*</td>
<td>Information never verified for CC or W-2</td>
<td>Fails Child Care if information is required. Passes other programs.</td>
</tr>
<tr>
<td>PN*</td>
<td>Pending verification</td>
<td>Pends Child Care if information is required. Passes other programs.</td>
</tr>
<tr>
<td>WN*</td>
<td>Not verified for CC or W-2</td>
<td>Fails Child care if information is required. Pends other programs.</td>
</tr>
<tr>
<td>NQ</td>
<td>Information is self-declared and not questionable</td>
<td>Passes all programs. Only use if verification is not required.</td>
</tr>
<tr>
<td>CC</td>
<td>Information provided through collateral contact</td>
<td>Passes if the information is required. Case comments <strong>required</strong> to support verification. Passes other programs.</td>
</tr>
</tbody>
</table>

**Note:** If NV, QV, FN, WN are used for income information on the Earned/Unearned Income, Employment, Self-Employment, or Educational Aid pages, for a case with ongoing eligibility, eligibility will **not** fail for failure to verify income.

**Assistance Request Screens**

During the intake interview, confirm which programs are requested. Each benefits program has its own request screen in the driver flow. On the screens, indicate if Child Care is requested. In the example, Jane is requesting Child Care only.
**Interview Details**

On this screen, indicate the interview type from the drop-down menu for each benefits program. In the example, Jane is only applying for Child Care and the interview is Face to Face.

![Interview Details](image)

**Household Relationships**

The Household Relationships page is very important. The AG is determined by how members of the household are related to each other and to the applicant.

On the top of each screen, a reference person is listed. Indicate how other household members are related to that household member. The effective date for biological/adoptive children can be the application month and date. For foster care, subsidized guardianship, interim caretaker, relatives with placement of a child, kinship, guardianship, or children legally placed under similar Wisconsin Tribal Law, be careful to enter the date the child was placed in the home. Follow other program guidelines as appropriate for applicants applying for other benefit programs.

The following example shows a case with a kinship relationship.

![Household Relationships](image)
**Reminders for this page:**
Department of Health Services, System Help, Household Relationships

- **Is Filling Parental Role:** This field is required for Child Care if there is a placement parent who is filling in the parental role for the reference person. Foster parents, relatives with placement, stepparents, and adoptive parents **must** be indicated as Filling Parental Role.

- **Has Legal Custody:** To include a dependent 18 year-old in the AG, indicate the parent has legal custody of the child. Reminder: A dependent 18 year-old **must** be included in the AG until they no longer meet dependent criteria. An 18 year-old is a dependent if they are residing in the home, attending high school or equivalent, and are expected to graduate by their 19th birthday.

- **Correctly code fathers:**

<table>
<thead>
<tr>
<th>Code</th>
<th>In AG?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTR – legal father</td>
<td>Yes</td>
<td>Paternity is established through marriage, at time of birth, or through adjudication</td>
</tr>
<tr>
<td>AFR – acknowledged father</td>
<td>Yes</td>
<td>A statement has been signed and filed with the state registrar acknowledging paternity under Wisconsin Statute.</td>
</tr>
<tr>
<td>CFR – claimed father</td>
<td>No</td>
<td>Informal – not legally established, father not listed on birth certificate. Father simply states he’s the father.</td>
</tr>
</tbody>
</table>
Relevance Results

The Relevance Results page indicates which household members are relevant for eligibility determination based on the Household Relationships the worker entered. This page is a double-check that the Household Relationships page was completed correctly.

Note: This page indicates relevance for any program eligibility for which the applicant is applying, not just Child Care. A household member may be indicated as relevant on this screen even if they aren’t in the Child Care AG; they may be in an assistance group for another program.

Relevance Results

Individuals Relevant for Current Care

Please make sure the information below is correct. Individuals who are applying for assistance should provide an SSN or apply for an SSN. Individuals not applying for assistance may choose to not provide an SSN.

<table>
<thead>
<tr>
<th>First Name</th>
<th>MI</th>
<th>Last Name</th>
<th>SSN</th>
<th>Birth Date</th>
<th>Gender</th>
<th>Applying</th>
<th>Cleared</th>
<th>Make Not Relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td>JANE</td>
<td></td>
<td>DAWSON</td>
<td>321-44-3455</td>
<td>10/14/1990</td>
<td>Female</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>MARILYN</td>
<td></td>
<td>PARKER</td>
<td>321-60-1234</td>
<td>01/05/2007</td>
<td>Female</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>ZIGGY</td>
<td></td>
<td>DAWSON</td>
<td>321-55-1234</td>
<td>01/05/2013</td>
<td>Male</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>SAXON</td>
<td></td>
<td>PARKER</td>
<td>443-22-1234</td>
<td>01/05/1988</td>
<td>Male</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Individuals Not Relevant for Current Case

Based on the information provided, it will not be necessary to collect any additional information about the following individuals. The individual information below will be stored as part of this case and can be viewed by visiting the ‘Select Other Household Members’ page. If any of these individuals wish to apply for assistance at a later time or if there is a change in circumstance, it may be necessary to collect additional information at that time.

<table>
<thead>
<tr>
<th>First Name</th>
<th>MI</th>
<th>Last Name</th>
<th>SSN</th>
<th>Birth Date</th>
<th>Gender</th>
<th>Make Relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the worker knows that a Not Relevant person should be considered relevant on the case, they should refer back to the Household Relationships page and check they have coded relationships correctly.

When the worker clicks Next, a soft stop will ask the worker to confirm the birthdates and SSNs for the household were entered correctly. In the next step, CWW will run clearance for members of the household. This will run the SSN and birthdates against the Social Security Administration and confirm provided identification information is correct.

Individual Clearance Results

The clearance result for each member of the household member will display. CWW searches for potential matches in the system for members of the AG. Determine if potential matches are indeed the same person. When an exact match is found, the worker must select the match and
not proceed with creating a new PIN for the individual. This is an important step to avoid creating duplicate PINs for the same person.

**General Case Information**

The general case information the applicant provided for their Application Registration will display. Confirm this information is correct with the applicant. Enter address verification status, preferred methods of contact, and household composition status.

Reminders for this page:

- **Child Care Signature:**
  - <Yes>: If signature was provided at Application Registration or the parent agrees to provide a signature at the end of the interview.
  - <?.Waiting for Signature>: If the parent has not yet provided a signature and the parent does not agree to provide one at the end of the interview. If the parent provides a signature at the end of the interview, change status to <Yes>.

- Address verification is **required** for Child Care eligibility. Change the verification status as applicable.

- Household Composition verification status defaults to <NQ – Not Questionable>. Household composition does not need to be verified unless questionable.
Application Entry: Individual Demographics

The Individual Demographics portion of the Application Entry driver flow includes these required screens:
1. Permanent Demographics
2. Current Demographics
3. Immigrant/Refugee: This page will appear if any member of the AG is not a citizen

Permanent Demographics
Enter demographic information for each member of the household. Remember that citizenship or immigrant status is required for children to be eligible for a Child Care authorization.

If a child on the case does not have a SSN, but a parent has applied for a SSN on their behalf, enter the application information and verification information.

- If proof of a SSN application is provided for initial eligibility, the SSN must be provided no later than 90 calendar days from the SSN application date.
  - If the parent does not fulfill this requirement, update the Permanent Demographics page and re-run eligibility to fail for lack of verification. If after adverse action, run with dates to confirm eligibility end for the following month.
- If a child’s eligibility is pending verification of the SSN application, the child’s eligibility is withheld until verification is provided. Proof of the SSN application is due within seven business days.
  - If pending a newborn’s SSN application, use the code <PN – Not yet verified for CC>, or <FN – Never Verified for CC>. These codes will fail for Child Care eligibility for the child, but allow Health Care benefits to remain open.
- If a child does not have a SSN or SSN application, they are included in the AG, but are not eligible for a Child Care authorization.
Current Demographics
Enter information for each member of the household.
Reminders for this page:

- **Identification Verification**: All parents in the AG must provide identification. Identifying information can be verified through data exchange.
- **Marital Status**: Defaults to <NQ – Not Questionable>. Marital status does not need to be verified unless questionable.
- **Resides in WI**: The parent must provide verification of Wisconsin residency and state their intention to reside in Wisconsin.
- **Special Needs Child**: Select <Yes> for a child with special needs age 13-19. The procedure
- **Living Arrangement Information**: Minor teen parent applicants must be in an approved living situation. The living arrangement should be verified by an outside source, such as Child Welfare, Department of Corrections, Department of Health Services, a social worker, etc. A teen parent living with their parents (three-generation household) does not need verification of their living arrangement. All other arrangements do not need to be verified unless questionable.
- **Child Out of Home Details**: Indicate if a child is not in the primary person’s AG and is living in a placement situation outside of the home.
Application Entry: Benefits/School

Next, the worker completes the Benefits/School section of the Application Entry driver flow:
1. Benefits Received
2. School Enrollment

Benefits Received

**Note: Entries on the Benefits Received page are very important!** Verification of a court-order and Kinship Care payment affect how eligibility is determined and the subsidy amount.

Indicate benefits received for members of the household. This page is especially important for foster, subsidized guardianship, interim caretaker, relatives caring for a child, or children legally placed under Wisconsin Tribal Law similar to Wisconsin Statute.

![Benefits Received screenshot]

Entries for the foster child.
Reminders for this page:

- Only indicate kinship or foster information for the child who has the relationship.
- Foster or Kinship Care payment must be verified if received. CPS can provide this information. If a relative has applied for Kinship Care payment and has been approved, but hasn’t yet received their first payment, collateral contact with the case’s social worker at CPS to verify approval is sufficient verification of payment.
- If a court-order is in place, it must be verified. CWW will not pend the case if <?-Not Verified> is entered for the foster or kinship court order.

**School Enrollment**

Entries on this page are required for all members of the AG aged four to 20 years old. Children attending 3K should also have enrollment information entered. Entries on this page are required if the parent’s approved activities include education. If this page is not completed for an adult who is participating in both education and employment, CWW will fail eligibility for lack of approved activity. If an 18 year-old dependent child is included in the AG, indicate their high school enrollment and expected graduation date.

In the example, one of Jane Dawson’s approved activities is attending post-secondary education. Verification of her enrollment in school is required. Use the Add a Page or Next Individual button on the bottom taskbar to add school information for other members of the household attending school.
Application Entry: Individual Non-Financial

The Individual Non-Financial section is the next portion of the intake interview:

1. Individual Non-Financial Gatepost
2. Other screens applicable to your case, depending on responses to gatepost questions (Pregnancy, Disability, Prior SSI, Newborn, Drug Felon, etc.)
3. Absent Parent Page (if applicable to your case)

Absent Parent Page

All parents in the Child Care AG must cooperate with the Child Support Agency (CSA) for their biological or adopted children over the age of 60 days unless good cause for non-cooperation has been established. CWW auto populates cooperation of the applicant, but does not populate cooperation of other parents in the AG. If a spouse or non-marital co-parent is not cooperating, the CSA will contact the worker and alert them of the non-cooperation. The worker should contact the Child Care Subsidy and Technical Assistance Line who will manually change the cooperation status in CWW.

The Absent Parent Page will only appear if there is an absent parent. In the example, Ziggy’s biological father is not a member of the AG and is considered an absent parent. Indicate whether Jane knows who the father is and relevant identifying information. Click Search to search CWW for the absent parent information.
In the example, no information for the absent parent (Randally Dawson) was found in the case history. CWW populates fields if information is known.

IV-D refers to the CSA. Select <Yes> to refer: families with an absent parent, unmarried pregnant women (including minors), and non-marital co-parent cases in which paternity is not established. If the father is in the home with children for whom paternity has been established, do not refer to the CSA. Select <Yes> for IV-D, even if good cause is claimed or established. If good cause is claimed, notify the CSA staff to suspend activity until the investigation is completed. If good cause is determined, notify the CSA and the applicant and select the Good Cause Reason that applies to the case.

Remember that parents caring for a placement child are exempt from cooperating with the CSA for their placement children. For these parents, select <No> for Refer to IV-D.

Further details regarding Child Support Cooperation can be found in the Eligibility section of this training. See Operations Memo 18-44 for additional examples and details.

Indicate if paternity has been established. On the Caretaker Relative portion of the page, indicate who is caring for the child. For minor teen parents and dependent 18-year-olds with children, the caretaker should be the actual parent, not the teen’s parent.
**Child Support Non-Cooperation Instance Tracking**

All parents in the AG must cooperate with Child Support for any of their minor biological or adopted children to be eligible for Wisconsin Shares.

The Child Support Agency (CSA) determines if a parent is cooperating. If a parent claims to have good cause for not cooperating, the local Child Care agency determines if good cause is granted. (If the case is open/applying for both Child Care and W-2, the W-2 agency makes the Good Cause determination, using the same criteria used for Child Care.) For further review of the Child Support cooperation requirement, see the Eligibility section of this training.

If an individual has three instances of non-cooperation without good cause, the AG is not eligible for Child Care for a period of six months. The case can only be eligible again after the six month period has passed and cooperation has been re-established with the CSA or good cause has been determined.

The Child Support Non-Cooperation Instance Tracking page tracks the instances of non-cooperation for the worker. Once a case is closed due to non-cooperation and confirmed, CWW auto populates this screen with an instance of non-cooperation. Only cases that are open for Child Care, W-2, or Caretaker Supplement and subsequently close for noncooperation with Child Support will record an instance of noncooperation. This is different than the noncooperation screen in KIDS, which lists every instance of when a parent was in noncooperation, regardless of which programs they were receiving at the time. Workers cannot make changes or deletions to this screen. If the worker believes an error was made, contact the Child Care Subsidy and Technical Assistance Line.

In the sample case below, there has been one tracked instance of Child Support non-cooperation.
Application Entry: Asset Information
Wisconsin Shares Child Care Policy and Process Handbook 1.4.6

Total liquid assets for the AG cannot exceed $25,000. For Child Care, verification of assets is only required for parents declaring they exceed the limit to ensure eligibility is correctly denied.

The Assets for Child Care page is in the driver flow for intake and renewal. Although the page can be accessed and updated at other points, CWW will only consider the page during intake and renewal.

Reminders for this page:
Respond regarding the total number of the assistance group’s liquid assets:
- **Unknown**: Select if the parent states they do not know if they exceed the limit. The item will appear on the verification checklist. The parent must self-declare or verify assets.
- **More than $25,000**: Select if the parent self-declares assets above the limit. The item will appear on the verification checklist.
  - **Assets Verified?**: Indicate if verification was received of assets exceeding the limit.
  - **Comments**: Comments are required when assets exceed the limit and verification is provided. Explain the verification provided.
- **Less than or equal to $25,000**: Select when the parent self-declares their assets are at or below the limit. Select if the parent provides verification of assets below the limit.

**Note**: The eligibility of children placed with a foster parent, subsidized guardian, interim caretaker, relative with court-ordered placement receiving the Kinship Care payment, or legally placed with an out-of-home care provider under Wisconsin Tribal Law similar to Wisconsin Statute is not subject to the asset test. For cases with only placement
children, the assets page does not schedule in the driver flow. If a parent is requesting Wisconsin Shares for both biological/adoptive children and placement children, the asset test is applied to determine eligibility for the biological/adoptive children on the case only.

**Application Entry: Employment Queries**

*Wisconsin Shares Child Care Policy and Process Handbook 4.3.2*

CWW will run the parents’ data through several employment databases looking for a match. If employment information is found, it is displayed on the Employment Queries page. Data is searched on the state level through the New Hire match and the State Wage Income Collection Agency (SWICA) match. Data is searched on the federal level through the National Directory of New Hires (W-4) and Federal Data Services Hub (FDSH) Wage match.

The results of the queries are for the worker’s information to help them build an accurate case. If there is a significant difference between the parent’s employment verification information and information from the data exchange, additional verification may be requested to ensure an accurate eligibility determination. If employment information continues to be questionable after secondary verification, a referral can be made for FEV in BRITS.

Keep in mind: Parents who have new employment or an employer who is exempt from reporting may not have an accurate data match.
Application Entry: Employment

The Employment section of the Application Entry driver flow contains:

1. Employment Summary (if employment was found on the Employment Queries page)
2. Employment Gatepost: Respond regarding current and recent employment
3. Employment
4. Self-Employment
5. Other Employment pages only appear if they are applicable to other benefit programs for the case: Loss of Employment, Impairment Related Work Expenses, Room and Board Earnings, WP Sanctions, W-2 Non-Cooperation

Employment

Add information regarding employment for all employed parents in the household. (Self-employment is not entered on this page; it has a separate page.)

Indicate the verification status for the employment.
On the Detailed Wage Information portion of the page, add the wage information. Click Add.

CWW will calculate wage information for you and add the current employment to the wage information list.
On the Totals section of the page, click the Calculate button to calculate the monthly income amounts from this job.
Processing Initial Eligibility when Employment is Self-Declared

A parent may self-declare their employment information as temporary verification if all of the following criteria are met:

- Verification of new employment
- The employer uses The Work Number/Equifax to verify employment
- The parent has not yet received paystubs
- The employer has refused to complete the EVF-E, send a complete letter, or provide collateral contact
- Employment/income cannot be confirmed through any data exchange
- Employment/income cannot yet be confirmed through The Work Number/Equifax

If a parent is self-declaring their employment at initial eligibility, the worker must take additional steps to ensure eligibility is determined correctly and an authorization can be completed:

1. For the Employment Description, use <NQ – Not questionable> as the verification type for the employment Begin Date.

2. On the Detailed Wage Information page, use <UA – Unavailable> as the verification type for Average Hours Per Pay Period.

   (Covered later in this section.)
4. Run and confirm **Child Care** eligibility. Do **not** run eligibility for any other program.

5. Record case comments explaining the situation and failed attempts to obtain employment verification through regular means.

6. After running eligibility, immediately return to the Employment page and enter `<Q? – Questionable Not Yet Verified>` for the employment Begin Date on the detailed wage information section.

7. Run eligibility to pend the case and generate a Notice of Proof Needed.

8. If verification is not received timely, the worker must run to close eligibility. If the parent requests additional verification time, the due date can be extended up to 30 days from the application filing date.

   To close the case: Change the Child Care Activity Status to `<No>` (child care will fail for no approved activity), the IM programs will fail for NV.

   If the parent has another job they still have an approved activity; do **not** enter `<No>` in the Approved Activity page. The non-verified second employment will not be a problem for Child Care. Do **not** authorize for the second employment until it is verified.

No matter how a parent verifies employment/income, the worker is always **required** to provide the applicant with a Case Summary upon completion of the interactive interview and a signature **must** be provided before eligibility is confirmed.
**Self-Employment**

Add self-employment information on this page.

### Self Employment

#### Effective Period

<table>
<thead>
<tr>
<th>Begin Month:</th>
<th>07/2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Month:</td>
<td>MM YYYY</td>
</tr>
<tr>
<td>Last Updated:</td>
<td>07/15/2015</td>
</tr>
</tbody>
</table>

#### Additional Information

- **Individual:** JANE DAWSON ZAF PP
- **Business Name:**
- **Business Type:** HM - HOUSEKEEPING / MAID
- **Business Start Month:** 01/2010
- **Most Recent Business Taxes Filed Year:** 2014
- **Self-Managed:** Yes
- **Monthly Hours:**
- **Number of Months For Average:**

#### Details

| Gross Income: | $ |
| Gross Expenses: | $ |
| Depreciation Amount: | $ |
| Other Disallowed Expenses: | $ |
| CC Only Invalid Exp.: | $ |

#### Comment

Jane works as a caretaker/housekeeper for an elderly neighbor. Her expenses include transportation and cleaning supplies.

---

**Remember:** Self-Employment income is entered using tax returns or SEIRF. If self-employment is questionable, determine if the activity is valid for Wisconsin Shares using the ten criteria (See Eligibility).

**Reminders for this page:**

- **Business Start Month:** Enter when the self-employment business started.
- **Most Recent Business Taxes Filed Year:** Enter the month and year of the most recent business taxes filed. If the business has not filed taxes yet, and no year is entered in this field, CWW will generate a SEIRF and information will display on the Notice of Proof.
Needed (VCL). The worker should add text to the VCL to specify what is needed. The system will only generate one SEIRF, so if more than one is needed to follow policy, the worker must print and send additional SEIRFs to the parent.

- **Significant Change Month**: If a significant change month is entered, CWW will generate a SEIRF and information will displace on the VCL. The worker should add text to the VCL to specify what is needed. The system will only generate one SEIRF, so if more than one is needed to follow policy, the worker must print and send additional SEIRFs to the parent.

- **Income**: Indicate how many months of income were counted. The Gross Income is how much total income was earned during the time period. Use information from the tax return or SEIRF(s) to add Depreciation Amount and CC Only Invalid Expenses. Similar to the Employment page, click Add to add the Self-Employment income information.
  
  - At application or renewal: If a parent does not provide self-employment verification through a tax return or SEIRF, eligibility can fail for failure to verify income or approved activity.

  - **Add a comment regarding the self-employment information collected.**

To calculate monthly self-employment income:

\[
\text{Net Adjusted Monthly Income} = \frac{\text{Gross earnings reported to IRS} - \text{Expenses} + \text{Depreciation and Child Care Only Invalid Expenses}}{\text{Number of months}}
\]

Child Care Only Invalid Expenses include: depreciation expenses, personal business and entertainment expenses, personal transportation costs, purchases of capital equipment, and payment on the principal of loans.
**Example:** A parent works for Avon as a salesperson and provides IRS tax forms for the previous year:

- $20,000 gross income
- $15,000 total gross expense deductions

Of the $15,000 of deductions, the following are identified as Child Care Only Invalid expenses:

- $500 depreciation deduction
- $100 travel
- $100 meals
- $300 entertainment

Enter gross income and gross expenses.
Enter $500 under depreciation amount.
Add the other Child Care Only Invalid expenses together and enter on the CC Invalid Exp field.

If a parent is applying for other programs, disallowed expenses may need to be added twice: once in Other Disallowed Expenses (other programs) and again in CC Only Invalid (for CC).

CWW subtracts $1,000 from the $15,000 total expenses for the worker and includes the amount on the Child Care Budget page.

$20,000 - $15,000 + $1,000 = $6,000 / 12 months = $500 countable gross monthly income

**Application Entry: Unearned Income**

The Unearned Income section of the Application Entry driver flow contains:

1. **Gatepost:** Respond to questions regarding unearned income. Responses on this page determine what detail pages in this driver flow are needed.
2. **Child Support Income**
3. **Unearned Income**
4. **Educational Aid**
**Educational Aid**
Wisconsin Shares Child Care Policy and Process Handbook 1.4.2; 1.4.3

Some educational aid counts towards the Child Care budget and other aid does not.

<table>
<thead>
<tr>
<th>State and Federal Aid (including state and federal: loans, scholarships, and grants)</th>
<th>Any portion of private: loans, scholarships, or grants, that is <strong>not</strong> used for tuition or books</th>
</tr>
</thead>
<tbody>
<tr>
<td>• State and federal aid does <strong>not</strong> need to be entered for Child Care. Enter and code for other programs as needed.</td>
<td>• Ask what portion of the aid is used for tuition and books. <strong>Only enter funds not used for tuition or books.</strong></td>
</tr>
<tr>
<td>• <strong>No</strong> state or federal aid counts towards the Child Care budget.</td>
<td>• Only funds <strong>not</strong> used for tuition and books count towards the Child Care budget</td>
</tr>
</tbody>
</table>

**For Private Loans, Private Scholarships, and Private Grants: CWW will not manually calculate what portion of educational aid wasn’t used for books or tuition for you.** The worker must subtract any amount used for books and tuition manually from the total amount. Enter the calculated amount in CWW on the Educational Aid page.

Different benefit programs may code educational aid differently. This means that if a worker is running eligibility for Child Care and FoodShare (or another program), the same educational aid may need to be coded and entered twice; once using the Child Care coding system and again using other program coding procedures. These are the codes that are used to code educational aid **that counts on the Child Care budget:**
- LG: Private Loans and Grants
- SC: Private Scholarships

For the example, Jane is receiving $750 in Private Grants. This scholarship is used to support her competitive sport equipment and travel; none of it is used for tuition or books. Below, click Add to add the educational aid to the case.
Application Entry: W-2/Child Care

In this section of the driver flow, the following screens relate to Child Care:
1. Manual Child Care Eligibility
2. CC Activity Status
3. CC Activity Search Period

Manual Child Care Eligibility

This screen is included in the driver flow based on entries on the Benefits Received page for placement children.

Financial eligibility exceptions exist for:
- A relative with court-ordered placement who receives the Kinship Care payment
- A foster, subsidized guardianship, or interim caretaker with court-ordered placement
- A parent who has a child legally placed with them under Wisconsin Tribal Law similar to Wisconsin Statute

For the above cases, the worker must verify and enter the placement parent’s income information on the applicable Employment screens in CWW. The worker must attempt to collect the biological parent’s income through contact with CPS or the social worker that is
assigned to the child’s case. If the biological parent’s income can be obtained, it is entered on the Manual Child Care Eligibility page.

Reminders for this page:

- **Begin Month**: Enter the application month.
- **Family Size**: Enter the biological/adoptive family’s group size just before the child was removed from the home. Include all members of the family, including the placement child.
- **Total Income**: Total income is the biological/adoptive parents’ monthly income just before the child was removed from the home. Income and family size can be obtained through CPS or the child’s assigned social worker. If income cannot be obtained, leave this field blank.
- **Eligibility Result**: A manual eligibility determination is made by selecting the appropriate eligibility result after comparing the income to the current income limits at the 200% FPL for the appropriate family size.
  - <F–Fails the income test> Enter Fail if the biological parent’s income is collected and is at or above 200% FPL. Entering a failure triggers CWW to test the placement parent’s income at 185% FPL.
  - <N–No longer a court-ordered kinship or foster care child> Remember to select this option if a child is adopted.
  - <S–Passes the income test> Enter Pass if:
    - The biological parent’s income is less than 200% FPL.
    - The biological parent’s income cannot be obtained.
  - <?–Information not yet provided> This option is not worker-enterable, and only appears as transferred information from an ACCESS application. When this status appears, the worker should change the status to F, N, or S, based on instructions above.
**Child Care Activity Status**

Indicate if each parent in the household is in an approved activity and select their approved activity. At initial application, the effective month is the month of the RFA date, unless the activity doesn’t start until a future date. Eligibility will not begin until the approved activity begins. If the activity effective month is more than two months in the future, it will not be allowed.

**Reminder:** Be careful when entering the Child Care Activity Status effective month. At initial application, enter the RFA month, which is the month of the Program Filing Date. It is not always the same month as the Request Filing Date or the interactive interview. Errors can affect when eligibility begins. If an error is made, contact the Child Care Subsidy and Technical Assistance Line.

When entering an approved activity break (ACTS or TBRK), the effective month is always the month following the approved activity break date, regardless of when the parent reports the break.

Select the Child Care Activity Type that corresponds to each parent:

<table>
<thead>
<tr>
<th>Activity Code</th>
<th>When to Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>Activity information is not yet provided or not yet verified</td>
</tr>
<tr>
<td>ACTS</td>
<td>A parent has a loss of approved activity and requests Wisconsin Shares continues. Search period is up to three months long.</td>
</tr>
<tr>
<td>CANT</td>
<td>One adult in a two-parent household or a three generation household can neither work nor provide care for the child due to a verified limitation and child care is needed so the other parent/adult can go to work</td>
</tr>
<tr>
<td>EMGE</td>
<td>Employment &amp; Basic Education: 20 hours per month employment plus attending basic education</td>
</tr>
<tr>
<td>EMPL</td>
<td>Employment or valid self-employment</td>
</tr>
<tr>
<td>EMTS</td>
<td>Employment &amp; Education: 20 hours per month employment plus attending education to maintain employment</td>
</tr>
<tr>
<td>FSJS</td>
<td>FSET participating in job search as indicated on the employability plan</td>
</tr>
<tr>
<td>FSWE</td>
<td>FSET participating in work experience as indicated on the employability plan</td>
</tr>
<tr>
<td>OPWE</td>
<td>The 2nd parent in a W-2 case who is assigned work experience as indicated on the employability plan</td>
</tr>
<tr>
<td>TBRK</td>
<td>A parent has a temporary break in their approved activity for at least one month, but less than three months. Parent intends to return to same activity.</td>
</tr>
<tr>
<td>TPHS</td>
<td>Teen parent is attending high school or other DPI approved high school equivalency</td>
</tr>
<tr>
<td>TRNJ</td>
<td>Participation in Transitional Jobs, Transform Milwaukee Jobs, or Trial Employment Match Program</td>
</tr>
<tr>
<td>WWEM</td>
<td>W-2 Placement or Tribal TANF: All W-2 placements or Tribal TANF enrollments</td>
</tr>
</tbody>
</table>

In the example below, Jane is self-employed and attending school full time to be a nurse at Madison College. Select <EMTS – Employment and Approved Post-Secondary Education> as her Activity Type, since she is requesting Child Care for both work and school.
If the Child Care worker is not the primary worker, enter the Child Care worker ID in the Child Care Eligibility worker field.

**Child Care Approved Activity Break Period**

Workers may use this page to:
- Review current or past approved activity break periods. The page is updated when the worker runs and confirms eligibility.
- Delete an approved activity break period that was entered in error
- Override a break period that was entered with incorrect dates

**Child Care Approved Activity Break Period**

<table>
<thead>
<tr>
<th>Approved Activity Break Period Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Updated: 04/20/2018</td>
</tr>
<tr>
<td>Delete Reason:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approved Activity Break Period Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual: ADDINGCC TBRK 27F PP</td>
</tr>
<tr>
<td>Period Type: TBRK - TEMPORARY BREAK</td>
</tr>
<tr>
<td>Period Begin Month: 05/2018</td>
</tr>
<tr>
<td>Override Begin Month:</td>
</tr>
<tr>
<td>Reason for Override:</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

Current Size = 0 characters (500 characters max.)
Delete and Override Reasons Include:
- CE – Client Error
- OT – Other
- WE – Worker Error

Reminders for this page:
- The sequence number indicates the order the search periods occurred.
- The navigation arrows just below the comment box allow the worker to navigate to previous search periods for the individual.
- The bottom navigation bar allows the worker to search previous search periods by individual, sequence, and dates.
- Click the Next Individual button to view search period information for another parent on the case.
- When deleting or entering an override, a comment explaining the situation is required.

Generate Summary
Wisconsin Shares Child Care Policy and Process Handbook 1.2.6; 1.3.7.3; 1.8.3

If a signature was not provided on the Application Registration or through ACCESS, the worker must obtain a written or telephonic signature at the end of an initial intake interview or case renewal. Select the type of signature obtained.
If the parent already provided a signature at Application Registration, select the type of signature previously provided. If selecting telephonic signature, copy and paste the telephonic signature ID from the Application Registration; the system will recognize a signature has already been captured and will not require a second signature.

Remember: CWW will not allow Child Care benefits to begin without a signature at either Application Registration or at the conclusion of the interactive interview. Even if all other eligibility criteria and verification requirements are met, eligibility cannot begin until the signature is on file. If a parent chooses not to provide a signature at application or interactive interview, wait for the signature to run eligibility. Once the signature is acquired, run eligibility, using the interactive interview date as the Program Filing Date (the RFA).

Regardless of the signature type, the worker must provide the applicant a hard copy of the newly generated Case Summary and manually send a hard copy of the Good Cause Notice. (Recall that the worker is not required to provide the Good Cause Notice to parents who are only caring for placement children.)

The worker must complete an interactive interview, collect a signature, and provide a Case Summary and Good Cause Notice at eligibility, renewal, and program add.
Initiate Eligibility

CWW will cue the worker to run eligibility. Eligibility must be run any time the case is changed in order for the change to be retained in the case.

Running Eligibility with Dates

Wisconsin Shares Child Care Policy and Process Handbook 1.8.4

“Run with dates”: When a worker states they are running eligibility with dates, they are determining eligibility for a specific month. To run eligibility with dates, the worker runs eligibility without dates first. If Child Care closes, the worker must change the Child Care request back to <Yes> and run eligibility with dates.

Example: Mary is requesting Child Care on December 19 for her daughter Janie, who recently moved back into the home. The worker adds Janie to the case, but today is December 19, which is after adverse action. When the worker runs eligibility (as normal), Janie is first included in February benefits. To be included in the December and January benefits, the worker runs eligibility without dates, first. Then, the worker must run eligibility a second time with a December 1 date and third time with a January 1 date so an authorization can be placed in CSAW for December.

Running with dates may be necessary when a change is reported after it happened, (but still reported within 10 calendar days), or if a case is not processed timely. Running with dates ensures eligibility and benefits are determined correctly for the current and consecutive months.

If eligibility ends for any of the following reasons after adverse action, the worker is required to run eligibility with dates:

- Any instance of Child Support non-cooperation
- When the parent no longer resides in Wisconsin
- There are no longer any eligible children in the household
• If verification is not provided timely (within seven business days of the Notice of Verification Needed)

To run eligibility with dates:
1. Run eligibility without dates first.
2. Change the Child Care request back to <Yes>, leaving dates as they appear.
3. **Run eligibility with dates**, using the first day of the next consecutive month to confirm eligibility ends at the end of the current month.
4. Allow the authorization to end systematically.
Eligibility: Run Results

The Run Results section of the Eligibility driver flow contains pages related to eligibility determination results:
1. Eligibility Run Results
2. AG Composition Details

Eligibility Run Results

This page will display a summary of which benefit programs the case was found eligible. If the parent did not apply for a program, the program may display with a “Z” and as DENIED and FAIL. In our example, the Child Care case is PENDING since verification is needed to confirm eligibility. Other eligibility statuses include: Open and Closed (for a case that was previously open for Child Care.)
**Assistance Group Composition Details**

(See screen shot on following page.) This screen displays which members of the household are eligible for participation in each program area. Click the AG button on the bottom taskbar to advance to the Child Care screen. In the example, all members of the household are included in the AG and required to participate in approved activities for a Child Care authorization. The eligibility status is PEND due to verification requirements.

Use this screen to double check the AG, that all required members are included. If a change is needed, **do not make the change here.** Return to the Household Relationships and check for entry errors.
Eligibility: Eligibility Results

The Eligibility Results portion of the driver flow includes:
1. Eligibility Summary
2. Other review screens, depending if pending or failing areas are checked on the summary page.

Eligibility Summary

This screen displays the eligibility status for each program and the result for both the Financial and Non-Financial eligibility criteria. In our example, initial benefits will begin the first of the application month. The first month of benefits is July 1st – July 31st (so long as verification is received). Benefits will be ongoing starting August 1st.

Verification is needed in areas with PEND boxes, in the example: non-financial information and income information. Workers should check the eligibility result boxes to view the eligibility result for individuals on the case and ensure eligibility criteria are correct.
Eligibility: Verification Details

The Verification Details portion of the driver flow includes:

1. Verification Checklist
2. Verification Due Dates
3. Pending/Not Verified Info

Verification Checklist

CWW automatically generates the Notice of Proof Needed (VCL) after eligibility is run and mails it to the parent. The VCL informs the parent of needed verification and actions the parent must take to complete eligibility. Workers should review needed verification items with the parent and emphasize the due date (found on the Verification Due Date screen).

**Note:** When an outstanding VCL exists and the worker tries to send a second VCL, CWW will use the existing due date. The worker must adjust the due date to reflect seven business days from the issuance date for the new verification items.

Clicking on the magnifying glass opens the page in CWW where the verification information is missing.

Verification Due Dates

Wisconsin Shares Child Care Policy and Process Handbook 1.5.6

If a parent requests more time to provide verification, a worker can use this page to extend the verification due date no more than 30 calendar days from the application filing date. If completing a late renewal, the due date can be extended up to the end of the month following the renewal date.
Use the Preview Checklist Correspondence button to view the correspondence and add any additional comments regarding the verification required, such as examples of acceptable verification. The comment field can also be used to ask a parent about their child care need for an approved activity break period.

**Example:** Maria has ongoing eligibility with verified employment. An auto new hire is received and pends the approved activity. The worker adds a note to the VCL asking Maria to contact the agency if she intends to use child care for her new approved activity or for job search. If the Maria does not provide verification of her new job or states she does not need care, eligibility ends.

### Pending/Not Verified Info

Operations Memo 18-J1

This page allows workers to easily locate and update verification fields that may cause eligibility to pend or fail for an individual or for the AG. Click on a single box to navigate to the verification field in the driver flow. Click the box in the header to view all pending/not verified fields.
### Eligibility: Budgets

The budget screens are not a part of the driver flow, but can be a helpful resource for workers looking for details on how the Child Care budget was calculated to determine financial eligibility.

### Child Care Budget

Income is calculated monthly and compared to the FPL limit of 185% initially and 85% SMI ongoing. When viewing this page, workers should double check that the AG size and the gross income are accurate for the case.

Remember: Foster, subsidized guardianship, interim caretaker, relatives with court-ordered placement receiving the Kinship Care payment, and parents with a child legally placed under Wisconsin Tribal Law similar to Wisconsin Statute are initially tested at 200% FPL using the biological/adoptive parents’ income. If a case has both qualifying placement children and biological children, it is possible for the case to pass for the placement child, but fail for the biological child.

The example below demonstrates eligibility passing for the placement child, but failing for biological/adoptive children.

---

**Child Care Budget**

**Gross Income**

<table>
<thead>
<tr>
<th>Assistance Group Status:</th>
<th>O - OPEN</th>
<th>Eligibility Status:</th>
<th>PASS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Care Gross Income Test:</td>
<td>FAIL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Gross Income Test**

- Gross Self Employment Income: $ —
- Self Employment Allowable Expenses: —
- Adjusted Self Employment Income: $ —
- Gross Earned Income: + $9,030.00
- Unearned Income: + —
- Assigned Child Support: + —
- Countable Gross Income: $9,030.00
- FPL: 431.74%
- Assistance Group Size: 4
- Gross Income Limit: $6,039.00 (Tested Against 208.74% FPL)

**Individual Income**

- DAD FOSTER 19M P (X) - EXCLUDED ADULT
- Gross Income: $9,030.00

---

[Image of Child Care Budget interface]
Confirm Eligibility

On this screen, confirm that the eligibility status is correct. In the example, the status is PENDING. The Confirm option is not available. Eligibility cannot be confirmed until verification has been received. In the example, we’ve only just completed the interview and verification has not been received yet.

Once verification is received, go to the applicable screens and change the verification status as appropriate. You will be directed to re-initiate eligibility when you change information on the case. Once the eligibility status is updated to OPEN, the worker can select <Yes> for the Confirm option on the Confirm Eligibility screen. Although authorization information can be gathered when eligibility is still in a pending status, the authorization cannot be confirmed and the parent cannot receive the subsidy amount until eligibility is confirmed in CWW.

The screen shot below shows a case where verification was received and eligibility has been confirmed.

Post Confirmation

This screen confirms that eligibility confirmation is complete and updated case information has transferred to CSAW. The Page Completion Status will state Complete or Incomplete if eligibility screens are missing information. Incomplete eligibility screens are listed at the bottom of the page.
W-2 Post Eligibility

The W-2 Placement Summary can assist Wisconsin Shares workers in viewing the status of W-2, the W-2 placement, and the W-2 begin and end dates.
Ongoing Case Processing in CWW

Adding Wisconsin Shares to an Existing Case
Wisconsin Shares Child Care Policy and Process Handbook 1.2.3

If a case is open in CWW for another program, (FoodShare, Medical Assistance, etc.), Wisconsin Shares can be added before the parent’s next renewal through completing the same eligibility steps outlined in this training, starting with Application Registration.

Case Comments in CWW

Case comments are central to effective case management. Case comments must be entered any time there is contact with a member of the AG or action is taken on the case. Effective case comments are like breadcrumbs; they help workers understand what happened and why. Case comments are a key part of a targeted case review and are vital to investigating a case. They also provide important justification and rationale that can help support a worker’s case in a hearing.

Depending on the situation, CWW case comments may contain the following information:

- Household composition
- Approved activity
- Income information
- RFA date and date the signature is captured
- Identify if case has shared placement, kinship relative, foster, etc.
- Reported changes
- Any contact with a member of the AG or any action taken on the case

If an eligibility worker gathers authorization-related information, it can also be included in a CWW case comment.

Use the chart below to guide entry of case comments:

<table>
<thead>
<tr>
<th>Good Case Comments</th>
<th>Poor Case Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Precise</td>
<td>Long-winded</td>
</tr>
<tr>
<td>Clear</td>
<td>Confusing</td>
</tr>
<tr>
<td>Objective</td>
<td>Subjective</td>
</tr>
<tr>
<td>Professional</td>
<td>Unprofessional</td>
</tr>
<tr>
<td>State what happened to the case as a result of the change/contact</td>
<td>Don’t state what happened to the case as a result of the change/contact</td>
</tr>
</tbody>
</table>
A comment can be flagged as important if it warrants extra attention. Previous comments for the last 90 days are listed below the comment box. Previous comments can be viewed using the bottom navigation toolbar.

**Activity: Case Comments**

Enter case comments for the case you just created in CWW. Your comment should summarize what happened at initial eligibility for your case, summarize basic case details, include the current status of the case and what next steps are required for the parent.
Part 4: Authorizations

Objectives:

- Identify the requirements providers must fulfill to receive Wisconsin Shares subsidy funds
- Complete an authorization assessment
- Recognize when an authorization assessment is mandatory and when it is optional
- Analyze scenarios to distinguish if they meet the definition of hardship according to Wisconsin Shares.

Introduction

Wisconsin Shares Child Care Policy and Process Handbook 2.3
Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Authorization

The authorization is a record of the number of hours a parent has been approved for Wisconsin Shares based on an assessment of multiple factors including their approved activity, travel time, and child care need. An authorization can be confirmed in CSAW and subsidy payments can begin when the parent has:
- Been confirmed as eligible in CWW
- Provided their approved activity schedule and Child Care Need schedule
- Selected an eligible provider
- Requested an authorization

Provider Requirements

Wisconsin Shares Child Care Policy Process Handbook 2.1

Parents have the right and responsibility to choose a regulated child care provider. Wisconsin Shares workers are responsible for offering assistance to parents by referring them to the YoungStar Child Care Finder website and to their local Child Care Resource and Referral (CCR&R) agency. (See Online Resources.)

To participate in Wisconsin Shares, all providers must fulfill the following requirements:
- Be regulated
- Participate in YoungStar
- Provide a signed FIS Contract
- Follow the 40% rule
- Follow the Parents as Providers policy
- Follow provider payment policies to deter fraudulent practices
An authorization cannot be created and funds cannot be received until a signed FIS contract is received from the provider. When the agreement is confirmed in CSAW, the subsidy amount can be paid starting at the original authorization start date.

**Child Care Regulation**
Wisconsin Shares Child Care Policy and Process Handbook 2.1.1

*Activity: What is regulation? Why is it important?*

**Regulation Types**

- Licensed:
  - Licensed Family
    - Serves four to eight children
    - Typically, care is in the provider’s home
  - Licensed Group
    - Serves nine or more children
    - Typically, care is provided in a setting other than the provider’s home
  - Day Camps
    - Seasonal programs oriented to the out-of-doors
    - Typically serve school-age children.

- Certified:
  - Family Operators
    - Care is provided in the provider’s home
    - Care for up to three children under seven years old who are unrelated to the provider
    - May care for related children (who are related to them, but not their own) and children between seven and 12 years, but cannot care for more than six total children.
  - In-Home Operators: Care is provided in the *child’s* home. There are very few In-Home Operators in the state.
  - School-Age Programs:
    - Typically serve children seven years of age and older.
    - Most are licensed, but can be certified.
Certified Family providers are either regularly certified or provisionally certified.

- Regularly Certified: Meets all training standards and reimbursed at 75% of the county maximum rate for licensed family providers.
- Provisionally Certified: Providers may begin as provisionally certified if they have met all standards, but have not yet fulfilled the preservice training requirement. Provisional certification may last a maximum of six months, at which point, the provider must finish training to become Regularly Certified. Provisionally Certified Providers are paid at 50% of the county maximum rate for licensed family providers.

**Note:** Wisconsin Shares will not authorize payments to children attending a certified provider where their parent is also an employee. Policy only allows payment of child care subsidies on behalf of parents who are employed by the provider if the provider is licensed.

- Public School Child Care Provider: Child care programs operated by a Wisconsin public school board are required to meet the same regulation requirements as indicated above. Child care provided by private and parochial schools must also be monitored by DCF to serve Wisconsin Shares children.

Licensing is administered by DCF. Certification is administered by counties, subcontracted agencies, tribes, or Milwaukee Early Care Administration (MECA).

**Reminders:**
- A provider must be regulated to receive Wisconsin Shares Child Care subsidy funds
- Regulation ensures child safety and affects the subsidy amount

**YoungStar**

*Wisconsin Shares Child Care Policy and Process Handbook 2.1.2; DCF DECE Administrator Memo 18-02*

YoungStar is Wisconsin’s child care quality rating and improvement system. Child care providers are rated based on the level of education and training of their lead staff, program learning environment and curriculum, business and professional practices, and practices to support the health and well-being of the children. Quality rating information (known as the star rating) is shared with the public to help parents choose quality care for their children.
The YoungStar Child Care Finder is a public website where parents can search for regulated child care. The website is listed in the Online Resources section of this guide. Provider ratings can be found on the YoungStar Child Care Finder, in CSAW, the Provider Portal, and the MyWIChildCare Parent Portal.

The YoungStar program is administered by Supporting Families Together Association (SFTA). Please refer to the Online Resources section for important resources for YoungStar, including links to the YoungStar Child Care Finder, contracts, a map of local YoungStar offices, and how to order YoungStar brochures.

**YoungStar Quality Adjustment**

Providers are regularly evaluated on several quality indicators to receive a YoungStar star rating. Providers may receive an additional, separate Quality Adjustment based on their YoungStar star rating. Positive adjustments help support quality services in the child care setting. Parents may have a decrease in their subsidy amount based on their provider’s YoungStar star rating.

**YoungStar adjustment levels:**

- Five stars = Up to 27% increase to provider
- Four stars = 11% increase to provider
- Three stars = No Additional provider funds
- Two stars = 1% decrease in the parent’s subsidy amount
- One star = Not Eligible for Wisconsin Shares*

*1 Star Providers are not eligible for Wisconsin Shares authorizations because their regulation was revoked, denied, or suspended, or they have been found to be fraudulently accepting Wisconsin Shares payments. If a provider drops to a 1 Star rating, authorizations will end automatically the last day of the current month. If a 1 Star provider is reinstated, authorizations may begin starting the first of the month following their reinstatement date.

If a provider has completed their YoungStar contract, but hasn’t been rated yet, authorized families receive a 2 Star program subsidy adjustment until the program’s rating process is complete. In-home and out-of-state providers are required to complete a Wisconsin Shares Participation Contract, but do not receive a YoungStar rating or a YoungStar adjustment.

If a provider has a change in their YoungStar rating during a parent’s ongoing eligibility:
Changes up or down between three stars and above apply the first of the following month and do not affect the parent. If the provider is lowering to a two-star rating, that change is applied at renewal.

**YoungStar Requirement and Contracts**

All providers who accept Wisconsin Shares must participate in YoungStar. This means that the furthest back an authorization can begin is when all policy criteria are met, including regulation and YoungStar participation. Most providers participate by signing a YoungStar contract through DCF. In-home and out-of-state providers fulfill the requirement by completing a Wisconsin Shares Participation Contract.

Providers must submit a renewal contract every two years, and contracts are due on the provider’s anniversary date. The anniversary date is always the first of the month and is set when an initial YoungStar rating is complete.

**Grace Period**

If a provider does not renew their contract by their anniversary date, they begin a one month grace period. The grace period is from the anniversary date to the last day of the anniversary month. During the grace period, current authorizations continue, but new authorizations cannot be written until a new contract is received. If a provider fails to renew their contract in their grace period, their contract will lapse and all authorizations to the provider will systematically end the last day of the grace period month. New authorizations cannot begin until a new YoungStar contract is received and can only be backdated as far as the new YoungStar contract date. Several notices are automatically issued leading up to a provider’s anniversary date and grace period to prevent lapses in authorizations. Parents are notified if their provider is in their grace period and are warned that their authorization may end.

**FIS Contract**

Wisconsin Shares Child Care Policy and Process Handbook 2.1.2.4; 3.4.2.1

Wisconsin Shares funds are only distributed using the MyWIChildCare EBT card. The EBT card provider is Fidelity Information Services (FIS). Providers must have a signed contract with FIS in order to receive EBT payments from Wisconsin Shares. There is no other way to receive Wisconsin Shares funds.

Authorizations cannot be created if a provider does not have an FIS contract on file. CSAW will provide a hard stop. If a provider provides a contract later, authorizations can be backdated to when all policy criteria were met, excluding the FIS contract.
Example: Jen applies for childcare on May 1. Policy criteria are met on May 10. Jen has chosen a provider that has just opened nearby for her authorization. Lori’s Ladybugs is regulated and participating in YoungStar, but there is no FIS contract on file yet. The worker cannot create an authorization in CSAW until the FIS contract is received. Once Lori’s Ladybugs has an FIS contract status of Contract Received or Active, the authorization can be created, using May 10 as the start date.

The status of the FIS contract can be found on the Data Exchange page in CSAW. See CSAW: Provider Information for further information.

40% Rule
Wisconsin Shares Child Care Policy and Process Handbook 4.9.1

If a parent is an employee of a licensed child care provider, their child can receive an authorization at their place of employment. However, Wisconsin Shares tracks how many children enrolled are both children of employees and receiving Wisconsin Shares as a way to deter fraudulent practices.

A licensed provider cannot receive Wisconsin Shares funds if more than 40% of the total children enrolled are children of parents who are child care employees and have a Wisconsin Shares authorization. The local agency and the BRO Child Care Coordinator work together to monitor compliance with the 40% rule each month. The Parent Employment List in CSAW lists parents who are receiving Wisconsin Shares for their children to attend their employer. This screen can be a helpful tool in monitoring compliance.

Example: Kayla is applying for Wisconsin Shares. She is employed at Wanda’s Wiggles Daycare and plans to have her son attend care with her employer. A supervisor has run a report that indicates Wanda’s Wiggles may be in violation of the 40% rule and has notified the worker. The worker requests attendance records and discovers that 10 total children are attending Wanda’s Wiggles. Two of the 10 total children are receiving Wisconsin Shares and are children of an employee at Wanda’s Wiggles.

\[
\frac{2}{10} = 20\%
\]

Wanda’s Wiggles passes the 40% rule.

If after confirming attendance and calculating the correct percentage a provider is found to be out of compliance with the 40% rule, workers do not create further authorizations to the provider. The local agency manually sends a six-week notice and a two-week notice to the provider. If non-compliance continues, within seven days of sending the two-week notice, authorizations to the children of employees of the provider should be manually ended, using the last day of the current month as the end date. Workers should send a manual seven-day notice the authorizations are ending.
If a child's parent is an employee of a **certified provider**, they are **not** eligible for an authorization unless the parent uses a provider other than their employer.

**Provider Payment Practices**

Wisconsin Shares Child Care Policy and Process Handbook 4.8.2-4.8.4; 4.11.1.22.6

Providers are required to fulfill payment policy requirements. A Wisconsin Shares authorization can be established without verifying these requirements are met; a violation would occur if a provider is found to be out of compliance.

Providers **must**:
- Establish a written payment agreement with each parent who receives Wisconsin Shares
- Contact the local agency if a Wisconsin Shares child has not attended the last 30 calendar days; this is referred to as excessive unexplained absence
- Charge Wisconsin Shares parents the same price as private pay parents

Providers are **prohibited** from:
- Requiring parents to disclose their subsidy amount, provide their EBT card, or account information
- Being in possession of EBT cards, PIN numbers, copies or photos of EBT cards, or account information

If a worker notices or suspects a provider is not following the above payment practices, they should create a fraud referral.

**Parents as Providers**

Wisconsin Shares Child Care Policy and Process Handbook 2.3.2; 2.3.3; 4.2.2

Parents who are also child care providers **cannot** receive Wisconsin Shares authorizations for their own children or for a child that lives with them. If a provider requires Wisconsin Shares to care for their own child, they must apply for and receive a waiver for the child to attend another provider. If a waiver is granted, the parent can receive Wisconsin Shares funds for the child to attend another provider. A waiver request form (DCF-F-432-E) **must** be submitted for each child. Each child’s circumstances **must** be reviewed independently. The agency **must** deny or approve each waiver application within **ten business days** of receipt.

Waivers **must** be approved for **any** of the following situations:
- The parent is a foster parent
- The parent is a relative with court-ordered placement and receiving the Kinship Care payment
- The parent is a legal guardian receiving subsidized guardianship payments
• The parent has a child placed in their care under Wisconsin Tribal Law similar to Wisconsin Statute
• The child has special needs and the child’s parent is unable to care for the child at the parent/provider’s home or center. The parent/provider must obtain a statement from a medical professional indicating the child’s special needs and that the parent is unable to care for the child at the parent/provider’s location.
• The parent is a dependent minor or dependent 18 year-old who is enrolled in high school or a course approved by DPI for granting a high school graduation equivalency, and the minor parent resides with a parent who is also a provider.

Note: If a parent, who is also a provider, has a second job or additional approved activity that is not related to child care, the parent may be eligible to obtain an authorization if they are otherwise eligible. The authorization may be issued only for the time the parent is in the non-child-care-related activity.

Relatives as Providers
Child care business owners can receive authorizations for children that they are related to attend their center, as long as they are not residing with them. As a reminder: An authorization cannot be created for a child who is residing with their child care provider.

Waiver Approvals or Denials
If the waiver is approved, the waiver is valid for 12 months from the date the authorization begins.

If the waiver is denied, a denial of eligibility for “lack of approved activity” must be issued. If the denial applies to all the children within an assistance group, this can be accomplished on the Child Care Activity Status page. If not, manual intervention is required for each child who is not covered under the waiver. Each child that the waiver does not include needs to be denied using reason code 116 (this person does not meet the individual program requirements).

Case comments are required to support the approval or denial of the waiver, along with any related details.

Out-of-State Providers
Wisconsin Shares Child Care Policy and Process Handbook 2.1.1.4; 2.1.2.2 4.9.1.2

Parents may choose an out-of-state provider, as long as they fulfill all provider requirements:
  ✓ Is regulated in their state
  ✓ Completes the Wisconsin Shares Participation Contract
✔ Provides a signed FIS contract
✔ Follows the 40% rule
✔ Follow the Parents as Providers policy
✔ Follow provider payment policies to deter fraudulent practices

Authorization Assessment
Wisconsin Shares Child Care Policy and Process Handbook 2.3.5; 2.4

To complete an authorization assessment, workers **must** gather any information that may impact the need for child care. Parents **must** provide their approved activity schedule, including the specific days and times they are in their activity. Workers **must** review information entered in CSAW before confirming the authorization.

The authorization assessment is important. A thorough assessment ensures accuracy and helps avoid payment adjustments, which increase workload and are a burden to families.

The authorization assessment includes analyzing and determining:
- Authorization start/end date
- Approved activity schedule and eligible authorization hours
- Child care need
- Travel time between the approved activity and the provider
- Copayment type and Provider Price Type
- Provider location details
- If eligible children are school age and need care when school is closed
- If there are any special circumstances with the case, including: shared placement, special needs, gaps in approved activity, or three generation families

After eligibility has been confirmed in CWW and the authorization assessment is complete, workers have _______________ business days to complete the authorization in CSAW. Any delay **must** be supported in CWW case comments.
When to Complete an Authorization Assessment
Wisconsin Shares Child Care Policy and Process Handbook 2.4.2

Mandatory Authorization Assessments
An authorization assessment is mandatory:
• At initial eligibility and annual renewal
• When the parent selects a new provider
• When a school-age child transitions from summer break to the fall school year
• When an eligible adult or minor teen parent is added to the case
• When there is a calendar month or more gap between authorizations
• At the end of the 24-month clock for an education activity
• When it is discovered that the child care need does not align with the provider’s hours of operation

If an authorization assessment is mandatory during the 12-month eligibility period, the authorization hours may increase or decrease as a result of the assessment. The parent does not have the option to maintain current authorization hours. If a parent fails to report a change that would have resulted in a mandatory authorization assessment, and fewer authorization hours, an overpayment may be assessed.

Example: Colton has ongoing eligibility. Colton works from 7:00am to 12:00pm; he has an authorization in place for his son, Austin. Colton reports his work schedule will now be from 4:00pm – 9:00pm. The worker checks that the new approved activity schedule aligns with the provider’s hours of operation in CSAW and discovers the provider is only open until 6:00pm. The worker must complete a new authorization assessment. The worker is obligated to end the current authorization and reauthorize to reflect the provider’s operating hours, resulting in a reduction of authorized hours. The worker enters a comment in CSAW.

Example: Frida has ongoing eligibility. Diego, the father of her child, enters the household. Authorizations for the case must be reassessed to reflect the overlap of when Frida and Diego are both in their approved activities. Whether the assessment results in an increase or decrease in authorized hours, the changes are applied to the case.

Optional Authorization Assessments
If the assessment is optional, the authorization hours amount may only be reduced per parent request. Optional assessments may occur when an authorization is written to an expected future change or a parent reports a change that does not require a mandatory assessment.

An authorization assessment is optional:
• When there is a change in child care need or approved activity schedule, including when an authorization is written to a known future expected change
• When a school-age child transitions from school year to summer break
• When there is a change in shared placement schedule

**Example:** Isaac’s eligibility period is January-December. He is employed and attending school. His current authorization for his two-year-old son ends in June when Isaac’s spring semester ends. When the authorization was created in January, Isaac didn’t know his child care need for the summer. When Isaac requests an authorization in the summer, Isaac is eligible to maintain his existing authorization for his son, even though his approved activity hours have decreased. If Isaac is requesting an increase in hours, he must provide verification of need to increase his authorization hours.

If an optional authorization assessment results in a reduction of authorized hours during the 12-month eligibility period, the parent may choose to reduce their hours, or maintain the original number of authorized hours.

• If it is unknown whether a change will result in reduced hours, the worker may enter the change in CSAW and complete the authorization assessment. If the parent chooses to maintain their previously authorized hours, the worker may copy the previously authorized hours using the Copy From Prior Authorization feature.
• If it is clear that the change will result in a reduction, and the parent chooses to maintain their current authorized hours, the worker is not required to complete the authorization assessment. The worker does not need to end the current authorization or reauthorize. The worker must enter a CSAW comment detailing the reported change and the parent’s decision to maintain hours.
• If the parent chooses to reduce their authorized hours, the worker ends the current authorization and reauthorizes according to the change. They must enter a comment in CSAW documenting the parent’s choice to reduce hours.

**Note:** It is advisable that the authorization reflect the expected attended hours. If a change results in a reduction in hours, ask the parent if the child will continue to attend the same amount of time. If the parent pays for more care than the child attended, they are responsible for any resulting overpayment to the provider.

If a change results in an increase in authorized hours during the 12-month eligibility period, the worker must verify authorization assessment information to validate the request before increasing the authorized hours.
**Review Activity: Authorization Assessment**

For each scenario, assume changes are reported during the 12-month eligibility period, (i.e., not at renewal). Indicate whether the authorization assessment must be completed and what action the worker must take.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Mandatory Assessment</th>
<th>Optional Assessment</th>
<th>Worker Action in CSAW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Nicole got married. Her husband is not the father of her children, but is now living in the home.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Renee reports she’s working more hours now and is requesting 5 more hours of care each week.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Maurice moved to a different county. His new provider is in a new county too.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Julius’s daughter has a full time authorization. Julius calls to report she’ll be starting 4K in September.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Josie’s son has a part-time authorization during the school year. Josie calls to request an increase in child care need during summer break.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Begin and End Dates**
Wisconsin Shares Child Care Policy and Process Handbook 2.3.6 – 2.3.9

**Begin Dates at Initial Eligibility**

Once eligibility has been confirmed, the earliest an initial authorization can begin is the RFA date, so long as all of the following policy criteria are met for the authorization time period:

- The parent is participating in their approved activity and has a child care need
- The child is attending the selected provider
- The provider has fulfilled all of the following requirements:
  - Is licensed or certified
  - Is participating in YoungStar

To create an authorization in CSAW, the provider also must have an FIS contract on file, however, the FIS contract does not affect the start date.

If one or more criteria are not met, the soonest the authorization can begin is when all criteria are met.

If the parent fulfills all eligibility requirements, but does not provide all necessary authorization assessment information within 30 calendar days of the RFA, the earliest the authorization can begin is the first of the month when all authorization assessment criteria are met. If a parent does not request an authorization within 30 calendar days of the RFA, the earliest the authorization can begin is the first of the request month.

**Example:** Erlene applies for Wisconsin Shares on May 5. She provides all eligibility verification information and is found eligible on May 11. She does not provide required authorization assessment information until June 2. So long as all policy criteria are met, the worker can begin the authorization on May 5, since Erlene requested her authorization and provided required information within 30 calendar days of the RFA.

**Example:** Mike applies for Wisconsin Shares on June 20. He provides all eligibility verification information and is found eligible on July 10. Mike tells his worker that he hasn’t found a provider with a space for his child yet, and will call when he secures a provider. On August 7, Mike calls and says he forgot to let the worker know; he found a provider and his child has been attending since July 24. The authorization begins August 1. Mike delayed 30 or more calendar days from the RFA to provide his authorization assessment information and request an authorization; the earliest his authorization can begin is the first of the request month.
**Begin Dates at Initial Eligibility for Kinship Relatives Receiving Kinship Care**

Wisconsin Shares Child Care Policy and Process Handbook 2.3.6.1

An exception to the initial authorization begin date policy exists for authorizations for court-ordered kinship care relatives receiving the Kinship Care benefit, or children legally placed with a relative under Wisconsin Tribal Law similar to Wisconsin Statute receiving the Kinship Care benefit. Authorizations to the kinship children **may backdate to the first of the RFA month, the date of the child’s placement, or the date the child began attending an eligible provider,** whichever date is later, so long as all other policy requirements are met. Your local Child Care Coordinator has the security privilege to allow backdating prior to the RFA date.

**Note:** The authorization begin date exception is for court-ordered kinship relatives receiving the Kinship Care benefit or relatives approved to receive the payment, as verified through CPS. This exception does not exist for foster or other placement parents.

**Short-term Authorizations**

Operations Memo 18-54; Wisconsin Shares Child Care Policy and Process Handbook 2.3.10

A worker may need to write a short-term authorization to cover a brief period of time when care is needed. When this is necessary, the authorization **must** be at least seven calendar days long. A short-term authorization cannot span from one month into the next. If care is needed at the end of one month and the beginning of the next, create two authorizations: the first authorization is at least seven days long at the end of the month, the second authorization is at least seven days long at the start of the following month.

**Example:** Andi is applying for Wisconsin Shares on October 30. She needs care because her current babysitter got in a car accident and is in the hospital. She expects she’ll be out of the hospital soon and requests care from a new provider October 31 – November 4. The worker creates two authorizations: one from October 25 – October 31, and a second authorization from November 1 – November 7. The worker uses features in CSAW to limit the authorized hours only to the days Andi requests care.

**Begin Dates during Ongoing Eligibility**

During the 12-month eligibility period, authorizations **must** be written consecutively without any gaps. This includes covering gaps shorter than a calendar month when a child may not be attending a provider, but is still enrolled. For gaps a month long or longer, the authorization can only be ended if the parent does not have a child care need and requests not to have an authorization.
Example: Kelsey works Monday through Friday. Kelsey knows her work schedule is going to change in January, part-way through her eligibility period. When the worker creates the initial authorization, they end date in January, according to the future known change. The authorization ends on a Friday. In December, Kelsey provides her new work schedule for January. Although the new approved activity schedule begins on a Monday, the next authorization should have a begin date of Saturday so the two authorizations are consecutive.

Example: Jayla is a school-aged child with an authorization from September through the last day of school in June. In the summer time, child care need increases. Jayla’s mom is taking the family on a two week family vacation after school is out. Although care is not needed for the vacation time, Jayla is eligible for an authorization starting the day after school is out to cover the gap between authorizations.

If a current authorization is not in place, and the parent has ongoing eligibility, the earliest an authorization can begin is the first of the month in which the parent makes the authorization request, all policy criteria are met, and all authorization assessment information is received.

If eligibility ends and the case re-opens within one calendar month, the case is considered ongoing, and the subsequent authorization can begin the first of the month in which eligibility is determined.

Example: Gabbi is determined to be in noncooperation with Child Support on April 10. She does not provide good cause, and eligibility ends on April 30. On May 15, Gabbi begins cooperating. Wisconsin Shares eligibility can re-open on May 1. The authorization can be backdated to May 1, since it is within one calendar month of eligibility ending and the case is considered ongoing.

Re-authorizing at Renewal
Wisconsin Shares Child Care Policy Manual 2.2.4

In cases where a current authorization is in place until the end of the eligibility period, the earliest a new authorization can begin is the first of the month following the renewal date, so long as all verification is received timely, policy criteria are met, and the parent requests a new authorization within 30 calendar days of their renewal date.

At renewal, if the parent fulfills all eligibility requirements, but does not provide all necessary authorization assessment information within 30 calendar days of the renewal date, the earliest the authorization can begin is the first of the month when all authorization assessment criteria are met.
Example: Amber is due for a Wisconsin Shares renewal in October. She completes her renewal on October 11. She provides eligibility verification on October 20 and provides her authorization assessment information on October 28. Amber has continued eligibility in CWW. The current authorization has an end date of October 31 and will end systematically. The worker creates a new authorization using the new information starting November 1.

Example: Tamara is due for a Wisconsin Shares renewal in June. She neglects to complete her renewal and her case closes. She provides all eligibility verification information and completes her renewal on July 30; her case is reopened and eligibility continues, going back to July 1. Tamara provides her updated authorization assessment information on August 7. The new authorization begins August 1. Tamara delayed 30 calendar days from her renewal date to provide her authorization assessment information; the soonest her authorization begins is the first of the month when Tamara provides all information and requests an authorization.

**Retro Authorizations**
Wisconsin Shares Child Care Policy and Process Handbook 2.3.10

There are special circumstances in which an authorization can be backdated further than the RFA, renewal date, or the first of the request month. Authorizations that are backdated further due to a special circumstance are called retro authorizations. Special circumstances include: fair hearings, agency errors, or system issues. Local Child Care Coordinators have the security privilege to write retro authorizations.

**End Dating Authorizations**

All authorizations must span to the next renewal date or the next expected change in approved activity or child care need, whichever is earlier. For parents participating in W-2 or FSET, use the employability plan end date as the authorization end date. For parents participating in a new self-employment business, end date according to the last day of the twelfth month of the self-employment business.

Example: Courtney is completing her renewal in February. Her son Tyler attends elementary school and has a part-time authorization for before and after school. His school year ends in June. Starting in June, he will need a full-time authorization, but Courtney does not know her summer authorization information yet. End Tyler’s authorization in June, on the last day of school. Courtney must contact the agency to request an authorization for the summer.
Example: Addi is completing her Wisconsin Shares renewal in October and is providing authorization assessment information for her new eligibility period. She is attending school and working part-time. Her semester ends December 5 and she has three weeks off for semester break. Her spring semester is January 2 – May 5. She plans for her children to continue attending care during semester break. The worker authorizes November through January 1. Addi provides her school schedule for both the fall and spring semesters. The worker creates a second authorization that reflects the spring semester schedule from January 2 - May 5. Addi is not sure about her summer child care need yet. In May, Addi can maintain her spring authorized hours through the summer or report a change in activity/need.

County Transfer
Wisconsin Shares Child Care Policy and Process Handbook 2.4.12

When a case is transferred from one county to another, authorizations end systematically at the end of the transfer month, regardless of adverse action. At county transfer, the authorization assessment is optional; assess if there is a change in child care need. The current authorization may be extended if changes are not needed. An authorization assessment is required if the parent changes providers and may result in an increase or decrease in authorized hours during the eligibility period.

Authorizations do not end systematically when a case transfers within the WREA or NIMC consortia; do not end the current authorization or complete an authorization assessment unless the parent is also changing providers.

Authorizing for Approved Activities
Wisconsin Shares Child Care Policy and Process Handbook 2.4.3; 2.4.4

A parent must be in an approved activity and have a child care need to be eligible for authorization hours. If there are two parents on the case, the authorization includes time both parents are in their approved activity and there is a child care need.

Parents are required to provide their approved activity schedule, including start and end times and dates. Workers are encouraged to enter comments in CSAW related to the parent’s approved activity schedule. If a parent has a schedule that varies every week, they must provide four weeks of schedule before the authorization can be confirmed. Scheduled hours for the current week, past weeks, or future weeks are acceptable. The approved activity schedule may be verified orally without a document as proof.

If a parent has new employment, they must provide the schedule they have been given by their employer. If the parent is starting a new job and does not have any future schedule, a short-
term authorization is created using the parent’s best estimate of hours they will work. For new on-call employment or new employment with an unknown varying schedule, the short-term authorization must be written for four weeks, since this is the length of time needed for the parent to gather the required schedule to create an ongoing authorization. After any short-term authorization has ended, it is the parent’s responsibility to contact the agency to provide their schedule and request an ongoing authorization.

The schedule must correlate with employment verification information (paystubs, Employability Plan, etc.). If there is a discrepancy greater than 10 hours per week, the worker should ask the parent clarifying questions. Unpaid breaks and unusual circumstances (illness, vacation, holidays, parent staying late at work or sent home early) are all important considerations. The worker must enter CSAW comments on the Parent Activity Schedule page regarding any discrepancy that is investigated and resolved. If the discrepancy cannot be reduced to 10 or fewer hours through clarification, the worker requests assistance from the Child Care Subsidy and Technical Assistance Line.

The worker enters the approved activity schedule in CSAW. If a parent requests any care for a particular activity, that approved activity schedule must be collected and the entire approved activity schedule must be entered in CSAW. The system determines the overlap of approved activity and child care need to calculate the authorized hours.

The worker determines the approved activity schedule type for each parent:

- **Single week**: An approved activity with the same schedule every week
- **Two week**: An approved activity that varies every other week
- **Four week**: An approved activity schedule that varies every week

A four week approved activity schedule type must be used for on-call employment or approved schedules that vary every week. For ongoing on-call employment, collect and enter the last four weeks’ schedule.
Activity: Approved Activity Schedule Type
For each scenario, indicate the correct Parent Schedule Type.

1. Lisa is working at McDonalds and states her shifts vary week to week. She does not know her work schedule more than one week ahead of time, but sometimes she works days, sometimes she works evenings. She also is required to work every other weekend.

   Single Week   Two Weeks   Four Weeks

2. Abdul works a part-time job at a movie theater and goes to school. His school schedule is the same every week, but his shifts are always different at the movie theater. Abdul is requesting Child Care for both school and work.

   Single Week   Two Weeks   Four Weeks

3. Tanya and her ex-husband have shared placement of their child. Tanya works the same hours Monday through Friday every week. Tanya has custody of her child every other week and they split weekends.

   Single Week   Two Weeks   Four Weeks

Determining Child Care Need
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4

A parent must be in their approved activity and have a child care need to be eligible for authorization hours. The approved activity schedule and child care need schedule are entered in CSAW. The system calculates the authorization amount based on the overlap of schedules.

When entering the Child Care Need schedule, the worker should consider:

- When does the parent say they need care?
- Is the child school-age? Do not enter authorization time when school is open. School-aged children who are homeschooled cannot be authorized during the school day so their parents can provide homeschooling second shift.
- What are the provider’s hours of operation? Do not enter a child care need outside of the provider’s hours. There is a soft stop if you enter Child Care Need hours outside the hours of operation.
Similar to the Approved Activity Schedule, the worker selects the Schedule Type:

- **Single week**: The Child Care Need is the same every week
- **Two week**: The Child Care Need varies every other week
- **Four week**: The Child Care Need varies every week

**Activity: Child Care Need Schedule Type**

For each scenario, indicate the Child Care Need Schedule type.

1. Lisa is working at McDonalds and states her hours vary week to week. She does not know her hours more than one week ahead of time, but sometimes she works days, sometimes she works evenings. She also is required to work every other weekend. Lisa is requesting care for Mila, her 5-year-old child, before and after school Monday through Friday. She’s requesting care for Eli, her 6-month-old, any time she is working. Her provider is open Monday through Friday, 6:00am-6:00pm.

<table>
<thead>
<tr>
<th>Mila’s Child Care Need:</th>
<th>Single Week</th>
<th>Two Weeks</th>
<th>Four Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eli’s Child Care Need:</td>
<td>Single Week</td>
<td>Two Weeks</td>
<td>Four Weeks</td>
</tr>
</tbody>
</table>

2. Abdul works a part-time job at a movie theater in the afternoons and evenings and goes to school in the morning. His school schedule is the same every week, but his shifts are always different at the movie theater. Abdul needs care any time he is at work or at school. His provider is open Monday through Friday, 6:00am-6:00pm. His son attends school from 8:00am-2:00pm Monday through Friday.

   | Single Week | Two Weeks | Four Weeks |

3. Tanya works the same hours Monday through Friday every week. Tanya and her ex-husband have shared placement of their child. Tanya has custody of her child every other week and they split weekends.

   | Single Week | Two Weeks | Four Weeks |
Travel Time
Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.11

Travel time provides extra authorization hours for parents to travel between the provider and their approved activity. Travel time is not provided for occasions when a relative or friend picks up or drops off a child.

When creating an authorization, the worker must enter a travel time amount, indicate whether or not public transportation is being used, and provide a comment justifying the travel time determination. CSAW adds the travel time to the authorization amount each day.

Workers ask the parent about their daily travel time need. If a parent requests more than one hour per day of travel time, the worker must verify the travel time is necessary using an internet map search or a bus schedule. The worker can also verify any travel time request that is questionable.

Eye on Integrity: Exaggerating the amount of travel needed can be a way a parent can falsely increase their subsidy amount. Since the travel amount is added to each day, the travel time is multiplied several times. What seems like a small difference in daily travel time often results in a significantly different monthly authorization amount. Be diligent to enter travel time accurately.

Example: Cho is requesting an authorization for his son. He says it takes him 30 minutes to travel between the provider and his approved activity. The worker enters a daily travel time amount of one hour. CSAW will add one hour to the authorization amount each day there is an overlap of approved activity and child care need.

If the travel time varies each day, the worker can enter the highest amount of travel time needed as the daily amount.

Example: José is working and attending school. It takes him 45 minutes to travel between school and the provider and 15 minutes to travel between work and the provider. His daily travel time need varies; some days he needs 30 minutes of travel time, other days he needs 90 minutes of travel time. The worker uses an internet map search to confirm the travel time amounts and enters the highest amount (90 minutes) as the daily travel time.
Authorizations for School Age Children
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.3

Wisconsin Shares does **not** provide authorization hours for children in grades one through twelve during the typical school day while school is in session. An important part of the authorization assessment is ensuring the authorization does **not** include hours a child is attending school.

Children who are homeschooled, truant, or suspended from school are **not** eligible for authorization hours during the school day. Children who are expelled from school are eligible for an authorization during school hours if they are dis-enrolled from the school. If the child’s enrollment is questionable, the worker **must** verify the child’s enrollment status.

**School Closed Hours**
If a child is school-age (age 3 or older as of September 1) and enrolled in school, the worker is required to ask the parent if they need extra authorization hours on days when school is closed (holidays, institutes, etc.) or on days when there is inclement weather.

**Scheduled School Closed Hours**
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.4

Parents can request extra authorization hours for days when school is scheduled to be closed and they know they will be participating in their approved activity. In CSAW, the worker can see other requested hours for the school the child attends. The worker **must** assess if care is necessary for participation in the approved activity before adding school closed hours. The worker never assumes that care is needed any time school is closed.

If a parent is unsure if they will be scheduled to work on a school closed day, the worker does **not** provide the school closed hours. The parent may request school closed hours once they know their schedule or within 10 calendar days of the onset of the closure. If school closed hours are added for the current month or a past month, the worker is encouraged to provide a CSAW comment explaining the situation. If the parent does not make the request timely, they are **not** eligible for the additional hours.

**Example:** School is closed for spring break from April 10-April 14. Trisha requests school closed hours for her daughter on April 23. For Trisha to receive school closed hours during spring break, she needed to make her request within ten calendar days of April 10 (by April 20). Since Trisha did not make her request within 10 calendar days of the onset of the school closure, no school closed hours can be added to her authorization.
School closed hours can also be added for unexpected school closures (gas leak, bomb threat, flooding, etc.) using the same process. School closed hours are not used for summer break. Instead, the worker determines if an authorization assessment is necessary and authorizes for the change accordingly. Workers must enter a CSAW comment to explain any school closed hours provided for an unexpected closure unrelated to inclement weather.

Children who are homeschooled, truant, in out-of-school suspension, or are expelled and disenrolled are not eligible for authorized hours on days when school is closed.

Inclement Weather Hours
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.6

Workers are required to ask the parent if they need extra authorization hours on days when school is closed. When a parent responds “yes”, 10 additional authorization hours are added to the winter months of November through March. The intention of these hours is to cover unexpected child care need on days school is closed due to inclement weather, however, if inclement weather does not occur in a given month, the parent can still use the resulting extra hours or funds.

If additional hours are needed outside of November through March due to inclement weather, contact the Child Care Subsidy and Technical Assistance Line to request additional hours. If a parent has used their inclement weather hours for a winter month and needs additional hours, the parent must cover that additional cost out of pocket. Parents are not eligible for additional inclement weather hours in winter months.

Children who are homeschooled, truant, or are in out-of-school suspension are not eligible for inclement weather hours.

Zero-Hour Authorizations
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.5

If a school-age child only needs care on days when school is closed due to a scheduled school closure or due to inclement weather, it is called a Zero-Hour Authorization. There is no regular before or after school child care need; when entering the Child Care Need Schedule, it can be left blank. These authorizations don’t have weekly or monthly calculated hours. The worker only needs to add school closed hours.

Note: Homeschooled children are not eligible for authorizations during the typical school day, are not eligible for school closed hours, and are not eligible for inclement weather hours.
**Head Start and 4K School Programs**
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.2

A parent may be in approved activities and have a child attending Head Start or 4K for part of the day. A parent in this situation may need child care before and/or after the school program hours.

If a 4K program is overseen by a public school board or a Head Start program is located at a child care program, the school program hours can be included in the authorization so long as all of the following are true:
- The parent is participating in their approved activity during at least some of the school program hours. This means that the approved activity hours and the school hours have a portion of overlap.
- The school program and the child care program are co-located, which is defined as having the same provider number and location number.
- The school program is four hours long or less
- The total length of the child’s authorized child care day is five or more hours per day, which includes the school program hours.

If any of the above criteria are not met, do not include the Head Start/4K program time as part of the Child Care Need Schedule; these hours are not a part of the authorization. If a parent is only in their approved activity for part of the school program, but the school program is eligible to be included in the authorized hours, the worker must alter the parent’s approved activity schedule to incorporate the school hours. Use the “Other” Activity Type to include the school program. See CSAW: Parent Activity Schedule for more details.

If the parent is not in their approved activity at the beginning (or end) of the school program, do not incorporate travel time in the Child Care Need schedule for that portion of the day, since the parent is not travelling between their approved activity and the child care provider.

Whether or not the child is authorized during the school program, workers ask parents for the Head Start, Early Head Start, 3K or 4K schedule and should document the schedule in CSAW comments.

**Note:** The determination to include or exclude the school program hours can be made on a day to day basis. For example, if the parent’s approved activity schedule varies, there may be some days in which the school schedule is included in the Child Care Need schedule or Parent Approved Activity Schedule, and other days where the school program is excluded.
**Activity: School Program Authorizations**

For each scenario below, indicate whether criteria were met to authorize during school program hours. Then, indicate the hours entered in the Child Care Need schedule and if the Parent Approved Activity Schedule is altered to include school program hours.

1. Jane works from 8:00am to 3:00pm, Monday through Friday. She needs 30 minutes of travel time between work and her provider. Her 4-year-old son attends Head Start from 8:00am to 11:00am. Child care and Head Start are co-located.

   *Were criteria met to authorize during the school program hours?*

   *What is the Child Care Need schedule for Jane’s 4 year-old son?*

   *Does the worker alter the Parent Approved Activity Schedule to include school program hours?*

2. Lorenzo works from 5:00am to 10:00am, Monday through Friday. His provider is dually regulated and can serve children 24 hours. He needs 30 minutes of travel time between work and the provider. His 4-year-old daughter attends 4K from 8:00am to 12:00pm. Child care and 4K are co-located.

   *Were criteria met to authorize during school program hours?*

   *What is the Child Care Need schedule for his 4 year-old daughter?*

   *Does the worker alter the Parent Approved Activity Schedule to include school program hours?*

3. Monique works part-time from 7:00am to 9:00am, Tuesday through Friday. She needs 30 minutes of travel time between work and the provider. Her daughter attends 4K from 8:00am to 10:00am. Child care and 4K are in the same location.

   *Were criteria met to authorize during school program hours?*
What is the Child Care Need schedule for Monique’s 4 year-old daughter?

Does the worker alter the Parent Approved Activity Schedule to include school program hours?

Copayment Type
Wisconsin Shares Child Care Policy and Process Handbook 2.5.2

To confirm an authorization in CSAW, the worker must indicate a Copayment Type. The copayment is an amount removed from the subsidy amount to establish a family’s minimum financial responsibility in paying for child care. The hourly copayment is an hourly rate based on the % FPL of the case (rounded down to the nearest 5%) and the number of children authorized. If the family is in the Exit Copayment Period, an additional Exit copayment is added on top of the 200% FPL hourly copayment. In addition to the copayment amount, the parent is also responsible for paying for any difference between the subsidy amount and the provider price. The parent’s total financial responsibility is called the Parent Share.

<table>
<thead>
<tr>
<th>Copay Type</th>
<th>Copay Description</th>
<th>Copay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster</td>
<td>Children who are indicated as foster care, subsidized guardianship, or an interim caretaker on the Benefits Received page in CWW.</td>
<td>Zero</td>
</tr>
<tr>
<td>Kinship</td>
<td>Children who are indicated to have a Kinship Relationship and Kinship Court Order on the Benefits Received page in CWW.</td>
<td>Zero</td>
</tr>
<tr>
<td>Learnfare</td>
<td>Children of a teen parent who is participating in Learnfare. The teen’s custodial parent is participating in W-2.</td>
<td>Zero</td>
</tr>
<tr>
<td>Non Court Ordered Kinship</td>
<td>Children who are indicated to have a Kinship Relationship, but do not have a Kinship Court Order, on the Benefits Received page in CWW.</td>
<td>Minimal*</td>
</tr>
<tr>
<td>Regular</td>
<td>Children whose parent is receiving W-2, FSET participants, and when other descriptions don’t apply.</td>
<td>Full/Regular</td>
</tr>
<tr>
<td>Teen High School</td>
<td>Children whose parent is less than 20 years old and enrolled in high school or equivalent.</td>
<td>Minimal*</td>
</tr>
<tr>
<td>W-2 Emp End Unsub Emp Beg</td>
<td>Children whose parent started new employment and W-2 ended.**</td>
<td>Minimal*</td>
</tr>
</tbody>
</table>

*Minimal copay amount is based on 65% FPL (instead of using the actual FPL).
Parents participating in W-2 who begin employment: The copayment type changes from Regular to W-2 Emp End Unsub Emp Begin until the next renewal. This copayment type is used regardless of whether the parent chooses to end W-2 or continues is in the CMF/CMF+ placement.

Copayment types can only start on the first day of a month, and can only end on the last day of a month. It is not required to end date the copayment type unless a future change is known.

For many children, the Copay Type will never change. If the Copay Type does change, it is important to make the change effective as of the proper date:

- Changes that are more favorable to the family: These changes decrease the copay (from Minimal to Zero or from Regular to any other copay type) and are effective the first day of the month following the change.
- Changes that are less favorable to the family: These changes increase the copay and are effective the first day of the month following renewal.

Provider Price Type

Wisconsin Shares Child Care Policy and Process Handbook 2.4.6; 2.4.7

To confirm an authorization in CSAW, the worker must indicate if CSAW should use the provider’s full-time or part-time price when calculating the subsidy amount. If selecting Override, the worker enters an override price. Refer to the table below:

<table>
<thead>
<tr>
<th>Provider Price Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time</td>
<td>Use when the average number of calculated authorized hours is over 20. In a varying schedule, use when any given week is authorized for over 20 hours. Use for all providers, except in-home providers, or when another type does not apply. Use for Zero-Hour Authorizations.</td>
</tr>
<tr>
<td>Part-time</td>
<td>Use for all provider types except for certified in-home providers when the average number of hours is 20 or fewer hours per week, but is not zero.</td>
</tr>
<tr>
<td>Override (Discount)</td>
<td>Use for licensed providers, public school programs, or certified school programs when the discount is less than the agency rate and the provider’s private price.</td>
</tr>
<tr>
<td>Override (In-home)</td>
<td>Use for certified in-home providers when providing 15 or more hours of care per week to a child. Enter Wisconsin minimum wage as the hourly price. If there is more than one child in care, the price is prorated between children. See Appendix.</td>
</tr>
<tr>
<td>Override (Special Need)</td>
<td>Use when the provider is receiving a higher rate to serve a special needs child. Only an hourly price can be entered. If no higher rate is being used then do not use override.</td>
</tr>
</tbody>
</table>
Assess for Special Circumstances

As a part of the authorization assessment, the worker should analyze the case for any special circumstances, including:

- Shared placement
- Children with special needs
- Three generation families
- Gap in approved activities

Shared Placement

Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.1

Shared placement is when a child has placement with more than one parent/guardian in more than one location. Each parent can apply and obtain a separate authorization for the same child. Authorizations will only cover time the child is placed with the parent, the parent is in their approved activity, and there is a child care need.

Shared placement cases require the worker to pay special attention to ensure the authorization is calculated correctly:

- The Child Care Need schedule should only reflect time the child is in the custody of the eligible parent.
- Stepparents or non-marital co-parents in the household must be included in the AG and participate in an approved activity.
- The child’s placement schedule must be verified
- Workers should enter CSAW comments regarding the placement of the child.

Inclusion Rate for Children with Special Needs

Wisconsin Shares Child Care Policy and Process Handbook 2.4.7.1

CSAW requires the worker to ask the parent if their child has special needs. The worker is not required to verify the child’s special need unless a higher rate is requested to accommodate the child or if the child is age 13-19. Children with special needs can receive a Wisconsin Shares authorization up to age 19.

Higher rates for care of children with special needs are considered on a case by case basis. The following requirements must be met:

- The child’s special need is verified through documentation from a physician, special educator, or other licensed professional.
✓ The Wisconsin Shares Special Needs Inclusion Rate Request Form (DCF-F-2976) is completed and scanned to ECF. Use the Forms Repository; a link is provided in Resources and Contact Information.

✓ The provider gives a specific rationale and documentation of the extra costs associated with providing care for the child. The rationale must be documented in case comments and CSAW comments.

✓ The provider’s higher rate is entered as an Override Provider Price Type. See the CSAW section of this training.

If approved, the higher rate is valid for one year. A new inclusion rate form is completed every 12 months or when the parent changes providers. If the form expires during the 12-month eligibility period, the higher rate continues until renewal.

**Three Generation Families**

Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.9

A three generation family consists of a child, the child’s parent, and the child’s grandparent.

**If the parent is a dependent minor:**
The authorization for the minor parent’s child is based on time when both the minor parent and the grandparent are in their approved activity. If the grandparent has other minor children, their authorizations are based on time when the grandparent is in their approved activity.

**If the parent is an 18-year-old dependent:**
If the parent is an 18-year-old dependent child, the authorization for their child is based on when the 18-year-old dependent and the grandparent are in their approved activities. If the grandparent also has minor children, their authorizations are based on time the grandparent is in their approved activity.

**If the parent is not a minor or 18-year-old dependent:**
If the parent is not a minor or an 18-year-old dependent child, they must apply for their own Wisconsin Shares case. When entering the household, include all members, being careful to indicate relationships correctly; the grandparent is not included in the adult parent’s AG. The grandparent must also apply separately for any of their minor children needing care.

**Note:** The CSAW system currently requires an override to correctly determine the authorized hours for the minor children of grandparents in a three generation AG.
**Gap in Approved Activity**
Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.2

A parent’s approved activity schedule may include a gap when they are not participating in an activity. This commonly happens for split shifts or parents working and attending school. If the gap time is **two hours or less**, and all required parents are in their approved activity during the gap time, enter the approved activity of Other during the gap to include the gap time in the authorization. Workers **must** enter a CSAW comment any time a gap is included in the authorization to explain their rationale.

If the gap time is **over two hours**, and **any** of the following scenarios applies, the worker enters the approved activity of Other to **include gap time**:

- If the parent picked up their child and took them home during the gap, they would be home less than two hours.
- For an overnight authorization: If the parent picked up the child during the gap time, the child would receive less than eight hours of sleep time between the hours of 9:00pm and 7:00am.
- Add the approved activity hours of the first and second activity. The approved activity hours are less than or equal to the travel time between activities.

**Note:** A gap is not the same as a break. When a parent has a paid or unpaid work break (lunch, 15 minute break, etc.), the authorization covers this time. If the worker is completing a mandatory authorization assessment and discovers a discrepancy over 10 hours per week between the employment verification information and the parent’s schedule, the worker should ask the parent follow-up questions to determine if the discrepancy is due to unpaid breaks, illness, missed work, etc. Clarification received to resolve the discrepancy **must** be documented in CSAW on the Parent Activity Schedule page. If the discrepancy cannot be reduced to 10 or fewer hours per week through clarification, the worker requests assistance from the Child Care Subsidy and Technical Assistance Line.

**Example:** Jane attends a class at Madison College as part of her approved activity on Thursdays from 10:00am-2:00pm. Her Thursday shifts at Target are from 4:00pm-11:00pm. There is a gap of two hours or less between Juliana’s two approved activities on Thursdays. Juliana is eligible for Wisconsin Shares during her gap in approved activity from 2:00pm-4:00pm, so long as she has a need for child care and her provider is open and regulated to serve children during this time.

**Reminder:** CSAW will only authorize for the overlap of when all parents are in their approved activity and there is a child care need. Travel time is a daily amount that is added to each day an overlap exists. School closed hours are added for specific days. Inclement weather hours are added to the monthly amount during winter months.
Authorization Limits and Caps
Wisconsin Shares Child Care Policy and Process Handbook 2.5.4

A child may receive an authorization of no more than 75 hours per week. This limit is in place for all children, even those who are authorized to more than one provider or are in two assistance groups. CSAW will not allow any given week to exceed 75 hours. The only exception to this policy is when a hardship is determined by the agency. We will cover hardship policy in a later section.

For authorizations of 0-34 hours per week, the subsidy amount is affected by the number of hours authorized. When the number of authorized hours increases, generally the subsidy amount increases too.

For authorizations of 35-50 hours per week, the subsidy amount is capped. For these authorizations, the subsidy amount no longer increases when the authorization hours increase unless the additional hours are school closed or inclement weather hours.

For large authorizations of 50-75 hours, the first 50 hours are capped. An extra subsidy amount is added for the additional hours over 50.

Overriding Authorized Hours
For the majority of cases, the worker can count on CSAW to calculate the authorization accurately. However, some situations can require the worker to manually calculate the authorization and override the calculated amount.

Cases that may require an override of the authorized hours amount:
- Ongoing self-employment
- Three generation families
- Sleep hours
- Care is needed when the approved activity and need to not overlap

Workers must enter CSAW comments any time the calculated authorized hours are overridden.

Authorizations for Self-Employment
Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.6; 2.4.3.7

For new self-employment businesses, a worker can authorize according to when the parent is requesting care for self-employment, up to 50 hours per child per week, until the renewal following a self-employment business’s 12 month anniversary.
Authorizations to cover a new self-employment business can occur only once in a 24-month period. Authorizations for new self-employment started in the same 24-month period and authorizations for self-employment businesses at least 12 months old at renewal are capped at the number of hours the parent is earning Wisconsin minimum wage. Workers should refer to the Child Care Activity Summary in CSAW to determine the ongoing self-employment maximum authorization amount. The authorized hours amount is based on a system calculation of the number of hours the parent is earning at least Wisconsin minimum wage:

$$\text{Net Adjusted Monthly Income (SEIRF or tax document)} \div \text{Wisconsin Minimum Wage ($7.25)} \div 4.3 \text{ (weeks in a month)}$$

**Maximum authorized hours per week, per child for the ongoing self-employment activity**

**Example:** Kendall’s renewal date is in November 2019. On May 10, 2019, Kendall reports she started a new self-employment business on May 6 and requests authorized hours for her new activity. She provides a SEIRF for May to verify her income and approved activity. At renewal in November 2019, the worker collects SEIRFs for June through October to verify income and to verify her approved activity. At her renewal in November 2020, the worker will use the income information from Kendall’s 2019 tax documents to update the income information for the case.

Important factors to consider when authorizing for ongoing self-employment:

- The maximum authorized limit includes travel time for the self-employment activity. Travel time can be included in the authorization, so long as the total authorization amount does not exceed the maximum calculation amount.
- The maximum hours limit applies to the self-employment activity only. If the parent is involved in other activities, such as school or secondary employment, those activities may be authorized without consideration to the calculated maximum amount. Other activities may include travel time.
- Authorizations for ongoing self-employment are eligible for school closed and inclement weather hours.
- The maximum authorized limit is a maximum – it’s possible the parent requests less care than the maximum. If that is the case, authorize according to the lesser requested need.
- If it is a two-parent or three generation case, authorizations are still based on when parent schedules overlap.
- If there are two self-employed parents in the household that have different income/calculated authorized hours, the maximum authorized limit is based on the lesser of the two calculations. If both parents are involved in the same business and work the same hours, income is split in half when calculating the maximum authorized limit.

**Note:** The ongoing self-employment authorization calculation does not apply to authorizations for children placed with a foster parent, subsidized guardian, interim
caretaker, relative with court-ordered placement receiving the Kinship Care payment, or legally placed with an out-of-home care provider under Wisconsin Tribal Law similar to Wisconsin Statute. Authorizations for these children are based on the requested child care need, not to exceed 50 hours per child per week, including travel time. The self-employment income requirements **do** apply to biological/adopted children on the same case.

### Three Generation Families

**Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.9**

Families with a child, a minor or dependent parent, and a grandparent require an override for any authorizations for the grandparent’s minor children. The system erroneously considers the overlap of both the minor parent and the grandparent’s approved activity when creating the authorization. Override the grandparent’s minor child’s authorization to only reflect time the grandparent is in their approved activity.

### Sleep Hours

**Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.10**

**Wisconsin Shares Child Care Policy and Process Handbook: Glossary: Sleep Shift Hours**

A parent who is working third shift may request an authorization so they can sleep to retain employment. The local agency determines a reasonable amount of sleep hours based on the parent’s request. The same parent may also request an authorization for their work hours. The worker should confirm: The provider is open during the hours requested and the authorization does not exceed 75 hours per week. The worker should enter CSAW comments explaining any authorizations that include sleep hours.

### Care is Needed for Non-Overlap Time

It is possible for a parent to need child care hours for a period when they are not in their approved activity. If a worker identifies this situation, it is remedied by overriding the authorization hours.

**Example:** Kelly works from 9:00am-3:00pm. Her daughter Stella attends school from 8:00am-3:00pm, and the provider transports Stella to the center after school. Kelly’s approved activity schedule ends and 3:00pm. Her child care need schedule begins at 3:00pm. The schedules do not overlap, so the system does not authorize care. However, Kelly needs transportation time to pick up Stella from care after work. The worker enters an override to incorporate travel time.
Front-End Verification: Authorizations
Wisconsin Shares Child Care Policy and Process Handbook 4.2.1.5

Similar to eligibility verification, the worker must analyze all authorization information to ensure appropriate hours are authorized, the authorization is for the correct duration, and that the provider has met all requirements during the authorization period.

If authorization information is questionable, the worker should ask clarifying questions or request additional verification, as appropriate. If the additional information is still questionable, the worker should create a referral in BRITS for a fraud investigation. If an investigation is likely, the agency has the right to:

- Require the parent to clarify or correct the concern prior to creating the authorization
- Refuse to issue a new authorization
- Revoke an existing authorization

Authorization Correspondence
Wisconsin Shares Child Care Policy and Process Handbook 2.7

Parent Notices
Correspondence mailed to parents is called a notice.
Families with authorizations receive authorization notices quarterly. Quarterly notices are mailed approximately ten calendar days before the beginning of the quarter (see chart below). All authorization updates are immediate in the MyWIChildCare Parent Portal.

<table>
<thead>
<tr>
<th>Mailing date</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
<th>4th Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Months detailed</td>
<td>December 20</td>
<td>March 20</td>
<td>June 20</td>
<td>September 20</td>
</tr>
<tr>
<td></td>
<td>January – March</td>
<td>April – June</td>
<td>July – September</td>
<td>October - December</td>
</tr>
</tbody>
</table>

Parents receive additional notices if their authorization changes or ends.

Notices include:

- Primary person’s name and case number
- Child’s information (e.g., name, date of birth, FIS Child ID)
- Child care provider information (e.g., provider number, location, FIS Provider ID, YoungStar star rating)
- Monthly authorization effective periods
• Monthly authorized hours
• Monthly Wisconsin Shares amount
• Inclement weather hours
• School closed hours

Notices include an authorization forecast for the next twelve months. An “X” identifies that an authorization is in place.

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<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Similarly, scheduled school closed hours and inclement weather hours are also listed. These additional hours are reflected in the total authorized hours.

<table>
<thead>
<tr>
<th>Year</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>-</td>
<td>5</td>
<td>-</td>
<td>-</td>
<td>12</td>
<td>-</td>
<td>15</td>
<td>-</td>
<td>20</td>
<td>4</td>
<td>-</td>
<td>-</td>
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<tr>
<td>2018</td>
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<td></td>
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</tbody>
</table>

**Eye on Integrity:** Providers do not receive notice of the child’s authorized hours or subsidy amount. Providers **cannot** require parents to disclose this information. If a parent shares that their provider requests their authorization notice, please ask follow-up questions. If the situation seems fraudulent, contact the fraud mailbox. See Resources and Contact Information.

**MyWIChildCare Parent Portal**

http://mywichildcareparents.wisconsin.gov

Parents can access up to the minute authorization information through the MyWIChildCare Parent Portal. Parents log in using their ACCESS credentials. Workers access the portal through the Wisconsin Systems Gateway page and use their CSAW credentials to log on. Workers have view only access to the portal should parents have questions about the information.

Parents can view:

• Child care provider information
• Authorizations
• Subsidy amounts
• Post-load adjustments
Child Care New Worker Training: PG  January 2019

- EBT card transactions
- History details
- Notices
- Other resources and links

Parents can also use the Parent Portal to submit requests, which generate CSAW dashboard tasks for the worker. The parent can:
- Request a new authorization
- Request to change their child care provider
- Request a change, end, or extend an existing authorization
- Request to delete a future authorization
- Request school closed or inclement weather hours

Parents who have questions about the MyWIChildCare Parent Portal should contact their local agency. A training video is posted online to help parents understand how to use the portal. A training is also available to workers on how to process dashboard tasks generated from MyWIChildCare Parent Portal; the training is available on PTT. Links for both trainings are available in Resources and Contact Information. If workers have questions regarding the portal, they can contact the Child Care Subsidy and Technical Assistance Line.

**Provider Letters**

Correspondence to providers are letters. Letters are mailed to providers on the last business day of each month. All authorization updates are immediate in the Child Care Provider Portal. Letters contain:

- All current and future authorizations
- Authorizations that were added since the last monthly notice
- Authorizations that were deleted or ended since the last monthly notice
- The authorization period
- The primary person’s name
- The name of the child
- Child’s birthdate

**Note:** Letters to providers do not contain copayment information, authorized hours, maximum reimbursement rates, subsidy amount, EBT card information etc.

**Child Care Provider Portal**

https://mywichildcareproviders.wisconsin.gov
Providers can use the Child Care Provider Portal to access up to the minute authorization information and communicate with agencies. Workers can access the Provider Portal from the Wisconsin Systems Gateway page and have view only access should providers have questions about the portal. Providers and workers use their CCPI credentials to login to the Child Care Provider Portal.

Providers can view:
- Basic center details
- Regulation and YoungStar information
- If they are eligible for authorizations
- Authorizations for their center
- Their price
- Their Registry details

Providers can use the portal to report:
- An update to their prices
- Upcoming short-term closures
- Request for an authorization to end: if a child is no longer attending or never attended
- A child has not attended for 30 calendar days

Providers who have questions about the Child Care Provider Portal should contact their local agency. A training video is posted online to help providers understand how to use the portal. A training is also available to workers on how to process dashboard tasks generated from the Provider Portal; the training is available on PTT. Links for both trainings are available in Resources and Contact Information. If workers have questions regarding the portal, they can contact the Child Care Subsidy and Technical Assistance Line. See Resources and Contact Information.

**Processing Authorization Changes**

The following section provides guidance regarding: changing providers, authorizations during provider closure, short-term authorizations, and excessive unexplained absences. See Authorization Assessments and Ongoing Case Management for further guidance on changing an authorization.

**Changing Providers**

*Wisconsin Shares Child Care Policy and Process Handbook 1.8.1; 2.4.9*

Parents are required to report a change in providers before it occurs. If a parent is changing providers next month, they **must** report the change by the last business day of the current month in order to receive subsidy funds to the new provider in the next month’s subsidy load.
Parents cannot receive the subsidy amount to a new provider in the current month unless specific policy criteria are met: if the incorrect provider was selected due to agency or client error, or if hardship criteria are met. A parent switching providers in the current month outside of these situations needs to pay their new provider out of pocket until the following month, when their authorization to the new provider begins.

A child cannot be authorized to different providers for overlapping hours and overlapping dates. An exception exists if care is needed during a provider closure. (We will cover this exception shortly.)

**Example:** Today is April 4. Tony calls and wants to change his provider starting April 15. The worker asks Tony why he is changing providers. Tony found a cheaper provider with an opening for his child. Tony does not meet hardship criteria and an error hasn’t been made. End the current authorization on April 30. Start the authorization to the new provider on May 1. Inform Tony he will have to pay his new provider out of pocket from April 15 – April 30.

**Example:** Today is February 17. Jasmine requests to switch providers starting March 6. The worker does not need to ask Jasmine why she is switching providers; the change is for a future month. End the current authorization March 5. Enter the new authorization starting March 6. When Jasmine’s account is loaded on March 1, it will have funds for her current provider from March 1 - March 5 and funds for her new provider from March 6 – March 30.

If a parent has funds remaining on their account to their old provider, they cannot use those funds to pay their new provider. Unused funds fall off of the parent’s account after 90 calendar days have passed.

Advise parents wishing to change providers to provide ample notice. Parents must inform the agency by the last business day of the current month in order to change providers the following month without experiencing additional out of pocket child care expenses.

**Hardship Policy**

Wisconsin Shares Child Care Policy and Process Handbook 2.4.8; 2.4.9.1; 3.3.7; 3.3.6.2

Parents have the right and responsibility to choose their child care provider. However, if a parent chooses to switch providers within the current month, the authorization to the new provider will not begin until the following month unless there was an agency error, for select client errors, or if hardship criteria are met. If the parent decides to take their child to the new provider before their new authorization begins, they will need to pay entirely out of pocket.

**IMPORTANT:** If a parent requests to change providers in the current month, do not ask if the parent has a hardship. Ask the open-ended question: “May I ask why you are
looking to change providers?” Do not ask leading questions about hardship or explain the criteria for determining hardship. The worker must ask the parent if the child is able to continue attending their current provider through the end of the month.

Situations of Hardship

**Hardship:** An unforeseen circumstance that, through no fault of the parent, inhibits them from utilizing the originally authorized child care provider during the current month.

To meet the definition of hardship and to load additional subsidy funds to the EBT account for a new provider in the current month, at least one of the following criteria must be met:

**Family Criteria:**
- A family is evicted from their current home and it is no longer reasonable to travel to the current child care provider location.
- A formerly homeless family secures housing and it is unreasonable to continue using the current provider.
- Relocation of the family so they can escape domestic abuse and it is not reasonable to travel to the current child care provider location.
- A sudden change in an approved activity location that makes it unreasonable to use the current child care provider.
- A sudden change in the approved activity schedule and the current provider’s hours of operation no longer support the family’s child care needs.
- A parent dies or unexpectedly leaves the assistance group and the current provider cannot serve the child for the additional needed hours or the facility no longer supports the family’s need for care.
- A child is ill and unable to attend their current provider, but another provider will allow the child to attend. Illness could be temporary or chronic, but is not qualified as special needs.
- A child is expelled from their child care provider due to behavioral issues.
- The safety of the parent or child is threatened by remaining at the current provider.

**Provider Criteria:**
- Unforeseen voluntary, permanent closure of the child care provider.
- The provider does not allow the child to attend due to circumstances outside of the parent’s control. (Center has reached regulatory capacity, etc.)
- The provider’s regulation has been suspended or revoked.
- Damage to a child care facility that creates an unsafe environment and impossible for children to continue attending the same provider.
- There is alleged abuse or neglect of the child by their current provider and a complaint has been made to the certification or licensing agency. See Resources and Contact Information for a link to report a child care complaint to the regional regulating agency.
- A child’s diagnosed special needs can no longer be met at the current provider.

If an agency receives a request that does not fall under the above criteria, but is demonstrated to be a hardship for the family, contact the Child Care Subsidy and Technical Line, who may approve outside situations upon their discretion.

Requests for the additional authorization must be made within ten calendar days of the start of the unforeseen circumstances. If a parent makes a hardship request untimely, their request is denied. All hardship requests, whether reported timely or untimely, approved or denied, must be entered in the Hardship page in CSAW.

If the agency denies a hardship request, they should send a notice to the parent informing them of the agency decision and include the rights to a fair hearing. Generate a Child Care Free Format letter in CWW. The process of generating a free format letter is detailed in Operations Memo 18-J2. Use the approved text provided in the Appendix.

If the parent requests a second authorization in the current month and it appears hardship criteria are met:
- Explain to the parent that Wisconsin Shares policy prohibits issuing subsidy to a second provider in the same month, but their situation will be referred for a possible exemption to the policy. Ask the parent open-ended questions. Assess the case thoroughly without adding additional burden on the family. Your agency may or may not use the Hardship Approval Checklist (DCF-F-5203) to assess the hardship situation. Consult your local agency for the correct procedure.
- Make the hardship determination. It is a recommended practice to consult with a supervisor or designated staff member to confirm the determination. If necessary, your supervisor may consult the Child Care Subsidy and Technical Assistance Line for assistance.
- Document the request and determination in CWW case comments and on the CSAW Hardship page. Follow confidentiality rules regarding sensitive information in comments. See Handling Confidential Information in the Eligibility section.
- Subsequent authorizations do not need to span an entire month. CSAW has a hard stop to prevent a child being authorized more than 75 hours per week. If the entered authorization results in a child being authorized over 75 hours per week, the Child Care Coordinator has the security privilege to bypass the hard stop.

Note: If a hardship request is made for a child in out-of-home placement, the Child Care Subsidy and Technical Assistance Line must make the hardship determination; the local agency cannot determine hardship for these cases.

If hardship is determined for a child on the case, hardship can also be granted to other children on the case attending the same provider.
**Eye on Integrity:** If the worker suspects that the client or provider is providing false or misleading information to meet hardship criteria, they should share their concern with the Child Care Subsidy and Technical Assistance Line and the BPI Fraud Mailbox.

**Retraction**
When a parent is changing providers, workers should ask the parent if they have an outstanding balance with their previous provider. If the parent does not have an outstanding balance and has remaining funds on their account, the worker should offer to retract the funds off of the account, explaining that often parents erroneously pay their previous provider these funds when they mean to pay their new provider. Retracting the funds can avoid confusion and paying the incorrect provider by mistake. Retracting the funds avoids a potential voluntary payment agreement or overpayment to recoup misallocated funds. Make sure the parent is aware not to authorize funds until the retraction is complete.
To complete a retraction, send a message to the Bureau of Program Integrity Technical Assistance inbox that includes the necessary case and retraction information. BPI will complete the retraction. See Resources and Contact Information.
**Activity: Determine Situations of Hardships**

For each scenario, indicate if hardship criteria are met.

Read the scenario and determine if the situation meets the definition of hardship.

1. Stacy goes to pick up her child from her child care provider. Stacy gets into an altercation with her provider because she found out that her provider went on a date with her ex-boyfriend. Stacy immediately wants to switch providers.

   Yes, this is a situation of a hardship.  
   No, this is not a situation of hardship.

2. Katie has been working as a first shift lead at McDonald’s for two years. Katie is being promoted to a co-manager next week, but with this promotion she is required to work second shift. Unfortunately, her provider is not open second shift so she has found a new provider that is open and able to provide care to her child while she is working.

   Yes, this is a situation of a hardship.  
   No, this is not a situation of hardship.

3. Jenny is notified by her provider that her license is being suspended due to lead paint at her facility. However, her provider plans to re-open after she rectifies the issue. In the meantime, Jenny has chosen a new provider for her son.

   Yes, this is a situation of a hardship.  
   No, this is not a situation of hardship.
Authorizations during Provider Closure
Wisconsin Shares Child Care Policy and Process Handbook 2.4.10

Parents may use their subsidy amount to pay their provider for up to one week of provider closure. If the parent needs another authorization to a secondary provider during the closure period, they may request a secondary authorization for the same time period.

If a provider will be closed more than one week, ask the parent if they will continue to use this provider. If the parent will continue to pay for care during the closure period and will continue to attend the provider once they re-open, end the authorization at the end of the first week of the provider closure. If the parent plans for their child to attend elsewhere during the closure period and will not return to the center after the closure period, end the authorization the day before the closure period begins.

Short-term Authorizations
Operations Memo 18-54; Wisconsin Shares Child Care Policy and Process Handbook 2.3.10

A worker may need to write a short-term authorization to cover a brief period of time when care is needed. When this is necessary, the authorization must be at least seven calendar days long. If the parent needs care for less than a week, use the Child Care Need schedule to reflect only the days of care requested. A short-term authorization cannot span from one month into the next. If care is needed at the end of one month and the beginning of the next, create two authorizations: the first authorization is at least seven days long at the end of the month, the second authorization is at least seven days long at the start of the following month.

Example: Noelle’s provider is taking a vacation and will be closed Thursday, August 29 – Thursday, September 5. Noelle is requesting an authorization for a second provider for the closure days. The worker creates an authorization to the second provider for August 25 – August 31, being sure to only include Child Care Need on the Thursday and Friday at the end of August when care is requested. The worker creates a second authorization for September 1 – September 7, being sure to only include Child Care Need Monday through Thursday that week.

Excessive Unexplained Absences
Wisconsin Shares Child Care Policy and Process Handbook 2.4.11; 3.4.3.6; 4.8.4

Child care providers are required to report to the agency when a Wisconsin Shares child has an excessive unexplained absence. This is when a child has been absent for 30 consecutive days during which the parent has not contacted the provider to explain why the child is not attending or to inform the provider of the absence. In these situations, the worker must make
several attempts to contact the parent before ending the authorization. Document attempts to contact the parent in CSAW.

If the worker is successful in contacting the parent and discovers that the situation warrants the authorization to be reassessed, an authorization assessment may be completed.

Parents must report if their child has not been in attendance for the past 20 consecutive days, which is considered an excessive absence. When the parent reports an excessive absence, the worker should discuss child care need with the parent to determine if the original authorization should be reduced to avoid a potential overpayment. If the parent pays for more care than the child attended, they are responsible for any resulting overpayment to the provider.

**Review: Test Your Authorization Knowledge**

Answer the following questions related to authorizations.

1. What are the three general categories of regulated child care providers?

2. What requirements must a provider fulfill in order to be eligible for a Wisconsin Shares authorization?

3. A provider has let their YoungStar contract lapse. All authorizations to the provider have ended. Eventually, the provider turns in a new YoungStar contract. If all other policy criteria are met, when is the furthest back a new authorization can be created to this provider?

4. A parent states they will need authorization hours on days when school is closed. What automatically happens to the child’s authorization? What does the worker need to ask the parent about next?
5. When you create an initial authorization, how do you determine when the authorization will end? List scenarios when the authorization should end earlier than the renewal date.

6. What considerations **must** the worker make when entering the child care need schedule?
Part 5: Child Care Statewide Administration on the Web (CSAW)

Objectives:
- Accurately enter authorization assessment information in CSAW
- Calculate the authorization hours for a case
- Modify an existing authorization
- Apply information from the Case Activity Summary screen to the authorization

Introduction
The CSAW system has many functions. In this training, we will focus on:
- Accessing and modifying provider information
- Creating and modifying authorizations

There are several CSAW functions and processes not covered in this training. Workers should review CSAW User Guides for additional guidance. See Online Resources.

Accessing CSAW
A link to CSAW is on the Wisconsin Systems Gateway page. New users can use the Security Access Guide for Child Care Workers to fulfill the basic requirements for CSAW access. The Security Access Guide is available on the Wisconsin Shares Agency Worker Page. See Resources and Contact Information.

CSAW Homepage
The CSAW homepage features a blue navigation bar and a list of links. Most navigation will start by selecting EBT CSAW, then either case search or provider search. Certain selections from EBT CSAW may lead to CSAW pages.
The Dashboard is accessible from the EBT CSAW homepage and the EBT CSAW drop-down menu. The Dashboard alerts workers to actions to be taken on authorizations. Please see the CSAW User Guide: Dashboard for more information on how to access and process tasks. Two trainings are available on PTT to help workers process dashboard items: EBT CSAW Dashboard: Parent Portal Tasks and EBT CSAW: Provider Portal Tasks.
On the homepage, below the blue navigation bar, is a list of announcements. This is where county, tribal, or department staff post information related to CSAW or Wisconsin Shares issues.

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### CSAW Home

<table>
<thead>
<tr>
<th>Announcement</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions About 1099 Forms</td>
<td>2/2/2015</td>
<td>No County announcements for you at this time. Please click on the Announcements link to view all announcements.</td>
</tr>
</tbody>
</table>

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### CSAW Navigation

CSAW offers several buttons and icons to help you access and understand information.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="pen.png" alt="Pencil" /></td>
<td>Modify</td>
<td>Click the pencil icon to modify any records.</td>
</tr>
<tr>
<td><img src="trash.png" alt="Trash Can" /></td>
<td>Delete</td>
<td>Click the trash can icon to delete records.</td>
</tr>
<tr>
<td><img src="scroll.png" alt="Scroll" /></td>
<td>History</td>
<td>Click the scroll icon to view history.</td>
</tr>
<tr>
<td><img src="list.png" alt="List" /></td>
<td>Reference Table Viewer</td>
<td>Click the list icon to review the description of the values in the drop down menu.</td>
</tr>
<tr>
<td><img src="magnifying_glass.png" alt="Magnifying Glass" /></td>
<td>View the Record</td>
<td>Click the magnifying glass icon to view further into a record.</td>
</tr>
<tr>
<td><img src="calendar.png" alt="Calendar" /></td>
<td>Calendar</td>
<td>Click the calendar icon to open a scrolling calendar.</td>
</tr>
<tr>
<td><img src="check.png" alt="Check" /></td>
<td>Incomplete</td>
<td>Information is needed before an authorization can be created. This is an icon, not a button.</td>
</tr>
</tbody>
</table>
Provider Information

Workers need to access the Provider Management screens for the following functions:

- Accessing provider information, including regulation, FIS contract, and YoungStar details
- Updating or adding a provider’s price

Accessing Location Details

To access provider information, choose Provider Search from the EBT CSAW menu. Search for a provider.

**Tip:** When possible, search for providers by provider number. This ensures you will be looking at the right provider and facility. Many providers have similar names and multiple locations. It is easy to access the wrong provider location in error.

Once a provider is selected, workers can access Location Details, Provider Prices, and Authorizations for the location.
Selecting Location Details opens many other options:

- List Authorizations
- YoungStar Details
- Shares Contract List: YoungStar Participation Contract
- Category Summary: Regulation Details
- Data Exchange: FIS Requirement
- Comments

**List Authorizations**

View authorizations by provider location. Enter authorization begin and end dates to filter search results. Basic details for the authorizations are listed.

---

**Overcapacity Soft Stop**

Operations Memo 18-33; Operations Memo 17-54

The List of Authorizations page is a useful reference to workers if they receive a warning message that an authorization may put a provider over their regulated capacity. A soft stop message appears if a provider is at or above 1.75 authorizations per regulated slot. The agency
is prohibited from authorizing to a provider who is at or over 2.5 authorizations per regulated slot. When the warning message appears, the worker **must** refer the provider to the fraud unit for a front-end investigation.

![Warning Message]

**YoungStar Details**

Access YoungStar participation information. Recall that a provider **must** be regulated and participating in YoungStar to receive an authorization.

In our example, the provider’s participation cycle is from October 1, 2015 to June 30, 2017. Their YoungStar anniversary date is July 1. The grace period is the month of July and is indicated as Not Participating with an asterisk. During the grace period, authorizations can continue, but new authorizations cannot be created that go beyond the end of the grace period. The end of the grace period is July 31. If a contract renewal is not received by this date, all authorizations will end systematically with a date of July 31. If a contract renewal is received in August, the furthest back a new authorization can begin is the new YoungStar contract date.

![YoungStar Details Table]
**Wisconsin Shares Contract List**

Use this screen to access information for out-of-state and in-home providers fulfilling the YoungStar requirement through the Wisconsin Shares Participation Contract.

<table>
<thead>
<tr>
<th>Wisconsin Shares Contract List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Location Details</strong></td>
</tr>
<tr>
<td>Provider #</td>
</tr>
<tr>
<td>Location #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wisconsin Shares Contract List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Received</strong></td>
</tr>
<tr>
<td>01/01/16</td>
</tr>
</tbody>
</table>

[New Wisconsin Shares Contract]

**Category Summary: Regulation Details**

After selecting Location Details, click Category Summary to review regulation details for the provider. The Category Summary shows licensing, certification, and any periods the provider was not regulated.

<table>
<thead>
<tr>
<th>Category Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Location Details</strong></td>
</tr>
<tr>
<td>Provider #</td>
</tr>
<tr>
<td>Location #</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Facility Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Number</td>
</tr>
<tr>
<td>Licensor Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Licenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category Code</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certificates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category Code</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unregulated</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Unregulated Category is available for this Provider Location</td>
</tr>
</tbody>
</table>

No Unregulated Category is available for this Provider Location
Data Exchange: FIS Requirement
Click Data Exchange to access information regarding the provider’s contract with FIS. Only the status of Active or Contract Signed can receive Wisconsin Shares payments from parents.

Vendor Provider Data Exchange

<table>
<thead>
<tr>
<th>Provider/Location#</th>
<th>3800036563/001</th>
<th>Provider Name</th>
<th>Randy’s Group Care, Inc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location Name</td>
<td>Randy’s Group Care-Do Not Modify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone #</td>
<td>(414) 555-6666</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>123 Main St Anytown WI 52222</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FIS Provider ID</th>
<th>Vendor Status Updated On</th>
<th>Vendor Status</th>
<th>POS Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>D205258</td>
<td>8/15/2016 10:11 AM</td>
<td>Active</td>
<td>No</td>
</tr>
<tr>
<td>D205258</td>
<td>8/15/2016 10:45 AM</td>
<td>Add</td>
<td>No</td>
</tr>
</tbody>
</table>

Updates to Vendor

Comments
Add and view provider-based comments.

Location Comments

Provider Location Details

<table>
<thead>
<tr>
<th>Provider #</th>
<th>3800036563</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location #</td>
<td>002</td>
</tr>
</tbody>
</table>

Provider Name  Randy’s Group Care, Inc
Location Name  Randy’s Group Care - Daily Mode

Add Subsidy Comments

Provider comments may involve information about the facility, changes in regulation, price, address, positive adjustments made to the provider, etc.
Parent Employment List

The Parent Employment List may be reviewed if a parent is taking their child to a facility where they are employed. Wisconsin Shares policy prohibits providers from receiving reimbursement if more than 40% of all the children enrolled are children of parents who are employees of the provider.

The Parent Employment List is accessed through CSAW. Search for existing providers in CSAW:

- **Case Search** - Search for a case
- **Provider Search** - Search for a provider
- **Dashboard** - Manage Task
- **Case Overpayment Search** - Search case related overpayments
- **Provider Overpayment Search** - Search provider overpayments
- **School Calendar** - Update school closure dates.
- **Pending Authorizations** - Search pending authorizations by case and county

In the Provider Menu, select Parent Employment List:
The Parent Employment List is generated from matching FEIN numbers of employers in CWW and FEIN numbers of providers in CSAW. The Parent Employment List does **not** account for non-subsidy children. This needs to be factored in when applying the 40% rule.

**Children**

- There are 4 children total authorized to this provider.
- 1 cases have parents that appear to be employed by the provider.
- **⚠️ 50% of parents appear to be employed by the provider.**

**Excel**

Click the Excel icon above to download the data in Excel format.

<table>
<thead>
<tr>
<th>Employment List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employer Name</strong></td>
</tr>
<tr>
<td>Abc Child Care (Soundbe)</td>
</tr>
<tr>
<td>1. Case #1150921218: Betty Baltimore (Primary Person) - 2 Children</td>
</tr>
<tr>
<td>1. Case #8150919686: Calle Connecticut (Husband) - 2 Children</td>
</tr>
</tbody>
</table>

**Updating Provider Price**

Wisconsin Shares Child Care Policy and Process Handbook 2.2

Provider prices can be accessed through the navigation menu in EBT CSAW.

Since providers are paid prospectively, price begin dates must always be the first of the month. A hard stop exists to force entries as the first of the month. If a provider with current authorizations has a price change in the current month, enter the begin date of the price change as the first of the following month.

If a provider has a price change in a future month, enter the begin date as the first of the change month.

If a provider does not have any current authorizations, the price begin date can be the first of a past month or the current month.
Click Add Provider Prices to update or add a provider price.

Use Add Provider Prices to update or add a provider price.

- Modify Provider Price: (pencil icon): Prices can only be modified if no current authorizations exist.
- Delete Provider Price: (trash icon): Prices cannot be deleted if current authorizations exist.
- History: (scroll icon): View a history of past prices.

Refer to the CSAW User Guide: Provider Screens for further guidance on entering provider prices. Refer to Wisconsin Shares Child Care Policy and Process Handbook 2.2.1 and 2.4.6 for guidance on converting hourly, daily, full time, and part-time provider prices.
Creating Authorizations

This section will follow the process for creating an authorization. First, the worker searches for the case. Search by case number, PIN, SSN, or name.

Case Summary

When the worker selects the case, the first screen that opens is the Case Summary. The Case Summary details each part of the authorization: the parent’s approved activity schedule, the child copay/special need, and the eligible children’s authorizations.

 Indicates an item that is incomplete. An orange check mark item must be addressed before the authorization can be created.

 Indicates this item can only be addressed once orange check marks are resolved.

In our sample case, Jane Dawson and her partner Saxon Parker are requesting authorizations for their two children. Jane is working at Target and attending school. Saxon is self-employed. Jane and Saxon have two children. Ziggy is 2-years-old and needs care whenever Jane and Saxon are in their approved activity. Marilyn is 7-years-old and needs care before and after school when her parents are in their approved activities.
Click Add Schedule to add Jane’s approved activity schedule.

<table>
<thead>
<tr>
<th>Parent's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Dawson</td>
<td>10/01/1990</td>
<td>3585098738</td>
</tr>
<tr>
<td>Saxon Parker</td>
<td>03/09/1988</td>
<td>3585098752</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Child's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ziggy Dawson</td>
<td>01/02/2015</td>
<td>3585098746</td>
</tr>
<tr>
<td>Marilyn Parker</td>
<td>02/14/2010</td>
<td>3585098754</td>
</tr>
</tbody>
</table>

Information needed to add authorization for selected period. To proceed with authorization complete the above information.
Parent Activity Schedule

Approved activities are entered for each parent. The worker enters begin and end dates for the schedule. The earliest the activity schedule can begin is the RFA date. If the approved activity starts later than the RFA date, enter the begin date according to the start of the activity. If there is a known future change in the approved activity, end date according to the change. If there is no known future change, use the renewal date as the end date.

In our example, Jane’s academic semester ends on June 9. The worker enters an approved activity schedule end date of June 9. Jane will need to provide an updated approved activity schedule and request a new authorization when she knows her summer child care need.

Next, the worker enters the approved activity schedule for each parent. On the schedule screen, the following information is listed:

- Case Details (Primary person name, address, RFA, review date, CC AG status)
- Individual Details (Name of parent whose schedule you are entering)
- Approved Activity Type (From CWW, begin date and end date of the schedule)
To enter the schedule:

- Indicate the Schedule Type (Single Week, Two Weeks, or Four Weeks)
- Double click or click, drag, and press Enter to enter time

**IMPORTANT:** If care is needed for any portion of an activity, the entire schedule must be entered. Enter the whole activity and nothing but the approved activity. Other considerations, such as child care need and travel time, are entered later.
In our sample case, Jane works at Target: Thursday-Sunday: 4:00pm-11:00pm. The screen shot demonstrates days she works this shift.

Reminders for this screen:

- **Subject**: Enter the employer’s name, self-employment business information, or name of the educational institution. Enter each shift separately. Enter each activity type separately.
- **Start Time/End Time**: Enter the **exact** start and end time for the activity. **Only** enter the approved activity time. Entries can be typed manually or a drop-down is available in 15 minute increments.
- **Activity Type**: Select the activity. Enter each activity separately.
  - Other is used for all W-2 and FSET activities, and if a gap or 4K/HS hours are included in the eligible hours. When using the Other type, enter the reason other is used as the Subject.
- **Select Day(s)**: Select the days that coincide with the time entered.
In our sample case, Jane is also attending school. Her school activity is entered separately. She attends school Monday, Wednesday, and Friday, 8:00am-11:30am and Tuesday and Thursday, 10:00am-2:00pm.
The worker enters in the approved activity schedule for each parent. A comment can be added to note any irregularity in the schedule, such as on-call employment. The worker should review the schedule for accuracy before clicking Complete.

**Reminders for this screen:**

- **Unpaid work breaks:** Unpaid breaks, such as a meal break or 15 minute break **must** be included in the authorization.

- **Discrepancies:** If, during a mandatory authorization assessment, the worker discovers a discrepancy between the employment verification and the approved activity schedule greater than 10 hours per week, the worker should ask the parent clarifying questions. Unpaid breaks and unusual circumstances (illness, vacation, holidays, parent staying late at work or sent home early) are all important considerations. The worker **must** enter
CSAW comments on the Parent Activity Schedule page regarding any discrepancy that is investigated and resolved. If the discrepancy cannot be reduced to 10 or fewer hours through clarification, the worker requests assistance from the Child Care Subsidy and Technical Assistance Line.

- **Gaps**: A gap is a period between approved activities. Any gap that is two hours or less is included in the authorization and entered as Other. Gaps over two hours should be included as Other in the following circumstances:
  - If the parent picked up their child and took them home during the gap, they would be home less than two hours.
  - For an overnight authorization: If the parent picked up the child during the gap time, the child would receive less than eight hours of sleep time between the hours of 9:00pm and 7:00am.
  - Add the approved activity hours of the first and second activity. The approved activity hours are less than or equal to the travel time between activities.

- **4K/Head Start**: If a parent is only in their approved activity for part of the school program, but the school program is eligible to be included in the authorized hours, the worker **must** alter the parent’s approved activity schedule to incorporate the school hours. Use the “Other” Activity Type to include the school program. See Authorizations: Authorizing for School Age Children for more details.

### Education Tracking

*Wisconsin Shares Child Care Policy and Process Handbook 1.3.8*

As a reminder, parents participating in an education activity may have a work requirement and the 24-month limit may apply.

<table>
<thead>
<tr>
<th>Education Activity</th>
<th>Work Requirement?</th>
<th>24-Month Limit?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School for Teen Parents</td>
<td>No, if the parent is under age 20.</td>
<td>No, if the parent is under age 20.</td>
</tr>
<tr>
<td>GED/HSED or High School Equivalent</td>
<td>Yes, if the parent is age 20 or older.</td>
<td>Yes, if the parent age 20 or older.</td>
</tr>
<tr>
<td>ESL or Literacy</td>
<td>Yes, regardless of age</td>
<td>Yes, regardless of age</td>
</tr>
<tr>
<td>Technical College or Courses Leading to Employment</td>
<td>Yes, regardless of age</td>
<td>Yes, regardless of age</td>
</tr>
</tbody>
</table>

If the 24-month limit applies to the case, the worker **must**:

- Check the parent has months left on their education clock **before** confirming the authorization. If the parent does not have months remaining, the education activity **cannot** be included in the authorization.
- Add time to the education tracker according to the current approved activity schedule.
Enter in the exact start and end dates of when care is needed during the academic term. CSAW will reduce clock time based on days entered; partial months may be entered or used. When a parent is in an approved activity break period and decides to continue authorized hours for education, end date the education clock according to the end of the approved activity, even if the authorized hours will continue at the same level.

In our sample case, Jane is attending MATC Milwaukee for cosmetology. Her authorization begins January 13 and her semester ends June 9.

Reminders for this screen:
- School Schedule on File: This serves as a reminder to the worker: A school schedule must be verified for education to be included in the authorization. The school schedule cannot be verified orally. The worker must also verify enrollment and provide justification of the education activity in CWW case comments.
Case Activity Summary

The Case Activity Summary displays a summary of the approved activities for the case. It is especially helpful for parents participating in:

- Education: Time remaining on the 24-month clock displays
- Self-employment: Income and maximum hours to authorize display

Below is a portion of the Case Activity Summary for Jane:

Saxon is self-employed, in the first twelve months of his business. His business is not profitable yet. Since his business is twelve or fewer months old, we can authorize according to his child care need. His Case Activity Summary for his self-employment activity is below.
Child Copay/Special Need
Wisconsin Shares Child Care Policy and Process Handbook 2.5

After approved activities are entered for all parents, a copay type must be selected for each child. Copay dates are entered first.

Reminders for this screen:
- **Effective Begin Date**: This field must be the first of the month. At initial eligibility, the first of the RFA month is used. A new effective begin date is only necessary if the copay type changes.
- **Effective End Date**: This field is not required; if there is no known future copay type change, it can be left blank.

For changes that are more favorable to the parent (moving from Regular to a different copay type, or from a Minimal to a Zero copay type), end date the copayment type as the end of the change month and enter the new type starting first of the following month.

For changes that are less favorable to the parent, keep the more favorable copay type until renewal. End date the current copayment type as the last day of the renewal month and enter the new copayment type as the first of the month following renewal.
On the next screen, the worker selects the copayment type and indicates if the child has special needs.

### New Child Copay/Special Need - Add Details

#### Case Details
- **Case Number**: 3150893038
- **Primary Person**: Jane Dawson
- **Address**: 6020 W Main St, Milwaukee, WI 53214-1859, Milwaukee County
- **Admin Agency**: Milwaukee County (40)
- **RFA Date**: 01/13/2017
- **Review Date**: 12/31/2017
- **CC AG Status**: Open

#### Individual Details
- **Name**: Ziggy Dawson
- **Date of Birth**: 01/02/2015
- **PIN**: 3585098746

#### Child Copay/Special Need Details
- **Effective Begin Date**: 1/1/2017
- **Copay Type**: Regular
- **Special Needs**: Yes
- **Comments**: Ziggy has a special need, but provider does not request a higher rate.

71 of 500 characters.

#### Reminders for this screen:
- **Copay Type**: Select the appropriate Copay Type from the dropdown. Entries in CWW auto populate the Copay type and prohibit certain copay types from being selected.

<table>
<thead>
<tr>
<th>Copay Type</th>
<th>Copay Description</th>
<th>Copay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster</td>
<td>Children who are indicated as foster care, subsidized guardianship, or an interim caretaker on the Benefits Received page in CWW.</td>
<td>Zero</td>
</tr>
<tr>
<td>Kinship</td>
<td>Children who are indicated to have a Kinship Relationship and Kinship Court Order on the Benefits Received page in CWW.</td>
<td>Zero</td>
</tr>
<tr>
<td>Learnfare</td>
<td>Children of a teen parent who is participating in Learnfare. The teen’s custodial parent is participating in W-2.</td>
<td>Zero</td>
</tr>
<tr>
<td>Non Court Ordered Kinship</td>
<td>Children who are indicated to have a Kinship Relationship, but do not have a Kinship Court Order, on the Benefits Received page in CWW.</td>
<td>Minimal*</td>
</tr>
<tr>
<td>Type</td>
<td>Description</td>
<td>Copayment</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Regular</td>
<td>Children whose parent is receiving W-2, FSET participants, and when other descriptions don’t apply.</td>
<td>Full/Regular</td>
</tr>
<tr>
<td>Teen High School</td>
<td>Children whose parent is less than 20 years old and enrolled in high school or equivalent.</td>
<td>Minimal*</td>
</tr>
<tr>
<td>W-2 Emp End Unsub Emp Beg</td>
<td>Children whose parent started new employment and W-2 ended.**</td>
<td>Minimal*</td>
</tr>
</tbody>
</table>

*Minimal copay amount is based on 65% FPL (instead of using the actual FPL).
**Parents participating in W-2 who begin employment: The copayment type changes from Regular to W-2 Emp End Unsub Emp Begin until the next renewal. This copayment type is used regardless of whether the parent chooses to end W-2 or continues is in the CMF/CMF+ placement.

- **Special Needs:** Workers ask parents if their child has special needs. Select <Yes> to identify any child with special needs. Workers are not required to verify the child’s special need unless the provider requests a higher rate to accommodate the child or if the child is age 13-19. See Authorizations: Assess for Special Circumstances.

- **Comments:** Comments are recommended for copayment types with a known future end date and to clarify any aspect of the copayment type or special needs information. In our example, the worker entered a comment for a special needs child that is not requesting a higher rate.
Select Child Care Provider Location

Once the parent’s approved activity schedule and child copay/special need have been identified, the worker can click New Authorization to begin creating an authorization.

For each child, previous authorizations will appear first; the worker can create a new authorization using a previous provider. In our example, an authorization for another child on the case was created for Randy’s Group Care. The worker can create the new authorization to the same provider or click Search to select a different provider.

The worker enters search criteria to find the provider. Select the correct provider.
**IMPORTANT:** Many providers have similar names and multiple locations. It is very important to choose the correct provider. Ask the parent to confirm the address of the provider. Added attention reduces errors and burden on families.

**Authorization: Basic Details**

The worker enters basic details for the authorization.

<table>
<thead>
<tr>
<th>Authorization Period</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Begin Date</strong> *</td>
</tr>
<tr>
<td><strong>End Date</strong> *</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shared Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Is this child in shared placement?</strong> *</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transportation Need</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Daily Travel Duration</strong></td>
</tr>
<tr>
<td><strong>Public Transportation</strong> *</td>
</tr>
<tr>
<td><strong>Travel Duration Comments</strong> *</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Child School Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>School Closed Need</strong> *</td>
</tr>
<tr>
<td><strong>School Name</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head Start/Pre-Kindergarten</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Is this child in Pre-K Program?</strong> *</td>
</tr>
<tr>
<td><strong>Head Start Program Type</strong></td>
</tr>
<tr>
<td><strong>Pre Kindergarten Type</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Comments</strong></td>
</tr>
</tbody>
</table>

87 of 500 characters.
Reminders for this screen:

- **Begin Date**: The earliest an initial authorization can begin is the RFA date, so long as all policy criteria are met. At renewal, the ongoing authorization begins the first of the month following the renewal date, so long as all policy criteria are met.

- **End Date**: End date according to any known future change. In our sample case, there are several known future changes: Jane’s school ends June 9. Marilyn’s last day of school is June 6. Saxon’s self-employment business is 12 months old on November 30. Authorizations are written to the closest expected change.

- **Shared Placement**: Indicate if the child is in shared placement. Entering <Yes> triggers a soft stop to occur after the Child Care Need page is completed. This serves as a double check that Child Care Need corresponds to time the child is in custody of the parent.

- **Daily Travel Duration**: Enter a daily travel time amount. If travel varies, enter the highest amount needed. If travel is over one hour per day, it must be verified using a bus schedule or an Internet search. Indicate if public transportation is used. A comment explaining travel rationale is required.

- **School Closed Need**: Ask the parent if they need authorization hours for a school-age child on days when school is closed. Indicating <Yes> automatically adds 10 inclement weather hours to winter months. Later, scheduled school closed dates can be entered. Select the child’s school from the dropdown menu.

- **Head Start/Pre-K**: Indicate if the child is attending a public Head Start or pre-K program. If the child is attending 4K or Head Start, remember to consider if school program hours are included in the authorization amount. If they should not be included, adjust the Child Care Need schedule to remove school hours. Including the school program hours may or may not require editing the parent’s approved activity schedule to include the school program, using the Other activity type. See Authorizations: Authorizations for School-Age Children.

- **Comments**: Add comments specific to the child’s authorization.

**Child Care Need**

The worker **must** enter the Child Care Need schedule based on the following considerations:

- ✓ When does the parent say they need care?
- ✓ Is the child school-age? Do not enter authorization time when school is open. School-aged children who are home-schooled cannot be authorized during the school day so their parents can provide home schooling second shift.
What are the provider’s hours of operation? Do not enter a child care need outside of the provider’s hours unless the provider is dually regulated and open all hours in which care is needed.

Remember: The system will calculate the authorization for the overlap of time all parents are in their approved activity and there is a child care need. A soft stop exists if the authorized hours include time outside the provider’s operation hours. The worker must adjust the child care need schedule to only include time during the provider’s operating hours. The worker should also ask the parent about their child care plan for time they need care when the provider is closed.

If the parent’s child care need mirrors their approved activity hours, the worker may decide to duplicate a parent’s approved activity schedule to use as the child care need schedule.

When duplicating the parent’s approved activity schedule, use caution:
- In a two-parent case: Make sure the child care need reflects when both parents are in their approved activity.
- For school-age children: Make sure the duplicated schedule does not include hours the child is in school.
- Make sure the duplicated schedule does not include hours the provider is closed.

For consistent approved activity and Child Care need schedules, the worker may choose to manually enter the Child Care Need Schedule, based on when the parent reports they need care.

In our sample case, the child care need for Marilyn, our school-age child, was entered manually by the worker. Marilyn attends school Monday through Friday, 8:00am-2:30pm. The worker entered time before and after school when the provider is open.
The worker clicks Derive Weekly Hours. The system will calculate the authorization amount for Marilyn, the 7-year-old child, based on the overlap of approved activities and child care need.

**Child Care Authorization Hours**

Wisconsin Shares Child Care Policy and Process Handbook 2.4.6; 2.4.7

CSAW calculates the overlap in the parent’s approved activity schedules and child care need, and adds travel time each day to create an average weekly authorized hours amount. The weekly average is multiplied by a monthly multiplier (4.348125) to convert the weekly average into a monthly amount. CSAW uses the monthly authorized hours to calculate the subsidy amount.
The following example reflects an authorization in which a change in schedule was entered during the 12-month eligibility period.

<table>
<thead>
<tr>
<th>Child Care Authorization Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Date: 12/01/2018</td>
</tr>
<tr>
<td>End Date: 06/06/2019</td>
</tr>
<tr>
<td>Status: Pending</td>
</tr>
</tbody>
</table>

**Weekly Hours**

<table>
<thead>
<tr>
<th></th>
<th>Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours Based on Schedule</td>
<td>41:15</td>
</tr>
<tr>
<td>Travel Time</td>
<td>01:15</td>
</tr>
<tr>
<td>Total</td>
<td>42:30</td>
</tr>
<tr>
<td>Approved</td>
<td></td>
</tr>
<tr>
<td>Prior Authorization Total</td>
<td>10:00</td>
</tr>
</tbody>
</table>

**Hours Used for Benefit Calculation**

<table>
<thead>
<tr>
<th></th>
<th>Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
<td>35:00</td>
</tr>
<tr>
<td>Above Full Time (50)</td>
<td>00:00</td>
</tr>
</tbody>
</table>

Average Weekly Hours (Full Time): 35:00
Average Weekly Hours (Above Full Time): 00:00

Reminders for this screen:

- **Case Activity Summary**: Access from the navigation menu or this screen. This serves as a double check that the authorization corresponds to the approved activities.
- **Review Schedules**: Displays the overlap of both parents’ schedules with the child care need schedule.
- **Approved Hours**: If an override of calculated hours is needed, the worker types in the correct hours and minutes. If the worker overrides the calculated hours, a comment must be entered.
- **Prior Authorization Total**: Displays previously authorized hours. Compare this field to the Approved Hours field to determine if a change results in an increase or decrease in authorized hours.
- **Copy From Prior Authorization**: This button appears when a worker may maintain the same number of authorized hours as the previous authorization. The worker must be aware of when the parent is eligible to maintain authorized hours per policy; just because the button displays does not mean the parent is necessarily eligible to maintain authorized hours. See Authorizations: Authorization Assessment, for when a parent is eligible to maintain their current authorization hours. When the button is used, the prior authorized hours are used as an override and are populated in the Approved Hours field.
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fields, the previous Provider Price Type is copied, and a Comment is populated: “Copied from prior authorization”.

- **Provider Price Type**: Select the appropriate provider price type. If an override price type is selected a comment **must** be entered. If the Copy from Prior Authorization button is used, the prior Provider Price Type will be populated with the previous type.

<table>
<thead>
<tr>
<th>Provider Price Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time</td>
<td>Use when the average number of calculated authorized hours is over 20. In a varying schedule, use when any given week is authorized for over 20 hours. Use for all providers, except in-home providers, or when another type does not apply. Use for Zero-Hour Authorizations.</td>
</tr>
<tr>
<td>Part-time</td>
<td>Use for all provider types except for certified in-home providers when the average number of hours is 20 or fewer hours per week, but is not zero.</td>
</tr>
<tr>
<td>Override (Discount)</td>
<td>Use for licensed providers, public school programs, or certified school programs when the discount is less than the agency rate and the provider’s private price. Parents are responsible for reporting a discount timely. Discounts reported in the current month are effective starting the following month.</td>
</tr>
<tr>
<td>Override (In-home)</td>
<td>Use for certified in-home providers when providing 15 or more hours of care per week to a child.</td>
</tr>
<tr>
<td>Override (Special Need)</td>
<td>Use when the provider is receiving a higher rate to serve a special needs child. If no higher rate is being used then do not use override.</td>
</tr>
</tbody>
</table>

To confirm the system has calculated the authorized hours correctly, the worker can select Review Schedules. This will display the overlap of both parents’ schedules with the child care need schedule. Days and times the provider is open appear in yellow. The number of overlap hours and added travel time is listed in the table.
School Closed Hours

Inclement Weather Hours
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.6

If the parent requested authorization hours when school is closed, inclement weather hours will automatically be added to the winter months of November through March during the authorization period. If inclement weather hours are needed for an outside month, contact the Child Care Subsidy and Technical Assistance Line, whose staff can add those hours to the authorization. Parents are not eligible for more than ten inclement weather hours per month during the winter months of November through March.

If a child is authorized to more than one provider, the inclement weather hours are automatically added to the first authorization entered in the system. If needed, workers can move the inclement weather hours from one provider to another by deleting the hours off of one provider and adding them to the other. Inclement weather hours should not be deleted by the agency for any other reason, including if a parent does not use the hours in a given month. Unused hours or funds expire off the parent’s account after 90 calendar days in a last in, first out basis.

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Hours</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>March, 2017</td>
<td>Inclement weather</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>February, 2017</td>
<td>Inclement weather</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>January, 2017</td>
<td>Inclement weather</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

Scheduled School Closed Hours
Wisconsin Shares Child Care Policy and Process Handbook 2.4.4.4

The worker also must ask the parent if there are scheduled school-closed days when they will be participating in their approved activity. If the parent doesn’t know the child’s school closed schedule, the worker should ask the parent to find their school’s schedule and call back when they have a good idea of days when school is closed and they know they will need care.

Only add school closed hours on days the parent knows they are scheduled to work. If the parent is unsure, they may request hours after they receive their schedule or within ten calendar days of the school closure.

To add scheduled school closed hours, click Edit on the Authorization Summary screen.
Click Manage Scheduled School Closed Hours.

School closed hours requested by other Wisconsin Shares parents with children attending the same school are listed. School closed hours populated from the entered school calendar are also listed. If hours are needed for a day on the list, click the plus sign icon. If a day is requested that is not on the list, click Add New Scheduled School Closed Hours.
Reminders for this screen:

- **Hours**: Enter whole numbers only.
- **Comments**: State the reason for the closure. The worker can re-use the same comment for multiple school closed entries by highlighting the text, then using right click and Copy. Do not use Ctrl + C to copy data. Use right click and Paste to paste the copied information.

Only enter the *extra* hours needed that day due to school being closed. Do **not** include any regular authorization hours in the school closed hours.

**Example**: Jacob has an authorization for before and after school: 7:30am-8:30am and 2:00pm-5:30pm. Jacob attends school from 8:30am-2:00pm Monday through Friday. On a day when school is closed and care is needed, authorize from 8:30am-2:00pm only (6 hours, round up). The before and after school care hours are not needed; they are already included in the authorization for that day.

If the parent is not in their approved activity on the school closed day, the system will generate a soft stop to alert the worker.

**Entering School Calendars**

CSAW User Guide: School Calendars

To make entering school closed hours a little easier, local agencies can enter all school closed days for a specific school or school district. When the school calendar is entered, workers can view days when school is closed even if no other parent has requested school closed hours. To enter a school calendar, select School Calendar from the CSAW homepage or from the EBT CSAW menu.
Workers can select a school district or a specific school. (Statewide school calendars are entered by DCF staff only.)

<table>
<thead>
<tr>
<th>Select District:</th>
<th>Select Schools:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wisconsin Dells</td>
<td>booths Christian Academy</td>
</tr>
<tr>
<td></td>
<td>Lake Delton El</td>
</tr>
<tr>
<td></td>
<td>Neenah Creek El</td>
</tr>
<tr>
<td></td>
<td>Spring Hill El</td>
</tr>
<tr>
<td></td>
<td>Spring Hill Mid</td>
</tr>
<tr>
<td></td>
<td>Trinity Lutheran School</td>
</tr>
<tr>
<td></td>
<td>Wisconsin Dells Hi</td>
</tr>
</tbody>
</table>

Or [Update for entire State]
Select a School Year.
Any previously entered dates appear in blue. Click on additional dates to add them to the school or school district calendar. Refer to the legend when entering district-wide school calendars; some schools in the district are open that day, others are closed. Click Save Changes to add the entered school calendar dates.
Authorization Summary

Review the authorization to ensure all entries are correct. If the authorization does not need any further changes and is complete, change the status from Pending to Completed.

Status Definitions:
- **Pending**: Edits can be made to the authorization. Benefits are **not** issued.
- **Pending Derive Hours**: A change was made to the authorization. The system needs to recalculate the authorized hour amount.
- **Completed**: The authorization is complete, but the subsidy amount has not been issued yet. The authorization can still be edited and hours recalculated if needed.
- **Processed**: The subsidy amount has been issued to the parent. The current authorization can be extended, but otherwise cannot be edited. End date the current authorization and create a new authorization to incorporate changes.

For further technical guidance on modifying an existing authorization, please refer to the CSAW User Guide: Authorizations – Processing Various Change Scenarios. See Resources and Contact Information.

### Benefit Calculation

**CSAW User Guide: Benefit Calculations**

After the authorization has been marked Completed, the worker **must** calculate monthly benefits for the subsidy amount to be loaded onto the MyWIChildCare EBT card. **This step is required for most authorizations.** If the calculation button does not appear, calculation is not required.

Select Benefit Summary, then Calculate Benefits from the EBT CSAW Menu. EBT CSAW lists authorizations that can be calculated. Click Calculate.

<table>
<thead>
<tr>
<th>Case Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Number</td>
</tr>
<tr>
<td>Primary Person</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Admin Agency</td>
</tr>
<tr>
<td>RFA Date</td>
</tr>
<tr>
<td>Review Date</td>
</tr>
<tr>
<td>CC AG Status</td>
</tr>
</tbody>
</table>

**Benefits for the following months need to be calculated**

<table>
<thead>
<tr>
<th>Child's Name</th>
<th>Date of Birth</th>
<th>Provider Details</th>
<th>Provider Location Number</th>
<th>Authorized Period</th>
<th>Weekly Hours</th>
<th>School Closed Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ziggy Dawson</td>
<td>01/02/2015</td>
<td>Randy's Group Care-Do Not Modify 123 Main St, Anytown, WI</td>
<td>3800036563-001</td>
<td>01/13/2017 - 05/31/2017</td>
<td>24:45</td>
<td>0</td>
</tr>
<tr>
<td>Marilyn Parker</td>
<td>02/14/2010</td>
<td>Randy's Group Care-Do Not Modify 123 Main St, Anytown, WI</td>
<td>3800036563-001</td>
<td>01/13/2017 - 05/31/2017</td>
<td>03:45</td>
<td>10</td>
</tr>
</tbody>
</table>

The Confirmed Benefits screen shows the subsidy amount loaded on the MyWIChildCare EBT card and the YoungStar adjustment for the current month and three months into the future.
Changing an Authorization


Important considerations to make when changing an authorization:

- Is an authorization assessment mandatory or optional? If the assessment is optional, the parent may opt to maintain their previously authorized hours.
- Can the current authorization be extended? If the only change is to extend the current authorization further, the worker may choose to extend the end date only.

See Authorizations: Authorization Assessment for a review of when the authorization assessment must be completed.

Authorizations with a Pending, Pending Derive Hours, and Completed status can be edited without requiring the worker to end the current authorization, since subsidy funds have not yet been loaded to the MyWICare EBT Card.

If a worker edits information on a Completed authorization that affects the authorized hours amount, the status will automatically change to Pending Derive Hours. If the worker enters a change on a Completed authorization that does not affect the authorized hours amount, the status automatically changes to Pending.

**Reminder:** The authorization must be in Completed status for the parent to receive subsidy funds. Authorizations left in Pending or Pending Derive Hours status will remain in that status indefinitely until the authorization status is updated or the authorization is deleted.
**Editing an Authorization with a Completed, Pending, or Pending Derive Hours Status:**

1. Click the Edit Record button or the effective period for the authorization.

2. Select the Edit button next to the information that needs editing: either Basic Details or Schedule Details. In our example, Basic Details needs an edit to update travel time.

3. Edit the authorization information. In our example, travel time is increased from 30 minutes to one hour. Click Authorization Summary at the bottom of the page to enter the request.

4. The Authorization Summary page will show a status of Pending Derive Hours. This means the authorization must be recalculated to reflect the updated information.
5. Click Edit for the Schedule Details. Even though the Child Care Need schedule hasn’t change, the worker must revisit this page to re-derive hours.

6. Click Back to Child Schedule

7. Review the Child Care Need Schedule. Click Derive Weekly Hours.

8. Review the updated authorization calculation. The example authorization increased to reflect increased travel time. Click Review.
9. Change the status back to Completed and click Submit.

**Note:** If the authorization is in Completed status and the worker needs to change the provider, the authorization itself **must** be deleted and re-entered using the correct provider. (The parent schedule and copay do not need to be changed.)
**Editing an Authorization with a Processed Status:**

A Processed status means that subsidy funds have loaded to the parent’s MyWIChildCare EBT Card. In training, workers do not handle processed authorizations. However, workers must know how to edit processed authorizations in their daily work.

The process for editing a Processed authorization varies depending on the change to the case. Please refer to the CSAW User Guide: Authorizations: Processing Various Change Scenarios; see Resources and Contact Information.

For now, keep the following key points in mind regarding editing an authorization in Processed status:

- **First, determine if an authorization assessment is mandatory or optional.** Recall that parents may maintain their authorized hours during their eligibility period unless an assessment is mandatory.
- **Consider if the current authorization should be extended.** If the current authorization is accurate, and only needs to extend longer, the worker may edit the end date up to the next renewal.
- **If a change is needed, end the current authorization.** The situation may require ending the authorization at the end of the current month, or a future month according to a future change. If the worker tries to edit the schedules or other authorization details without first ending the authorization, they will encounter various stops/validations. Avoid these stops by ending the authorization first.
- **If the authorization should have ended in the past, the worker may need to use PLBC.** Processed authorizations have already loaded the subsidy amount for the current month on the parent’s MyWIChildCare EBT Card. A payment adjustment may be needed, depending on the situation. Refer to the CSAW PLBC User Guide for further procedures regarding payment adjustments. See Resources and Contacts.
- **Create a new authorization that reflects the needed change.** If the parent is eligible to maintain authorization hours, the worker may use the Copy From Prior Authorization feature. The parent may also opt to decrease their authorization to match their child care need. If a full assessment is mandatory, the new authorization may result in an increase or decrease in authorized hours during the eligibility period. Ensure the new authorization is written consecutively, according to policy.
Workers are required to enter any hardship request, whether reported timely or untimely, whether approved or denied, on the hardship page in EBT CSAW.

The List of Hardship Request pages offers information about past and current hardship requests. Workers can use this page to Edit, View History, or Delete a hardship request. Click New Request at the bottom of the screen to open the Add – Hardship Request page.
### List of Hardship Requests

**Case Details**

<table>
<thead>
<tr>
<th>Case Number</th>
<th>1150908513</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin Agency</td>
<td>Milwaukee County (40)</td>
</tr>
<tr>
<td>RFA Date</td>
<td>03/01/2017</td>
</tr>
<tr>
<td>Review Date</td>
<td>02/28/2018</td>
</tr>
<tr>
<td>CC AG Status</td>
<td>Open</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Case Details</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Person</strong></td>
<td>Anna Alabama</td>
<td></td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>Adf</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mke, WI 12121</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Milwaukee County</td>
<td></td>
</tr>
</tbody>
</table>

### List of Hardship Requests

<table>
<thead>
<tr>
<th>Received Date</th>
<th>Occurrence Date</th>
<th>Requested Date</th>
<th>Timely</th>
<th>Reasons</th>
<th>Status</th>
<th>Decision Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/13/2016</td>
<td>11/10/2016</td>
<td>11/23/2016</td>
<td>No</td>
<td>Child Expelled Due To Behavioral Issues</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>09/15/2016</td>
<td>09/13/2016</td>
<td>09/09/2016</td>
<td>Yes</td>
<td>Parent Approved Activity Location Change</td>
<td>Approved</td>
<td>09/15/2016</td>
</tr>
</tbody>
</table>

### Add - Hardship Request

- Received Date: 09/15/2017
- Occurrence Date: 09/13/2017
- Reported Date: 09/09/2017
- Timely: Yes
- Primary Reason: Parent Approved Activity Location Change
- Secondary Reason: 
- Status: Pending
- Decision Date: 
- Upload Checklist: 
- Comments: Tina reported her job is changing her to a different location, but wasn't sure if she’d need to switch providers yet. Called on 9/15 to request to change providers.

165 of 500 characters.
Reminders for this screen:

- **Received Date**: The date the parent requested the second authorization in the current month.
- **Occurrence Date**: The date the event occurred that caused the hardship request.
- **Reported Date**: The date the parent reported the occurrence date. Often, the Reported Date is the same as the Received Date. The difference between the Occurrence Date and the Reported Date determines if the hardship was reported timely.
- **Timely**: Indicate <yes> if the Reported Date is within 10 calendar days of the Occurrence Date.
- **Reasons**: The drop-down contains all the hardship criteria. Select the primary reason for the request. Select a secondary reason if appropriate. If the situation does not match any of the drop-down items, but may be a legitimate request, select <Discretion of DCF Wisconsin Shares Policy Unit> and contact the Child Care Subsidy and Technical Assistance Line to assist in the hardship determination.
- **Status**: Select the status for the request:
  - Approved: Select only when a final determination has been made.
  - Denied: Select only when a final determination has been made. When hardship is denied, the worker should send a manual letter explaining the denial of a second authorization in the current month and right to a fair hearing. See the Appendix and Operations Memo 18-I2 for guidance generating these letters.
  - In Progress: Select when further assistance has been requested from the Child Care Subsidy and Technical Assistance Line or the request is awaiting supervisor approval. An In Progress request can be edited or deleted.
  - Pending: Select while the request is being researched. A Pending request can be edited and deleted.
- **Decision Date**: The date the status is changed to approved or denied.
- **Upload Checklist**: Workers may upload checklists using this function, so long as the checklist does not contain confidential information. If the checklist contains confidential information, workers use Upload Confidential Document feature.
- **Upload Confidential Document**: If confidential documents were received to make the hardship determination, they are uploaded using this feature. Comments are in relation to the document itself; comments are not saved unless a document is loaded.
- **Comments**: Enter comments related to the request, but do not share confidential information. Confidential information can be added to the Hardship Approval Checklist (DCF-F-5203) and uploaded using the Upload Confidential Document feature.
CSAW Comments
Wisconsin Shares Child Care Policy and Process Handbook 2.4.1

Workers leave comments regarding aspects of the authorization on various pages in CSAW. To assist workers analyzing the case and the authorization, a summary page lists all comments for a particular case. Click Case Comments Summary from the EBT CSAW Menu.

Workers **must** record the following information in CSAW comments:
- Rationale of an override of calculated hours
- The parent’s stated travel time need
- Notation of unexpected school closure unrelated to inclement weather
- Questions and answers used to resolve a discrepancy between approved activity verification and approved activity schedule
- Information regarding a hardship request (see Hardship section)
- When the <Other> Activity Type is used on the Parent Activity Schedule to incorporate 4K or Head Start hours in the authorization

Workers **should** record the following information in CSAW comments:
- Rationale of begin/end dates
- Child’s school schedule
- Rationale of approved activity gaps included in the authorization hours
- Rationale of sleep hours included in the authorization hours
- Shared placement schedule
- School closed hours entered in a past or current month
- Parent’s approved activity schedule
- Change in child care need and authorized hours during the 12-month eligibility period
Comments are listed by type. Click the arrows to view related comments. Click the date to view the worker who entered the comment. Click the magnifying glass to open the original comment and record.

**Viewing Transaction Details**

Parents may contact the agency with questions regarding their subsidy amount. There is a computer-based training that is **required** for completion of Wisconsin Shares Child Care New Worker Training: Understanding the Wisconsin Shares Subsidy Calculations. Please refer to that training for more information about how the subsidy amount is calculated.

The selected links on the navigation menu provide details on the subsidy calculation amount itself. A selection from the Benefit Summary (Confirmed Benefits) screen is below.
Transaction details (records of funds transferred between the state, the parent, and the provider) can be found in the navigation menu. Parents can view transactions in the MyWIChildCare Parent Portal and in EBTedge.com. Providers can view transactions in the Child Care Provider Portal and EBTedge.com. A selection from the Transaction Details screen appears below.
Amounts in parenthesis indicate funds removed from the account, typically through a payment made to the provider. Amounts without parenthesis are loads to the account. The hourglass icon indicates amounts that have expired off the account, since they have not been used within 90 calendar days of the load.
Part 6: The Wisconsin Shares Subsidy Amount

Objective:

- Recognize the components of the subsidy calculation
- Identify how the copayment period can affect the subsidy amount
- Determine when copayment periods and the subsidy amount change according to changes on the case
- Identify how and when parents receive Wisconsin Shares funds

Subsidy Calculation Overview

Wisconsin Shares Child Care Policy and Process Handbook 2.5; 2.6

CSAW considers multiple factors to calculate the subsidy amount, including the provider’s location county, the number of subsidized hours of care, the provider’s regulation, and the provider’s YoungStar rating.

Copayment: An assigned amount based on a sliding scale that is subtracted from the subsidy amount to create a minimum financial responsibility for the parent. The copayment amount is based on the income and family size of the AG (FPL %), the number of children in care, and the total number of subsidized hours for all children in the AG.

Parent Share: Any amount charged by the provider that exceeds the subsidy amount.

Copayment Periods

Wisconsin Shares Child Care Policy and Process Handbook 2.5.3

Each case is assigned a Copayment Period at initial application and at renewal. The Copayment Period is determined by the actual FPL of the household. The copayment amount is based on rounding the actual FPL down to the nearest 5% level. The copayment period determines whether the family’s copayment may increase during the 12-month eligibility period.

Example: A household at 189.7% FPL will have the 185% FPL used to determine the copayment amount. The copayment period will be determined based on 189.7% FPL and is not rounded.
An exception to the rounding rule exists for Exit period: during Exit period, the FPL is not rounded down to determine the copayment amount. The actual FPL is used to determine both the copayment period and the copayment amount.

The following statements are true for all copayment periods:
- During the 12-month eligibility period, a family can move down a copayment period, if their income decreases, but they cannot move up a copayment period until renewal.
- Eligibility ends if the household income exceeds 85% SMI.

There are three copayment periods:

<table>
<thead>
<tr>
<th>Copayment Period</th>
<th>Income</th>
<th>Copayment During 12-mo Eligibility Period</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copayment Stabilization</td>
<td>&lt; 190% FPL</td>
<td>Stabilized</td>
<td>Decrease in income: copay decreases. Increase in income: no change until renewal.</td>
</tr>
<tr>
<td>Gradual Phase Out (GPO)</td>
<td>190% FPL – 199% FPL</td>
<td>reactionary</td>
<td>Decrease in income: copay decreases. Increase in income: copay increases up to 200% FPL. If income exceeds 200% FPL, copayment is capped at 200% until renewal.</td>
</tr>
<tr>
<td>Exit Period</td>
<td>200% FPL - 85% SMI</td>
<td>reactionary</td>
<td>Decrease in income: copay decreases. Increase in income: copay increases $1 for every $3 increase in income until parent exceeds 85% SMI.</td>
</tr>
</tbody>
</table>

Since the initial eligibility test is 185% FPL, cases begin in the Copayment Stabilization copayment period.

During the Copayment Stabilization and GPO copayment periods, the copayment is calculated based on FPL. During the Exit period, the copay per hour equals the 200% FPL level plus a separate Exit Copay equaling $1 for every $3 in income over 200% FPL.

During the Exit period, the copayment may increase to the point where it results in a zero dollar subsidy amount. At the point, the parent has assumed the full cost of care, but **eligibility does not end and the authorization must not be ended**. Allow eligibility to continue until the next renewal. This provides the family with stability if income decreases during the remainder of the 12-month eligibility period.

**Reminder:** The copayment is only one aspect of the subsidy amount. The subsidy amount also changes according to other changes on the case, such as a change in authorized hours, change in provider regulation, etc. The Authorization Assessment
section and the Ongoing Case Processing sections have more information on changes that affect the authorization and subsidy amount.

Note: A case that only has children with a reduced copayment type (Zero or Minimal), will not have a copayment period (an N/A will display on the Benefit Calculation screen in CSAW). Copayment periods only apply to children with a Regular copayment type.

**Activity: Analyze Copayment Periods**

Consider each scenario in the following table. For each scenario, assume changes are happening in the middle of the eligibility period (i.e., not at renewal). Determine what happens to the copayment period and the subsidy amount as a result of the change.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Copayment Period</th>
<th>Is there a change in the subsidy amount?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Noah is in Copayment Stabilization, at 185% FPL. He reports an income increase to 192% FPL. Authorization hours did not increase.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Brandon is in Gradual Phase Out. He loses his job and now has no income. Brandon has requested the Approved Activity Search Period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Zach is in Copayment Stabilization at 182% FPL. He reports a decrease in income to 171% FPL.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Kim is in Gradual Phase Out at 191% FPL. She reports an income increase and is now earning 205% FPL.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Eve is in an Approved Activity Search period and has no income. She just reported she got a job and is requesting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
the same number of authorization hours. Her rate of pay puts her at 193% FPL.

6. Cameron is in Copayment Stabilization at 184% FPL. She reports a decrease in income to 181% FPL.

7. Diego is in Exit Period at 210% FPL. He reports his hours have been cut and he will now be earning 188% FPL.

8. Emily is in Copayment Stabilization at 177% FPL. She reports she’s working extra shifts now. Her income increases to 202% FPL and she is requesting more authorization hours.

MyWIChildCare
Wisconsin Shares Child Care Policy and Process Handbook Chapter 3; 4.8.3

As a part of the MyWIChildCare initiative, Wisconsin Shares subsidy funds are loaded on an electronic benefit transfer (EBT) card. Parents pay their provider for care either:

- Online: EBTedge.com
- Phone: via Interactive Voice Response system (IVR)
- Swipe: If the provider has a Point of Sale (POS) device, the parent can swipe their EBT card at the provider’s location.

Parents receive their subsidy amount before services are provided, based on their approved activity schedule and child care need. After an initial authorization is created and in Completed status, parents are mailed their EBT card. (Parents should expect to receive their initial card within approximately five business days of authorization completion.) The account is loaded overnight when eligibility and the authorization are confirmed. Ongoing benefits load the first of each month. The subsidy can only be used at the authorized provider. Similar to a debit card, the EBT card is secured with a PIN.
Parents are responsible for paying out of pocket any difference between their subsidy amount and the provider’s price. The parent’s out of pocket financial responsibility is referred to as the Parent Share. Parents and providers must work together to establish payment practices.

**Eye on Integrity:** Parents should **never** give their card or their PIN to the provider. Providers **cannot** require parents to share their subsidy balance amount, authorized hours amount, or their authorization notice. Workers or providers should **never** make payments on behalf of a parent. Workers should **never** activate a card for the parent. If a worker suspects a parent and provider are violating program rules, report the situation to the fraud mailbox. See Resources and Contact Information.

Parents may contact the agency with questions regarding their EBT card or their subsidy amount. The chart below outlines which responsibilities lay with the agency and which lay with our EBT card provider, Fidelity Information Services (FIS):

<table>
<thead>
<tr>
<th>Local Agency</th>
<th>FIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subsidy issues:</td>
<td>Activating EBT card</td>
</tr>
<tr>
<td>• Subsidy Amount</td>
<td></td>
</tr>
<tr>
<td>• Availability date</td>
<td></td>
</tr>
<tr>
<td>• Expiration date (drops off account)</td>
<td></td>
</tr>
<tr>
<td>Eligibility/ authorization changes</td>
<td>Selecting/changing PIN</td>
</tr>
<tr>
<td>Parent cannot provide authentication to FIS (SSN) and needs CWW PIN</td>
<td>Damaged, stolen, lost EBT card</td>
</tr>
<tr>
<td>EBT card deactivated/cancelled due to fraud</td>
<td>Emergency EBT card issuance</td>
</tr>
<tr>
<td>EBT card undeliverable because of address change or incorrect address (FIS cannot change address)</td>
<td>Issues using the Point of Sale device</td>
</tr>
<tr>
<td>Provider not registered with FIS: parent needs to choose a different provider</td>
<td><a href="http://www.ebtEDGE.com">www.ebtEDGE.com</a> issues</td>
</tr>
<tr>
<td></td>
<td>IVR (phone) issues</td>
</tr>
</tbody>
</table>

Parents can use the MyWIChildCare Parent Portal to:
- View authorization information
- Request changes to an existing authorization
- Request a new authorization
- View transactions and authorization notices
- Receive messages from their Wisconsin Shares authorization worker
- Initiate payment through EBTEdge.com

Providers can use the Child Care Provider Portal to:
- View authorizations to their location
- View YoungStar participation history and regulation details
- Submit their prices
- Report facility closures
- Report a child is no longer attending

Workers use CSAW credentials to access the MyWIChildCare Parent Portal and the Child Care Provider Portal.

**Prospective Loads**
For an initial authorization that is completed in CSAW and starts in a current or past month, subsidy funds are available the next day.

Ongoing, funds are available on the first of each month. Any authorization changes for the next month need to be made by the end of the last business day of the current month.

**Post Loads**
If an authorization for the current month or a past month is incorrect and benefits have been loaded to the account, an adjustment may be required. Adjustment calculations are established in the Post Load Benefit Correction (PLBC) module, available in CSAW. PLBC computer-based training is available on the PTT Learning Center. Workers can also refer to the PLBC User Guide, available on the Wisconsin Shares Agency Worker webpage.

**Example:** Today is February 21. A parent reports an increase in approved activity hours and requests additional authorization hours starting on February 13. The parent provides verification of the change. The worker completes an optional authorization assessment: The worker end dates all authorizations for the case at the end of the current month, in this case February 28. Then, the worker ends the parent’s approved activity schedule with February 28 as the end date and enters a new approved activity schedule that reflects the change with a March 1 start date. The worker enters the new approved activity schedule. The worker derives hours for all authorizations on the case. In this scenario, the assessment results in an increase in authorized hours. The worker uses PLBC to assess for a positive adjustment for February 13-28.

Positive post load adjustments are loaded to the parent’s account overnight. Negative adjustments will not impact the parent’s current account balance. Overpayments are entered in BRITS and the Benefit Recovery (BV) screens in the CARES Mainframe.

If an authorization change is entered for a future month, the change does not require the use of PLBC. Those changes are reflected in that month’s benefit load.
Example: Today is February 21. The parent reports an increase in approved activity hours and requests additional authorization hours beginning on March 5. The parent provides verification of the change. The worker completes an optional authorization assessment. The worker ends the current authorization as of March 4 and enters a new authorization with the change that starts March 5. The worker does not need to use PLBC. On March 1, the parent’s account will load. March 1-4 will reflect the previous information; March 5-31 will reflect the change reported.

Account Balance
Wisconsin Shares Child Care Policy and Process Handbook 4.2.1.3.2

Parents are responsible for monitoring their subsidy amount and knowing their provider’s price. Parents can monitor their account balance through the Parent Portal, through the automated telephone system (IVR), and also through a provider’s Point of Sale device. Parents can view transactions on ebtEDGE. Parents are financially responsible for any difference between the subsidy amount and the provider’s price.

Parents can carry over any remaining balance from a previous month, up to 90 calendar days. Any amount not spent by the ninetieth date is returned to the state. Any returned funds are no longer available to the parent. Funds fall off of the card in a last in, first out basis. This means the most recently loaded funds are always used first.

Example: Today is March 1. For the last three months, Sandra has received $510 as her Wisconsin Shares subsidy amount. She has paid her provider $500 each month for care. Over three months, she has a remainder of $30 on her account. At the end of this month, (March), the extra $10 that is unused from January will expire off Sandy’s account.

The Expunged Funds Report details cases in which funds have expired. Agencies are encouraged to monitor the report for cases in which funds are aging off regularly. This could be a sign that the authorizations for the case are underutilized. If funds are expiring off of an account regularly, the case should be thoroughly reviewed, which includes interviewing the parent or provider and re-verifying employment or the employment schedule.

The Expunged Funds Report should also be used to accurately calculate overpayments. Check if funds have fallen off the card during the overpayment period. If all funds were spent during the overpayment period, the overpayment can be based on the amount loaded to the parent’s account. If a portion of the parent’s subsidy amount expired and was returned to the state during the overpayment period, the overpayment is based on the amount the parent spent, not the amount loaded, since those funds have already been returned to the state.
Part 7: Ongoing Case Processing

Introduction
This section addresses policy and processes that involve both eligibility and authorizations. We will explore: Reporting Requirements, Approved Activity Break Periods, review Processing Authorization Changes, and other changes that are applied during either ongoing eligibility or renewal. We also cover Using PLBC to process a payment adjustment.

Objectives:
- List reporting requirements for Wisconsin Shares.
- Identify when parents are eligible for a break in approved activity and follow policy requirements for authorizing during a break period.
- Recite how non-financial and financial changes can affect: eligibility determination, authorized hours amount, and the copayment period.
- Recall when a change affects the subsidy amount, according to the copayment period.
- Determine when PLBC should be used to assess a payment adjustment.

Reporting Requirements
Wisconsin Shares Child Care Policy and Process Handbook 1.8.1; 2.4.7.2

Parents are required to report any changes that may affect eligibility or their authorization within ten calendar days of the change. Workers must re-determine eligibility following a reported change, even though some changes workers enter won’t affect the case until annual renewal. An unreported change may result in an overpayment or fraud investigation.

Income Changes
If the income of an AG is at or below 185% FPL, the parent must report if their income increases by $250 or more.
If the income of an AG is above 185% FPL, the parent must report if their income exceeds the next 10% FPL level minus $1. This dollar amount is dynamic on parent notices and is also shown in ACCESS Report My Changes (RMC).

If the parent’s income is between two FPL levels, actual income is rounded down to the nearest 5% FPL level to determine the reporting requirement.

An overpayment may be assessed if a parent fails to report an increase in income that meets the reporting threshold and would result in a decreased subsidy amount.
Parents are not required to report a decrease in income, but doing so may increase a parent’s subsidy amount by reducing the copayment per hour rate. A positive payment adjustment may be assessed when a parent reports a decrease in income that results in an increased subsidy amount in the current month.

**Child Care Changes**

A change in child care providers must be reported before it occurs. A change in providers must be entered in CSAW before the last business day of the current month in order for funds to the new provider to load the following month. An exception exists if hardship criteria are met.

Parents must report:
- A change in child care need (increase, decrease, or no longer needing care)
- If their child has not attended their provider for 20 consecutive days.
- If they receive a discount from their child care provider

**All Other Eligibility Changes**

- Change in residence or mailing address
- Change in approved activity (including a new activity or temporary or permanent break in activity)
- Change in Household Composition (someone moved in/out or change in relationship: marital status, child placement, adoption, paternity established)

Workers must take action as soon as possible once a change is reported. When a change is entered in CWW, the worker is required to re-determine eligibility for the case. Additional steps can include: sending the verification checklist or changing the authorization.

**Approved Activity Break Periods**

Wisconsin Shares Child Care Policy and Process Handbook 1.3.9.2; 1.3.9.3; 4.2.1.2.1

Wisconsin Shares may continue during a break in the parent’s approved activity. There are two kinds of approved activity breaks: Temporary break in approved activity (TBRK) and Approved activity search (ACTS).

The following policy applies to both types of break periods:

Break periods allow Wisconsin Shares to continue for up to three months when a parent has a break in their approved activity. The break period always begins the month following the start of the break, regardless if the parent reports the loss timely. If the activity loss is discovered much later, after the break period has passed, overpayment is only assessed for lack of approved activity outside of the allowable break period.
When a parent reports their activity loss, the worker must ask if the parent will continue to need care during their break in activity. If a parent reports their activity break via ACCESS, pend the Child Care Activity Status and add a note to the VCL indicating if the parent still needs child care, they must contact the agency.

If the parent does not request care after sending the VCL, or indicates they do not need care, confirm the parent is sure they do not need care. Workers are required to enter a CWW case comment documenting any situation in which a parent declines the break period. Then, end the authorization at the end of the current month. Do not change the Child Care Activity Status in CWW. During the period the parent declined care, no authorization is in place, but eligibility continues. When the parent requests care again, the authorization assessment is mandatory if there has been a month or more between authorizations.

A break in approved activity is not an acceptable approved activity at application. A break is not an acceptable approved activity for eligible adults added to the case through person add at the time they are added to the case. Renewals are unique to the break type. See Temporary Break and Approved Activity Search period sections.

Parents must be participating in an approved activity by the end of their break period to continue Wisconsin Shares eligibility. If more than one parent is in their break period, eligibility ends when a parent is no longer in their break period and does not have an approved activity.

If a parent obtains a new approved activity during the period, the new activity must be verified according to policy. If a parent loses the new activity, they must be able to verify their short-term employment to be eligible for another break period. Consecutive breaks cannot be approved unless the parent returns to an approved activity between breaks.

Eye on Integrity: Workers should pay attention to verification provided for short-term employment. Look for any signs of altered or falsified information, since this may be a potential area of fraud.

**IMPORTANT:** There is no minimum period of time a parent must be employed before they are eligible for a break period. As long as a parent can verify employment, if they lose their job, they are eligible for the break period. Please use discretion when sharing this information with parents. If a parent asks about their eligibility, answer their question, but do not openly share these policy terms with parents. Although there is not a limit to the number of break periods a parent can have in a year, BPI investigates cases with more than three break period requests per year for potential issues.
**Temporary Break (TBRK)**

The following policy is unique to the Temporary Break period:

- A temporary break is a break in approved activity expected to last at least one month long and less than three months.
- The parent **must** expect to return to their same approved activity following their break in activity.
- Temporary Break (TBRK) is an acceptable approved activity at renewal.

The temporary break can be used for scenarios such as:

- Illness or medical leave (parent or leave to take care of a family member)
- School break (such as summer break, semester break, holiday break, etc.)
- A break in seasonal work if the parent is not working in the off season
- Any other cessation as long as the individual expects to return to their same approved activity and the break does not exceed three months

**Approved Activity Search Period (ACTS)**

The following policy is unique to the Approved Activity Search Period:

- Approved activity search is for breaks in approved activity expected to be three months long or longer. This includes loss of activity. Activity loss can be for **any** reason, including quitting a job, being fired, a teen parent dropping or failing out of school, etc.
- Local agencies **must not** require parents to complete job search logs or verify activity search during the break period.
- The break period **does not** exceed the renewal date. If a parent has an upcoming Wisconsin Shares renewal, the break period is systematically limited to the last month in the eligibility period. The break period is **not** affected if a parent elects to complete their Wisconsin Shares renewal early.

**Authorizing During Approved Activity Breaks**

*Wisconsin Shares Child Care Policy and Process Handbook 2.4.3.4; 2.4.3.5*

During a break period, allow the current authorization in place to continue. The worker **does not** end date the current authorization according to the end date of the break period. If the parent does not obtain a new approved activity by the end of the break period, the authorization will end systematically when eligibility ends. If necessary, extend the current authorization to continue through the end of the period.

The worker maintains the current authorizations in place at the same number of hours. The parent is **not** eligible for additional authorization hours during a break period. If a parent requests to add additional inclement weather or scheduled school closed hours to their authorization, they are **not** eligible for these additional hours.
In most cases, do not reduce the current authorization during a break period unless the parent requests the authorization be reduced or ended. In most cases, during break periods, a change that normally requires a mandatory authorization assessment is an optional authorization assessment. If the authorization assessment is mandatory, the new authorization must be based on the assessment, and the authorization may decrease as a result. If an authorization assessment is optional during a break period, the parent may retain their authorized hours at the same level unless they request a reduction or for their authorization to end. During break periods, optional authorization assessments cannot result in an increase in authorized hours.

<table>
<thead>
<tr>
<th>Change</th>
<th>ACTS</th>
<th>TBRK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Renewal</td>
<td>N/A: ACTS is not acceptable activity at renewal</td>
<td>Optional</td>
</tr>
<tr>
<td>Parent selects a new provider during the break period</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>A school-age child returns to school after summer break</td>
<td>Mandatory</td>
<td>Mandatory</td>
</tr>
<tr>
<td>A parent or minor teen parent is added to the case</td>
<td>Optional</td>
<td>Optional</td>
</tr>
</tbody>
</table>

**Example:** Damien and Rochelle are both in their search period. Damien’s search period is from April – June. Rochelle’s search period is from May – July. In May, Damien finds a full-time job. So long as the case is still eligible, Rochelle continues her search period. Although the approved activity schedules and child care need schedules have changed due to Damien’s new job, the worker does not change the current authorizations for the case. The worker enters the new schedule information and uses the Copy From Prior Authorization button in CSAW. The authorizations will only adjust when Rochelle finds a new approved activity or her search period ends.

If a current authorization is not in place when a parent transitions to ACTS, the parent is eligible for an authorization based on the previous approved activity schedule. This can happen if an authorization wasn’t established for a short-term employment, a new child is added to the case, or if there is a period during the 12-month period where there is no child care need.

**Example:** Edith works as a custodian at an elementary school. She has before and after school authorizations for her two school-aged children. Both authorizations end in June, when Edith no longer has a child care need because she is off for the summer. In June, Edith is laid off of work indefinitely and is eligible for ACTS. Edith’s children are eligible for authorizations during the summer based on the previously authorized before and after school hours.
Parents engaged in ongoing self-employment, who are operating at a loss and currently are not receiving authorized hours for their self-employment activity, are not eligible for a break period if they decide to end their self-employment business. Due to the self-employment operating at loss, the authorization at the time of the loss would be zero hours and there would be no level of child care assistance to continue.

The 24-month education clock does not “tick” during an approved activity break. The worker must end date the clock according to the activity break.
## Compare and Contrast: ACTS and TBRK

<table>
<thead>
<tr>
<th></th>
<th>Temporary Break (TBRK)</th>
<th>Approved Activity Search (ACTS)</th>
</tr>
</thead>
</table>
| **Both ACTS and TBRK** | - Activity loss can be for any reason.  
- Effective the month after the break start.  
- Authorization hours remain at the originally established level during the break period unless the parent requests a lower amount. Do not end date the current authorization. Extend an authorization if needed.  
- Authorized hours must be reduced following an authorization assessment when a school-age child transitions from summer break to a fall school year.  
- The parent is not required to verify they are searching for another activity.  
- The parent is not required to verify activity break unless questionable.  
- Run eligibility with dates if needed to ensure that the copayment calculation is correct for the beginning of ACTS.  
- Neither break is an acceptable approved activity at application or person add (for the person being added).  
- Parents can’t have two break periods back to back. There must be an approved activity in between.  
- If a new activity is not reported by the end of the three month period, eligibility and the authorization end systematically.                                                                                                      |                                                                                                                                                                                                                                                |
| **Duration of the Break?** |                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                |
| **Approved Activity at Renewal?** |                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                |
Processing Authorization Changes
Wisconsin Shares Child Care Policy and Process Handbook 2.5.4; 2.5.5

Recall what we learned in the Authorization Limits and Caps section:
For authorizations of 0-34 hours per week, the subsidy amount is affected by the number of hours authorized. When the number of authorized hours increases, generally the subsidy amount increases too.
For authorizations of 35-50 hours per week, the subsidy amount is calculated based on 35 hours. For these authorizations, the subsidy amount no longer increases when the authorization hours increase unless the additional hours are school closed or inclement weather hours.

Because the subsidized hours affect the subsidy amount, it is important to know when to change the authorization, and when it must remain unaffected by a change.

When to Complete an Authorization Assessment
Wisconsin Shares Child Care Policy and Process Handbook 2.4.2

Activity: Review: Authorization Assessments

1. When is an authorization assessment required?

2. When is an authorization assessment optional?
Activity: Processing Changes
For each scenario, describe the outcome of the reported changes.

1. Jane has been working at Hugo Trucking for the past three years and recently completed her Wisconsin Shares renewal. At renewal, her case was placed in GPO copayment period at 195% FPL. Today, a month after her renewal, Jane reports she received a substantial raise, increasing her income to 215% FPL. You request verification. Seven business days pass and she failed to return proof.

   What happens to Jane’s eligibility?

   What happens to Anna's authorization?

   What happens to the subsidy amount?

2. Hans is in the Copayment Stabilization period and has ongoing eligibility. He has been working at Taco Bell for the past six months. He calls today, October 14, to tell you he quit Taco Bell on September 9, but gained employment at Culver’s as of October 10. He also reports his Culver’s hours will be much more than what they were at Taco Bell; therefore, his son’s authorization needs to be increased. You request verification for the new employment at Culver’s, which Hans fails to provide.

   What happens to Hans’s eligibility?

   What happens to his son’s authorization?

   What happens to the subsidy amount?
3. Becca has ongoing eligibility and is in the Exit copayment period. She has an authorization for her non-school-aged child, Samantha. The authorization covers time Becca is working and attending college, which were previously verified. On April 1, Becca reports she was terminated from her job at Tufco as of March 26, but secured new employment with the Dino Stop gas station starting April 8, but for only 16 hours per month. Verification was requested and received.

What happens to Becca’s eligibility?

What happens to Samantha’s authorization?

What happens to the subsidy amount?

4. Darla applied for Wisconsin Shares on December 3 and had been found eligible. However, she failed to complete the corresponding authorization assessment; therefore, no authorization was written. Two months pass. It is now February 2. Darla is now questioning why her child does not have an authorization, while also is timely reporting a raise. You obtain information about her raise and complete the authorization assessment on February 2. Darla’s raise is far exceeding 85% SMI. Verification is not obtained.

What happens to Darla’s eligibility?

What happens to her child’s authorization?

What happens to the subsidy amount?
## Other Changes

*Wisconsin Shares Child Care Policy and Process Handbook 2.5.2; 2.5.5*

<table>
<thead>
<tr>
<th>Change</th>
<th>When does the change affect the case?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Next month</td>
<td>Next renewal</td>
</tr>
<tr>
<td>Provider price change</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provider discount</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Change in providers</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provider Regulation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Annual table changes</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Copayment Type</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>YoungStar Rating</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Special Needs Inclusion Rate</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Child ages</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
**Using PLBC**

CSAW Post-Load Benefit Correction (PLBC) User Guide

Use PLBC to assess for overpayment for periods when the parent received funds for which they were not eligible. A positive payment adjustment may be assessed if a change results in an increased subsidy amount in the current month. Keep in mind the following when using PLBC:

- When assessing a payment adjustment, **assess for total adjustment** for the case rather than the impact on each individual child.
- **All PLBC payment adjustments must be completed without delay.**
Part 8: Program Integrity

Objectives:
- Recite indicators of parent or provider fraud
- Describe steps to refer a case for front-end verification, fraud investigation, or claim investigation
- Identify how data exchanges are used to monitor cases for fraud
- Recognize the appeals and fair hearings process

Introduction
Wisconsin Shares Child Care Policy and Process Handbook 4.1

Program Integrity upholds the policies and procedures for the Wisconsin Shares and YoungStar programs. Program integrity practices protect program funds and maintain the character and goals of the programs. Program integrity is based on five principles:

1. Prevention
2. Detection
3. Investigation
4. Sanction
5. Collection

In this section, we will explore the Wisconsin Shares worker’s role in supporting the five program integrity principles.

Prevention

Front-End Verification
Wisconsin Shares Child Care Policy and Process Handbook 4.2.1; 4.2.1.3

Front-End Verification (FEV) focuses on identifying questionable information. The worker is catching potential issues on the “front end” before Wisconsin Shares funds are issued. If a worker receives questionable verification or authorization assessment information, the worker should ask the parent clarifying questions to better understand the situation and may request additional verification. If additional verification is still questionable, the worker may make a referral for FEV in BRITS.

FEV referrals should also be created if a case meets two or more of the characteristics on their agency’s Error-Prone Profile.
Activity: Review FEV Procedure

In the eligibility and authorization sections, we covered information regarding FEV. Refer to those sections to respond to the following review questions.

1. What is the Error-Prone Profile?

2. Give examples of error-prone criteria.

3. How does a worker make a FEV referral?

4. What does the worker do if there is questionable authorization information?

Detection

Fraud Investigation Referrals
Wisconsin Shares Child Care Policy and Process Handbook 4.3.1

A fraud referral is a request for screening or investigation of suspected fraud on behalf of a parent, provider, or agency worker. Agencies develop procedures for how referrals are received, processed, and substantiated. All parent referrals and investigations should be entered in BRITS. Fraud referrals related to providers are reported through the BPI fraud mailbox. See Resources and Contact Information for fraud contacts.
Claim Investigation Referrals
A claim investigation referral is a request for investigation if a situation is suspected to warrant an overpayment for a parent. Agencies develop procedures for how referrals are received, processed, and substantiated. All parent referrals and investigations should be entered in BRITS.

Data Exchanges
Wisconsin Shares Child Care Policy and Process Handbook 4.3.2

CWW data is exchanged with other databases to verify that demographics, income, and other eligibility criteria are accurate. Examples of data exchanges include: State Wage Information Collection Agency (SWICA), Public Assistance Reporting Information Systems Report (PARIS), Federal Improper Payment Report (FIP), etc. Workers must compare verification information to data exchange information to ensure the eligibility determination and authorization are accurate. SWICA discrepancies must be resolved within 45 days of the match, unless third party collateral evidence is outstanding.

If a parent’s verification information is significantly different than information from a data exchange, the worker may ask the parent about the discrepancy and request additional verification as appropriate. If additional information is still questionable, a FEV referral should be made in BRITS.

Other Detection Methods
Wisconsin Shares Child Care Policy and Process Handbook 4.3

Red Flag Report
Red Flag Reports identify cases and providers that exhibit potential errors. Each Red Flag Report is accessible in WebI. A few examples of red flag reports for parents include: two or more changes of provider in a year and three or more replacement EBT cards requested in a year.

Targeted Case Reviews (TCR)
DCF reviews a random selection of local agency Wisconsin Shares cases quarterly to ensure accurate eligibility determination and authorization creation. Agencies review feedback and errors and have the opportunity to provide an explanation and resolve errors.

BPI Audits
BPI leads provider audits conducted outside of Milwaukee. Some counties also have resources to conduct their own audits. BPI provides support to agencies counties in a variety of ways-technical assistance, policy guidance, or taking over a case that is complex.
**Monitoring**
BPI reviews and approves all IPVs and Permanent Suspensions. BPI monitors and oversees overpayment investigations to ensure that policy is followed. BPI also monitors the YoungStar program, to ensure the quality and improvement rating is authentic and accurate and YoungStar funds are paid according to policy.

**Investigation**
When a referral is made, it is screened to determine if an investigation is needed. If an investigation is necessary, the FEV Specialist, Fraud Investigator, or local agency worker investigates the case to make a determination if a program violation or error exists. The determination will identify what next steps are appropriate for the case.

Actions that may be completed during investigations may include:
- Parent or provider interviews
- Provider site visits and collection of attendance records
- Requests for employment verification

**Sanctions**
Sanctioning allows DCF and local agencies to establish appropriate penalties for discovered fraud or violations. Sanctions include:
- Overpayments
- Intentional Program Violations (IPV)
- Referrals for criminal prosecutions

**Overpayment**
*Wisconsin Shares Child Care Policy and Process Handbook 4.5.2; 4.11.1;*

An overpayment is when a parent received a subsidy amount for which they were not eligible. Overpayments can be the result of program violations or errors. When it is determined that an overpayment has been made, the worker **must**:

1. Determine the period in which subsidy funds were overpaid
2. Verify funds have not been recovered from the provider for the same period via retractions and expungements
3. Verify that the client made payment to their provider during those months (and if so, the amounts)
4. Apply any credits to the case, such as unreported income, etc.

Types of overpayments include: administrative error, client error, or client IPV.
The overpayment calculation is completed in the Post Load Benefit Correction System (PLBC), and an Overpayment Calculation Worksheet is completed. PLBC training is available on the Learning Center. See Resources and Contact Information.

The overpayment amount is entered in BRITS and the Benefit Recovery (BV) screens in the CARES mainframe.

The parent receives both system-generated and manual notices describing their overpayment amount and rationale. Parents agree to a repayment agreement to pay back funds owed. Funds are not recovered by reducing future subsidy payments. If a parent does not follow their repayment agreement plan, they receive dunning notices (past-due notices). If the parent still does not provide payments, the case is moved to a delinquent status, which may lead to a levy, warrant, lien, or tax intercept.

**Intentional Program Violations (IPV): Clients**

*Wisconsin Shares Child Care Policy and Process Handbook 4.5.4.3*

An IPV means a parent (client) intentionally provided false or misleading statements, withholding information, or committing an act that violates the state or federal laws for the purpose of using, presenting, transferring, acquiring, receiving, possessing, or trafficking benefits. DCF and the local agencies have the ability to determine if a client has committed an IPV. DCF or the local agency must pursue an overpayment to recover any funds paid to the client that the client was not eligible to receive.

An IPV may include, but is not limited to, the following examples:

- Withholding or intentionally not disclosing income
- Failing to accurately report true household composition
- Failing to report or disclose non-Wisconsin residency information
- Submitting false or altered documentation
- Accepting a kick-back or a cut from a provider
- Colluding with a provider to gain benefits
- Failing to report a loss of approved activity within three months of loss
- Providing misleading information regarding an approved activity
- Misrepresenting child care need

Determination of a client IPV results in a loss of Wisconsin Shares eligibility for a specified period of time. The agency will deny eligibility based on the following penalty periods:

- 1st IPV: 6 month denial
- 2nd IPV: 12 month denial
- 3rd IPV: Permanent denial of Wisconsin Shares eligibility
After an IPV is established, an individual cannot obtain eligibility until the penalty period ends. At the third IPV, eligibility is denied indefinitely. IPVs can be imposed on the primary or secondary person in the assistance group, as long as the individual is 18 years old.

An individual determined to have an IPV has appeal rights. The IPV hearing request must be received by the Division of Hearings and Appeals (DHA) within 30 days from the date on the Notice of Intentional Program Violation and Penalty.

**Collusion**

Wisconsin Shares Child Care Policy and Process Handbook 4.5.5

Under MyWIChildCare, parents are responsible for making payments to their providers. Therefore, if a provider wants to violate program rules, they most likely need the parent’s cooperation. When parents and providers cooperate to commit fraudulent activities in order to receive a financial benefit, it is called collusion. Collusion can also occur between two parents or between providers. Collusion is an IPV for the parent and the provider.

Examples of collusion include:

- Cash refunds or “kickbacks”
- Paying for children who do not have an authorization
- A provider possessing a parent’s MyWIChildCare EBT card, account number, or PIN
- Creating a false company, employer, or provider
- Issuing payment for children who did not attend/no care was provided
- Providing misleading or false information to qualify for a hardship

**Example:** Val requests an authorization for 40 hours a week. She provides verification to support her authorization. Val has a neighbor help her take care of her daughter Natalie while she’s at work instead; Natalie only attends the provider for five hours a week. Valerie pays her provider the full 40-hour subsidy amount each week and the provider gives her a cash refund for the extra subsidy funds paid. Val and her provider are colluding to commit fraud.

**Intentional Program Violations: Providers**

If it is determined that a provider has committed violations or fraudulent activities, they may also be issued an IPV. IPV for child care providers are commonly referred to as Permanent Suspensions or Terminations from the Wisconsin Shares program. All provider IPV must be approved by the Department prior to issuance. Complete the BPI Technical Assistance form if your agency would like to consider a provider IPV. See Resources and Contact Information.
Collections

When an overpayment is established for a parent or a provider, they agree to follow a Repayment Agreement. If they do not follow their Repayment Agreement or miss three or more payments, their case is moved to a delinquent status.

Possible delinquency actions include:
- Levy
- Warrant/Lien
- DOR Tax Intercept

Appeals

Wisconsin Shares Child Care Policy and Process Handbook 4.5.7

Parents have the right to appeal the following sanction decisions:
- An overpayment amount
- The issuance of an IPV
- The denial of benefits during the appeal process

Parents must submit appeals in writing to the Division of Hearing and Appeals (DHA), stating which decision they wish to appeal. Parents wishing to appeal an IPV must include a copy of their IPV notice and must file their appeal request within 30 calendar days of the IPV notice. A parent has 45 calendar days from the date of the overpayment notice to request an overpayment appeal.

Fair Hearings

After the appeal is received, DHA assigns an Administrative Law Judge (ALJ) to the case. DCF either assigns an attorney to represent the Department or contacts the local agency’s legal counsel to alert them of the case. Any sanctions determined by the local agency most likely will be represented by the local agency’s legal counsel.

The ALJ schedules a pre-hearing conference call for the parent, local agency, and DCF. During the call, the time, date, location of the hearing is determined. A date to exchange witness lists and exhibits is determined.

The person who requested the IPV will be expected to attend the hearing and testify to facts of the case, investigative findings, and enforcement actions. The judge determines whether to uphold the decision or remand the local agency to make a change.
After the hearing, a final decision is issued to all parties involved in the case. Either party can request a rehearing within 20 calendar days if they can provide evidence a serious mistake has been made or if new evidence is available.

**Parent Overpayment and Eligibility Hearings**

A parent benefit or overpayment hearing is scheduled for 15 minutes. The parent and the agency present their actions, facts, and/or findings regarding the overpayment case. The judge will make a decision on the presented information and provide a written response.

Common documents that are used as exhibits (evidence) during a parent overpayment or eligibility hearing include:

- A chronologic listing of events leading up to the reason for a hearing
- Copies of letters and notices of the correspondence between the agency and the parent
- Calculation of the overpayment: Child Care Overpayment Worksheet (DCF-F-452), or equivalent (if applicable)
- Paystubs (if applicable, for eligibility)
- Documentation or witnesses to support and explain the basis for the overpayment (if applicable)
- A copy of the Rights and Responsibilities from an eligibility determination
- Any other supporting documentation of the overpayment or eligibility determination, including case comments

**Parent IPV Hearing**

A parent IPV hearing is scheduled for two to four hours and is more detailed and in-depth. A pre-hearing conference is scheduled to discuss the details of the appeal. Exhibits are set and are exchanged two weeks before the scheduled hearing. Refer to your local agency or BPI as needed for further guidance.

**Fair Hearing Tracker**

Agencies use the Fair Hearing Tracker in CWW to schedule and track steps in the appeal process. The tracker can be found under Worker Tools in the CWW Navigation Menu. The tracker makes the appeal process more efficient and enables timely completion of appeals. Workers can upload fair hearing documents, making them accessible to DHA. Local agencies should monitor the tracker for new and updated appeals.
Technical Assistance
Wisconsin Shares Child Care Policy and Process Handbook 4.2.4

BPI offers technical assistance to local agencies on all aspects of the integrity processes. Local agencies can contact BPI directly with program integrity questions, clarifications, and concerns. BPI also offers:

- Resources via the Child Care Program Integrity Resource Library on SharePoint
- Red Flag Reports through WebI
- Program integrity trainings and trainings customized to local agency needs
- One-on-one technical assistance

See Resources and Contact information for BPI contacts.
Resources and Contact Information

**Online Resources**

- **Child Care Complaints (Licensed provider):** Parents using a licensed provider may contact their regional licensing office to file a complaint: https://dcf.wisconsin.gov/ccregulation/complaint
- **Child Care Complaints (Certified provider):** Parents using a certified provider may contact their local certification agency to file a complaint: https://dcf.wisconsin.gov/files/ccregulation/cccertification/certifiers.pdf
- **Child Care Development Block Grant (Wisconsin’s implementation plan):** https://dcf.wisconsin.gov/childcare/ccdbg
- **Child Care Information Center:** https://dcf.wisconsin.gov/ccic
  This is a free resource for child care providers and workers. They offer a lending library of educational information, brochures, articles, and more.
- **Child Care Program Integrity Resource Library (SharePoint site)*:** https://share.dcf.wisconsin.gov/CCPIRL/Site%20Assets/home.aspx
- **Child Care Provider Portal:** https://mywichildcareproviders.wisconsin.gov
- **Child Care Provider Portal Video (for providers):** https://dcf.wisconsin.gov/elearning/mwcc-providerportal/story_html5.html
- **Child Care Resource & Referral Agency List:** http://supportingfamiliestogether.org/child-care-resource-referral-agencies/
- **CSAW User Guides:** Several CSAW User Guides are posted on this page: https://dcf.wisconsin.gov/childcare/user-guides
- **DCF Website:** https://dcf.wisconsin.gov/
- **DCF Forms Repository:** https://dcf.wisconsin.gov/forms
- **DCF Publications Repository:** https://dcf.wisconsin.gov/publications
- **ECF Handbook:** http://www.emhandbooks.wisconsin.gov/ecf/ecf.htm
- **Fidelity Information Service (FIS):**
  - Parent Customer Service (activate card, PIN issues, account balance, make a payment, lost or stolen card, etc.): (877) 201-7601
  - Provider Customer Service: (877) 201-7753
  - Merchant Services Helpline (for providers, regarding their FIS agreement): (800) 894-0050
- **Fidelity Information Service (FIS) Online Payment:** www.ebtedge.com
- **Kinship Care Coordinators Contact Information:** https://dcf.wisconsin.gov/map/kinship
- **MyWIChildCare Parent Portal:** https://mywichildcareparents.wisconsin.gov
- **MyWIChildCare Parent Portal Video (for parents):** https://dcf.wisconsin.gov/elearning/mwcc-parentportal/story_html5.html
- **MyWIChildCare Parent Portal Video (for workers: processing tasks):** Available on PTT Learning Center: EBT CSAW Dashboard: Parent Portal Tasks
- **Operations Memos:** [https://www.dhs.wisconsin.gov/dhcaa/memos/index.htm](https://www.dhs.wisconsin.gov/dhcaa/memos/index.htm)
- **Provider Portal:** [https://mywicheildcareproviders.wisconsin.gov/](https://mywicheildcareproviders.wisconsin.gov/)
- **Provider Portal Video (for providers):**  
- **Provider Portal Video (for workers: processing tasks):** Available on PTT Learning Center: EBT CSAW Dashboard: Provider Portal Tasks
- **PTT Learning Center:** [https://wss.ccdet.uwosh.edu/stc/dcf](https://wss.ccdet.uwosh.edu/stc/dcf)  
  A resource for additional learning opportunities. A link to PTT is also available on the Wisconsin Systems Gateway page.
- **Self-Employment Forms:**  
- **Social Security Card Application (SS-5):** [https://www.socialsecurity.gov/forms/ss-5.pdf](https://www.socialsecurity.gov/forms/ss-5.pdf)
- **WAMS – Request a WAMS ID:** [http://on.wisconsin.gov](http://on.wisconsin.gov)
- **Wisconsin Minimum Wage (DWD):**  
  [http://dwd.wisconsin.gov/er/labor_standards_bureau/minimum_wage.htm](http://dwd.wisconsin.gov/er/labor_standards_bureau/minimum_wage.htm)
- **Wisconsin Shares Agency Worker Page:** [https://dcf.wisconsin.gov/childcare/agencyworkers](https://dcf.wisconsin.gov/childcare/agencyworkers)
- **Wisconsin Shares Child Care Policy and Process Handbook:**  
- **Wisconsin Shares Homepage:** [https://dcf.wisconsin.gov/wishares](https://dcf.wisconsin.gov/wishares)
- **Wisconsin Shares Eligibility Guidelines (FPL):** [https://dcf.wisconsin.gov/wishares/eligibility](https://dcf.wisconsin.gov/wishares/eligibility)
- **Wisconsin Shares Participation Contract:**  
- **Wisconsin Shares SharePoint Website***: [https://share.dcf.wisconsin.gov/cca](https://share.dcf.wisconsin.gov/cca)
- **Wisconsin Systems Gateway Page:** [https://prd.cares.wisconsin.gov/](https://prd.cares.wisconsin.gov/)
- **Worker's Compensation Division:** Use the Worker’s Compensation insurance policy query to check if a parent who is also a licensed child care provider is eligible for a Wisconsin Shares authorization:  
- **YoungStar Homepage:** [https://dcf.wisconsin.gov/youngstar](https://dcf.wisconsin.gov/youngstar)
- **YoungStar Brochure Order Process:**  
  [https://dcf.wisconsin.gov/youngstar/providers/order-ys-brochures](https://dcf.wisconsin.gov/youngstar/providers/order-ys-brochures)
- **YoungStar Child Care Finder:** [http://childcarefinder.wisconsin.gov/](http://childcarefinder.wisconsin.gov/)
- **YoungStar Contract:** [https://dcf.wisconsin.gov/youngstar/providers/contract](https://dcf.wisconsin.gov/youngstar/providers/contract)
- **YoungStar Parent Page:** [https://dcf.wisconsin.gov/youngstar/parents](https://dcf.wisconsin.gov/youngstar/parents)
- **YoungStar Policy Guide (for Providers):**  
- **YoungStar Local Offices:** [https://dcf.wisconsin.gov/youngstar/program/localoffice](https://dcf.wisconsin.gov/youngstar/program/localoffice)

*Child Care Program Integrity Resource Library: BPI maintains a SharePoint site that contains a library of program integrity resources. Workers should consult with their supervisor regarding gaining access. Access requests are made through the BPI TA mailbox. See Contacts below.*
**Wisconsin Shares SharePoint Site:** The Wisconsin Shares program maintains a confidential SharePoint site. The SharePoint site is a place for collaboration, communication and storage of data for the Department, agencies and tribes. To gain access to Wisconsin Shares SharePoint, contact the Child Care Subsidy and Technical Assistance Line and ask about SharePoint access.

**Contacts**

- **Child Care Subsidy and Technical Assistance Line:** Contact for system-related issues: ChildCare@wisconsin.gov; (608) 422-7200
- **Local BRO Child Care Coordinator:** Your regional Child Care Coordinator handles general and policy related questions: BROCC PolicyHelpDesk@wisconsin.gov
- **Bureau of Program Integrity:**
  - Suspected fraud regarding child care providers should be directed to: DCFMBChildCareFraud@wisconsin.gov or (877) 302-3728.
  - Client referrals should be investigated by the local agency. If the local agency is unable to investigate, they can send the fraud referral through the same method above.
  - Agencies may submit Technical Assistance requests to BPI by accessing https://dcf.wisconsin.gov/progintegrity/bpi-technical-assistance-form or by sending an email to the BPI TA mailbox: DCFBPITArequest@wisconsin.gov.
- **YoungStar:**
  - Send YoungStar contracts to your local YoungStar office. See map link above.
  - Send Wisconsin Shares Participation contracts to: youngstar@wi.gov.
Appendix

Appendix 1: Additional Review Questions

1. What does a parent need to know about changing providers?

2. True or False: After an authorization is created, the parent’s approved activity schedule and child care need schedule can be edited so long as the authorization is not in Processed status.

3. What types of changes do parents need to report?

4. How many days do parents have to report changes to the agency?

5. What methods are used to detect fraud?

6. What is collusion? What should a worker do if they suspect collusion?
Appendix 2: Acronym Guide

Note: Refer to this list as needed in learning your new position. There are a lot of acronyms in public assistance; do not feel like you need to learn this entire list.

4C: Provides CCR&R services to select counties and tribes
ALJ: Administrative Law Judge (assigned to fair hearings. See Program Integrity.)
BC+: BadgerCare Plus
BECR: Bureau of Early Care Regulation (the bureau of child care regulation and YoungStar)
BELP: Bureau of Early Learning and Policy (the bureau of Wisconsin Shares)
BOP: Bureau of Operations and Planning (create training curriculum, provide communications services, and IT support for BELP and BECR)
BPI: Bureau of Program Integrity (See Program Integrity)
BRITS: Benefit Recover Investigation Tracking System (referrals to recoup Wisconsin Shares funds)
BRO: Bureau of Regional Operations (the bureau of your Regional Child Care Coordinator)
BV: Benefits Recovery (screens where overpayments are entered on the CARES mainframe)
CARES: Client Assistance for Re-employment and Economic Support (CARES mainframe)
CC: Child Care
CCDBG: Child Care Development Block Grant: a federal grant that funds the Wisconsin Shares program
CCRR: Child Care Resource and Referral (helping parents connect to quality providers)
CDPU: Central Document Processing Unit (processes documents for the balance of state)
CSAW: Child care Statewide Administration on the Web (authorizations and payment)
CWW: CARES Worker Web (eligibility web application)
DCF: Department of Children and Families (state department of Wisconsin Shares)
DECE: Division of Early Care and Education (the division of Wisconsin Shares in DCF)
DHA: Division of Hearing and Appeals (See Program Integrity)
DHS: Department of Health Services (FoodShare, BadgerCare, etc.)
DOR: Department of Revenue (handles overpayments for public assistance across Wisconsin)
DPU: Data Processing Unit (used in Milwaukee)
EBT: Electronic Benefit Transfer (an EBT card is similar to a debit card in functionality)
ECF: Electronic Case File
EP: Employability Plan (W-2)
EPP: Error-Prone Profile (list of characteristics common to cases containing errors)
FEIN: Federal Employment Identification Number
FEV: Front-End Verification (verifying initial eligibility, an important aspect of Program Integrity)
FIP: Federal Improper Payment Report (fraud prevention method)
FIS: Fidelity Information Services (EBT card vendor)
FS: FoodShare
FSET: FoodShare Employment and Training
IPV: Intentional Program Violation (See Program Integrity)
ISP: Individual Self-Sufficiency Case Plan (Tribal TANF)
IVR: Interactive Voice Response System (a method parents can use to pay providers for care)
MECA: Milwaukee Early Care Administration (child care regulation, subsidized child care, and program integrity for Milwaukee County)
MILIES: Milwaukee Enrollment Services (manages enrollment in all public assistance programs for Milwaukee County)
OLC: Office of Legal Counsel (provides DCF with legal counsel and support)
PACU: Public Assistance Collection Unit (handles overpayments)
PARIS: Public Assistance Reporting Information System (used for fraud prevention)
PLBC: Post Load Benefit Correction System (calculates payment adjustment)
POS: Point of Sale device (a method parents can use to pay providers for care)
PTT: Partner Training Team (sign-up for trainings and view virtual training modules)
RFA: Request for Assistance (See Eligibility)
SFTA: Supporting Families Together Association (provides CCR&R services and YoungStar administration)
TCR: Targeted Case Review (quarterly Department review of cases to ensure accuracy)
TMJ: Transform Milwaukee Jobs program
Tribal TANF: Tribal Temporary Assistance for Needy Families
VPA: Voluntary Placement Agreement (A legal agreement regarding the placement of a child)
VPA: Voluntary Repayment Agreement (A provider volunteers to return subsidy funds)
W-2: Wisconsin Works
WAMS: Wisconsin Access Management Systems (WAMS ID used to login to state systems)
WebI: Web Intelligence (creates and runs reports on Wisconsin Shares statistics)
WISCCRS: Wisconsin Child Care Regulatory System (child care regulation computer system)
YS: YoungStar
Appendix 3: Pass to Fail Override in CARES Mainframe

Introduction

System overrides are occasionally needed and should be the last option to manipulate a case. Overrides are temporary. If eligibility is re-run prior to confirmation, the override will not hold and the process will need to be redone. Overrides also prevent cases from going through automatic updates such as Adverse Action and/or Federal Poverty Level (FPL) updates.

**Note:** With conversion of Eligibility Confirmation on the Web, eligibility **must** be run in CWW, then access CARES Mainframe to complete AGOE overrides. After the override is complete, return to CWW to Confirm Eligibility.

Overrides are a two-step process. This desk aid will provide step-by-step instructions to override Wisconsin Shares Child Care eligibility from Pass to Fail.

**Pass to Fail Override**

To change Child Care eligibility from Pass to Fail, complete the following.

Run eligibility in CWW up to the point in which you reach the Confirm Eligibility page, as displayed below.
When Wisconsin Shares Child Care requires an override to comply with the Child Care Development Block Grant (CCDBG) Phase 3 financial program policy, enter AGOE as the NEXT TRAN and the case number in PARMS within CARES Mainframe, then hit Enter. Note: The AIOE (or an individual override) page is not required for overriding the AG for financial purposes.

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>FUNCTION DESCRIPTION</th>
<th>TRAN CODE</th>
<th>PARAMETERS(PARMS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AG ELIGIBILITY OVERRIDE</td>
<td>AGOE</td>
<td>CASE/(CAT/SEQ)</td>
</tr>
<tr>
<td>2</td>
<td>INDIVIDUAL ELIGIBILITY OVERRIDE</td>
<td>AIOE</td>
<td>CASE/(CAT/SEQ)</td>
</tr>
<tr>
<td>3</td>
<td>FS BUDGET OVERRIDE</td>
<td>AGFB</td>
<td>CASE/(CAT/SEQ)/(MMDDYY)</td>
</tr>
<tr>
<td>4</td>
<td>AG OVERRIDE REVIEW DATE</td>
<td>AGOR</td>
<td>CASE</td>
</tr>
</tbody>
</table>

Enter AGOE in the NEXT TRAN and the case number in PARMS.

*** PLEASE ENTER THE NUMBER OF THE DESIRED FUNCTION: __

PARAMETERS:
NEXT TRAN: agoe      PARMS: 4150882045

Note: If more than Child Care is open on a case, in the PARMS enter the case number followed by /CC/01 to ensure the correct category of assistance is overridden. For example, 4150882045/CC/01.
Before beginning the override process, check the *Payment Begin Date* to ensure you are completing the override for the correct program category and month. The override displayed below will be for CC for the month of October.

Change the *Eligibility Result Override* field from “S” to “F” to fail. Then enter the appropriate *Reasons Override* code of 759 and/or 760. Definitions include:

- **Reason Code 759: Earned income**
  - Short text: New adult in AG failed to verify earned income.
  - Long text: A new adult in your household failed to verify earned income, e.g. wages from employment or self-employment.
- **Reason Code 760: Unearned income**
  - Short text: New person in AG failed to verify unearned income.
  - Long text: A new person in your household failed to verify unearned income, e.g. Social Security payments, Unemployment Insurance, Child Support.

Next, enter the *Override Reason CD* field as “POL.” This will be the last entry for the first step of the override process. Entering a “Y” in the *Is Override Approved (Y/N)*? field does not complete the override process.

After entries are made, the AGOE page should appear as displayed below.
Note: If you need to override any other months, select PF8 on your keyboard and follow the same process for each month.
After a worker has completed the Eligibility Result Override, Reasons Override, and the Override Reason CD fields for the assistance group, the next step of the override process must be approved by a supervisor or a worker with a security level of 50 or more.

Next, the supervisor or worker with a security level of 50 or more enters AGOE in the NEXT TRAN, along with the case number in PARMS, and hits Enter.
The supervisor or worker with a security clearance of 50 or more approves the override by entering a “Y” in the Is Override Approved (Y/N)? field and then hits Enter.

Note: If a supervisor or a worker with a security level of 50 or more is completing all fields on AGOE, they must exit the page and return to the AGOE page before making the final approval entry.
After the CARES Mainframe entries are complete on AGOE, navigate to the Eligibility Run Results page in CWW **without rerunning eligibility**. The Child Care Assistance Group (AG) should display as Closed/Failed.

**Note:** At the Eligibility Run Results page, continue the driver flow, but **do not** re-run eligibility.
Select Next to continue through the driver flow to the Confirm Eligibility page and confirm the closure.
In reviewing the override, the Confirmed Assistance Group for CC will appear as displayed below.

![Confirmed Assistance Group Summary](image)

After confirmation, the Confirmed Assistance Group Summary will appear as displayed.
Appendix 4: In-Home Operators

Providers are only authorized to provide care in the child’s home in the following circumstances:

- Three or more children are being cared for
- Other regulated care is not available within a reasonable distance
- Care is needed during hours when no other care is available (second, third shift, weekends)
- A child’s special need can only be met in the home

The in-home operator, providing care meeting at least one of the criteria above, must be certified.

Use the chart below to determine the correct rate type and override rate for in-home care:

<table>
<thead>
<tr>
<th>In-Home Care Need</th>
<th>Rate Type</th>
<th>Override Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 15 hours</td>
<td>Part-time</td>
<td>Do not enter override rate</td>
</tr>
<tr>
<td>More than 15 hours; only one child authorized</td>
<td>Override (In-home provider)</td>
<td>$7.25</td>
</tr>
<tr>
<td>More than 15 hours; two or more children authorized</td>
<td>Override (In-home provider)</td>
<td>$7.25, prorated between children</td>
</tr>
</tbody>
</table>

**Example:** Calculating payment for an In-Home Operator for two children who do not require a special needs rate.

Child 1 is authorized for 20 hours and Child 2 is authorized for 30 hours. Find what portion of the $7.25/hour rate is used for each child.

\[ 20 \div 30 = .666 \]

Child 1: \[ .40 \times 7.25 = 2.90 \] hourly rate for child 1.
Child 2: \[ .60 \times 7.25 = 4.35 \] hourly rate for child 2.
Appendix 5: Generating a Child Care Free Format Letter

Operations Memo 18-J2

If the agency denies a hardship request, they should send a notice to the parent informing them of the decision and their rights to a fair hearing. Free format letters can be generated in CWW. Follow the step by step process outlined in OM 18-J2, starting on page 9.

It is extremely important that the notice contains the exact language below. Do not change any of the language provided. Use the text provided for each field below:

Intro paragraph:
Parent Notice – Authorization Request Denial - Families experiencing unforeseen circumstances that are no fault of their own and that prevent them from utilizing the originally authorized child care provider during the current month, may be eligible for a new authorization to a different child care provider location during the current month, if utilizing the original child care provider would cause an undue hardship for the family as determined by the authorizing agency.

Additional paragraph: Choose one of the following paragraphs based on if denial is based on not meeting criteria or not being reported timely:

If the request does not meet a hardship situation use this language:
Your request for a second authorization during the current month due to (Primary Reason from Hardship Page) was received on (Received Date from Hardship Page). However, it has been denied because it does not meet the requirements of the Wisconsin Shares Child Care Subsidy program. To change your child care provider beginning next month, you will need to submit a request to your child care agency before the last day of the current month.

If the request is untimely use this language:
Your request for a second authorization during the current month due to (Primary Reason from Hardship Page) was received on (Received Date from Hardship Page); however, it has been denied. Your request was reported to the local agency more than ten (10) calendar days after the first date of the change and is considered untimely. To change your child care provider beginning next month, you will need to submit a request to your child care agency before the last day of the current month.

Bullets:
- Child Care Appeal Rights: If you disagree with this authorization decision on your case contact the agency to resolve the difference.
- If the issue is not resolved to your satisfaction you may request a fair hearing through the Division of Hearing and Appeals.
- Send your request via U.S. Mail: Division of Hearings and Appeals, PO Box 7875, Madison, WI 53707-7875
• Hand-Deliver your request: Division of Hearings and Appeals, 4822 Madison Yards, Madison, WI
• Send your request via fax: Division of Hearings and Appeals, (608) 264-9885

Closing paragraph:
A fair hearing request must be a written request and must be filed with DHA within 45 calendar days of this notice. You may represent yourself or be represented at a hearing by an attorney, friend, relative, or anyone else you choose.

After the notice has been generated, it is viewable in ECF, ACCESS, and CWW Client Correspondence the following day.

In a future enhancement, hardship denial notices will be automated. Until that time, please follow this above process to provide written notice to parents.