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

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

**Goals:** What will happen as a result of training?
- Workers will accurately apply financial and non-financial criteria to determine eligibility.
- Workers will use CWW to determine eligibility and manage cases ongoing.
- Workers will create accurate authorizations based on policy requirements.
- Workers will use CSAW as a tool to manage authorizations.
- Workers will process reported changes, re-determining eligibility and changing authorizations as needed.
- Workers will monitor all cases to ensure program integrity.

**Objectives:** What will we do in training to reach our goals?
- Learn financial and non-financial eligibility criteria.
- Practice entering and processing Child Care eligibility in CWW.
- Learn authorization policy and apply it in practice scenarios.
- Practice creating Child Care authorizations in EBT CSAW.
- Learn policies for ongoing case management and processing changes
- Recognize common program integrity red flags and know how to report suspicious activity
Child Care Contact Information

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

Outside of Milwaukee County, questions regarding Child Care policy should be directed to your Regional BRO Child Care Coordinator.

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

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) 422-6080 or (866) 692-1382 (TTY)

For civil rights questions, call: (608) 422-6889 or use 711 (TTY).
Part 1: Wisconsin Shares Overview

What is Wisconsin Shares?
Wisconsin Shares Child Care Policy Manual 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.

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 for Child Care
- Completing ongoing case processing
- Monitoring cases for program integrity

Building an accurate case in CARES Worker Web (CWW) and correctly determining eligibility requires workers to understand policy. If an eligibility determination is not accurate, it will lead to inaccurate Child Care authorizations which may result in incorrect 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, Child Support, etc.
Within DCF, the Division of Early Care and Education (DECE) houses bureaus related to Child Care:

- **Bureau of Early Learning and Policy (BELP):** Develops Child Care 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 Child Care, 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.
- **Bureau of Early Care Regulation (BECR):** Provides child care licensing through regional offices. Certification is provided through county offices.
- **Milwaukee Early Care and Administration (MECA):** Provides certification, authorization, and program integrity support to the Child Care Subsidy Program in Milwaukee.

The Division of Management Services also has a bureau that supports Child Care:
- **Bureau of Regional Operations (BRO):** Provides on-site technical assistance and implementation support to the local agencies.

DCF contracts with counties, tribes, and non-profit organizations for the implementation of the Wisconsin Shares program. In Milwaukee, DCF implements the Wisconsin Shares program directly through Milwaukee Early Care and Administration (MECA).

Many parents receiving Wisconsin Shares also receive other subsidies or benefits, such as FoodShare, Women, Infants and Children (WIC), BadgerCare Plus, Medicaid, Medicaid Purchase Plan (MAPP), Wisconsin Well Women, etc. The administration of these programs is overseen by The Wisconsin Department of Health Services (DHS). The mission of DHS is to support economic prosperity and quality of life by protecting and promoting the health and safety of the people of Wisconsin.
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 review 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):** When 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 an overpayment was issued, a claim is entered in the Benefit Recover (BV) screens in CARES and a recoupment plan is created.
**Child Care Provider Portal:** Child Care providers can view authorization information. In a future update, providers will also report changes to the Child Care agency, such as price updates, facility closures, or report a child is no longer attending.

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

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

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

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

**MyWIChildCare Parents:** This is a link to the parent portal. Parents can view authorization information in real time. In a future update, parents will also be able to report changes to their agency.

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

**YoungStar (YS):** Used to manage and improve the quality of child care statewide. YS provides quality rating information to the community.

**Confidentiality**

Wisconsin Shares Child Care Policy Manual 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.

In certain circumstances, child care providers may request case or authorization information from child care 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 Provider Portal to view authorizations and payments. This will give the provider up-to-the-minute information on authorizations.

Regionalization through Consortia

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 their 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 Child Care 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 Child Care funds and processes cases.

Introduction to Resources

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

- **The Wisconsin Shares Homepage**: Accessible through the Wisconsin Gateway page, the Wisconsin Shares Homepage houses a wealth of important resources.
  - Eligibility Guidelines for Wisconsin Shares
  - Copayment Schedule
  - Maximum Rates

Using the Agency Worker Tab, workers can access:
- The Wisconsin Shares Child Care Policy Manual
- Forms and Publications Repository
- EBT CSAW User Guides
• Wisconsin Systems Gateway Page: This website provides access to all Child Care related systems and offers a link to the Wisconsin Shares homepage.

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

1. From the Wisconsin Shares Homepage, what is the initial eligibility monthly income limit for a family of 4?

   Answer:
   Resource used:

2. What was the Operations Memo 16-32 about?

   Answer:
   Resource used:

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

   Answer:
   Resource used:

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

   Answer:
   Resource used:

5. In the Wisconsin Shares Child Care Policy Manual, what section refers to asset testing for Child Care? (Tip: Try searching by keyword).

   Answer:
   Resource used:
Part 2: Eligibility

Determining Eligibility

In order to determine eligibility for Child Care, the worker must:

1. Establish the Request for Assistance date (RFA)
2. Process the application or review
3. Conduct an interactive interview
4. Identify household members and household relationships
5. Review financial and non-financial eligibility requirements
6. Generate a Case Summary and Good Cause Notice and provide both to the applicant
7. 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 during case reviews.

RFA & Application

Wisconsin Shares Child Care Policy Manual 1.3; 1.6.7

The RFA date establishes when Child Care benefits 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. If the worker does not have access to CWW or their local network, a paper request for assistance can be used. See the DCF Forms Repository in Online Resources.

- Wisconsin Shares Child Care Registration: DCF-F-2835

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

- A signature must be collected. The date the parent signs their application request is the RFA. If the parent declines to sign, the date of their interactive interview becomes the
RFA. Benefits should not begin until a signature is collected. Any of the following fulfill the signature requirement:

- CWW Application Registration (written or telephonic)
- Case Summary (written signature collected at the end of the interview)
- Electronic signature (collected through ACCESS application)

- An interactive interview **must** be scheduled to occur within five business days from the RFA.
- The parent **must** be provided with their Case Summary and a Good Case Notice 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.

Applicants have **seven business days** from the initial interview to submit verification. The worker can extend this timeframe up to 30 days from the RFA if the applicant requests an extension. If the applicant tells the worker they are having trouble getting the verification, the worker **must** assist the applicant in obtaining it.

Once all verification is received, workers **must** determine eligibility without delay. If all eligibility criteria are met, Child Care eligibility begins the first of the RFA month. However, the earliest an authorization can begin is the RFA date. If a parent has been found eligible, but delays more than 30 days from their RFA to request an authorization, the earliest their authorization can begin is the first of the request month.

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>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>RFA date</td>
<td></td>
<td>Interview within five business days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Interview</td>
<td>Verification received within seven business days</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Verification</td>
<td></td>
<td>Eligibility determination</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</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 days of the RFA date, the verification can be processed and the case can be opened without the applicant having to re-apply.

**Note:** Requests for assistance that are converted from ACCESS will not automatically expire after 30 days. The work item will remain active until it is processed or withdrawn.

### Adding Child Care to an Existing Case
*Wisconsin Shares Child Care Policy Manual 1.3.3*

If a case is open in CWW for another program, (FoodShare, Medical Assistance, etc.), Child Care can be added before the parent’s next review through completing the same eligibility steps outlined in this training, fulfilling all application requirements (signature, interactive interview, Case Summary).

### Determining the Assistance Group
*Wisconsin Shares Child Care Policy Manual 1.4.1*

An Assistance Group (AG) consists of all of the people within a household who belong in the same Child Care case. The applicant is the primary person in the case. Everyone in the household is entered into CWW. CWW will determine who is in the AG based on information related to the household relationships. The applicant always will be the primary person who must be a parent of a minor child.

For our purposes, a parent is considered to be any of the following:

- A natural or 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 subsidized guardian

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 not a parent themselves, they must be included in the AG. If the 18 year-old dependent is also a parent, they can choose to stay on their parent’s case or apply for Child Care themselves.
  - 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 both their adult child and their adult child’s 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 the parent is not in the AG, a Child Support referral **must** be made. If a parent is incarcerated for 30 days or less, they can remain in the AG. If the parent is incarcerated more than 30 days, they are removed from the AG and a Child Support referral **must** be made.

**Minor Parent Applicant**

*Wisconsin Shares Child Care Policy Manual 1.4.2*

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

- The minor parent lives in a licensed group home or approved supervised independent living situation with their dependent child and is attending high school or its equivalent
- The minor parent is married

Include 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

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 adjudication</td>
</tr>
<tr>
<td>AFR – acknowledged father</td>
<td>Yes</td>
<td>Birth certificate states they are the father. Weren’t married at time of birth, but paternity is acknowledged 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 Child Care. 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?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Carla and Joe live together, but are <strong>not</strong> married. Carla is requesting Child Care 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?</td>
<td>AG = 7</td>
</tr>
<tr>
<td>2. Tina, age 17, applied for Child Care assistance. She is living unsupervised and independently with her three-month-old baby and attending high school. Who is in the AG?</td>
<td></td>
</tr>
<tr>
<td>3. Deb is requesting Child Care assistance for her grandchildren, Marley and Dana. Deb has court-ordered placement 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?</td>
<td></td>
</tr>
<tr>
<td>4. Sarah is requesting Child Care. 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 <strong>not</strong> the father of either child. Who is in the AG?</td>
<td></td>
</tr>
<tr>
<td>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 <strong>not</strong> the father of the unborn baby. Who is in the AG?</td>
<td></td>
</tr>
</tbody>
</table>
Eye on Integrity: AG Errors
Wisconsin Shares Child Care Policy Manual 4.2.1.2.3

Workers must analyze cases for potential program violations and errors. The following are 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 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).

- 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 Child Care AG consists of Brooke and her two children: Travis and Olivia. Darrel is Brooke’s boyfriend who lives in the home, but is not in the Child Care AG. Darrel calls requesting an increase in authorization hours for his daughter, Olivia. The worker notices that Darrel is entered as unrelated to Olivia in CWW and is not currently in the AG. The worker should ask Darrel clarifying questions to investigate if the household composition is inaccurate. The worker may decide to create a FEV referral if information remains questionable.

Non-Financial Eligibility
Wisconsin Shares Child Care Policy Manual 1.4

Child Requirements
Wisconsin Shares Child Care Policy Manual 1.4.3; 1.4.5; 1.4.6; 2.5.9.1

- Be under age 13 or under age 19 if the child has verified special needs.
  - Wisconsin Shares defines special needs as a 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.
Higher rates can be negotiated with the child care provider only when the provider will incur additional expenses in providing care for the child. The copay is deducted from the negotiated rate. To receive a higher rate:
- The child’s special need must be verified by a physician, special educator, or other licensed professional.
- The provider must complete the Special Needs Higher 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.
- 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 Child Care 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 Child Care. If a parent provides verification of a SSN Application at initial eligibility, the SSN must be provided no later than 90 days from the SSN application.

**Applicant Requirements**

**Wisconsin Shares Child Care Policy Manual 1.4.1; 1.4.2; 1.4.4; 1.4.7; 4.2.1.2.2**

- **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.
  - **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
    - Recent arrival to your agency’s area (excluding homeless or migrant farmers)
• Highly mobile families who rarely state in one location more than two or three months (excluding homeless or migrant farmers)

• **Cooperate with Child Support.**
  All parents in the AG **must** cooperate with the Child Support Agency (CSA) for all of their children aged 60 days or older unless good cause has been granted. Parents receive the Good Cause Notice (DCF-F-DWSP2018), explaining the cooperation requirement and their right to claim good cause when they apply for Child Care.
  o Cooperation is determined by the CSA.
  o Cooperation does **not** need to be established for children under foster care, interim caretaker situations, court-ordered placement with relatives who receive the Kinship Care payment for the child, or subsidized guardianship placements.
  o 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) 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 (DCF-F-DWSP2019).
  ▪ If the parent is still not cooperating and has not filed a claim, eligibility ends and a non-cooperation instance is tracked.
  ▪ If three instances are tracked, the AG is not eligible for Child Care for a period of at least six months and until cooperation is established.
  ▪ If the parent files a claim, supporting evidence **must** be received by the agency within 20 days from the date the claim was signed. The local agency determines if Good Cause exists and informs the CSA.
    • If good cause does not exist, the agency must notify the parent of the determination and the parent’s right to a fair hearing. The parent has 10 calendar days from the notice that good cause doesn’t exist to request a fair hearing or withdraw their application. If the parent does not request a hearing or withdraw their application, Child Care ends the beginning of the following month and a non-cooperation instance is tracked.
    • If good cause exists, indicate Good Cause in CWW on the Absent Parent page. The CSA will suspend or continue further activities based on the parent’s request.

• **Be in an Approved Activity.** Each parent in the assistance group **must** be in an approved activity. Wisconsin Shares Child Care Policy Manual 1.4.9; 2.8
  o Exceptions:
    ▪ **Medical Restriction:** 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 any 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. Child Care is then authorized to cover the able parent’s approved activities.

- **Temporary Absence from Employment:** A parent may use their Child Care subsidy during temporary absences from employment in limited situations, such as time off, jury, or a temporary layoff. We will cover details of these limited situations in the Processing Changes section.

### Approved Activities for Child Care

**Wisconsin Shares Child Care Policy Manual 1.4.8**

All parents in the AG must be participating in an Approved Activity to be eligible for Wisconsin Shares. There are three types of approved activities: Employment, Education, and Participation in Programs:

#### Employment

(Child Care Activity Status: EMPL) Wisconsin Shares Child Care Policy Manual 1.6.11

- **Employment must be verified** through at least one of the following methods:
  - Dated paystubs for the previous 30 days that state the parent’s and employer’s name, rate of pay, and hours worked.
  - 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
  - IRS tax forms
  - Equifax verification through the Federal Data Services Hub (FDSH), so long as the report reflects income within the past 30 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 case comments: date, time, full name of employer, contact information, and employment details.

- **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 Manual 1.4.8.3.1
  - Employer must comply with Wisconsin’s minimum wage laws
Employer must report new hires to DWD within 30 Days
Employer must report wages to Unemployment Insurance (unless legally exempt)
Employer must have a Worker’s Compensation insurance policy (unless legally exempt)

- **Legitimate Self-Employment**  Wisconsin Shares Child Care Policy Manual 1.4.8.3.2; 1.6.11
  - Determine if self-employment is legitimate. If questionable, seven out of ten conditions must be met.
  - Verify income with tax returns. 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 Form (SEIRF) for the last 30 days.
  - See the Financial Eligibility section for further self-employment requirements.

- **Apprenticeships**  Wisconsin Shares Child Care Policy Manual 1.2; 1.4.8.3
  - 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).

- **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 Manual 1.4.8; 1.6.11

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.
- **Verification of Enrollment**: Proof of school enrollment must be provided for all education activities.
- **Verification of School Schedule**: The worker must verify the school schedule.
- **Verification of Satisfactory Progress**: Satisfactory progress must be validated by scanning a grade report to ECF and updating case comments. If the parent did not earn
passing grades, documentation that the parent took part in the required classes and performed the required work **must** be provided.

- **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 Child Care authorization. We refer to this 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 Child Care 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 it is included in a W-2 Employability Plan (EP) or a Tribal TANF Individual Self-Sufficiency Plan (ISP).

<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 parent is under age 18 they must meet one of the following requirements: reside with their custodial parent; reside with a kinship relative (with or without benefit); reside in a foster home; reside in a subsidized guardianship or interim caretaker home; be married; or reside in a supervised independent living arrangement. 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).

**Student teaching and unpaid internships require additional unsubsidized employment of at least 20 hours per month.
Online Education: Wisconsin Share Child Care Manual 1.4.8.9
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 The parent must provide a planned login schedule for their courses, and parents must inform workers if there is a change in course schedule or course load
  o Satisfactory progress must be validated by scanning a grade report to ECF and updating case comments. If the parent did not earn passing grades, documentation that the parent took part in the required classes and performed the required work must be provided.

Participation in Programs
FSET, W-2/Tribal TANF, Learnfare Wisconsin Shares Child Care Policy Manual 1.4.8
  • FoodShare Employment & Training Program (FSET) (Child Care Activity Status: FSJS or FSWE)
    o Participation in job search and work experience is eligible for Child Care. Activities must be identified on the FSET Employability 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 Child Care.
      ▪ Education activities on an EP or ISP do not count on the 24-month education clock.
      ▪ Satisfactory progress does not need to be verified if education is a part of an EP or ISP.
      ▪ Study time can be included in an authorization if on the EP or ISP.
  • Learnfare (Child Care Activity Status: WWEM and/or TPHS)
    Learnfare, as an approved activity for Child Care, provides child care for teen parents enrolled in high school. If the teen parent is under the care of their parent, Child Care can be provided for any of the parent’s minor children, so long as the parent is in an approved activity.
Financial Eligibility
Wisconsin Shares Child Care Policy Manual 1.5; 1.8

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.

There are some exceptions to the 185% FPL. The income limit for these cases is manually tested at 200% FPL, using the child’s natural 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
- Relatives who are caring for a child under a court order and receiving Kinship Care payment for the child.
  - Relatives providing care without a court order or who are not currently receiving the Kinship Care payment have income tested at 185% FPL, and use the relative’s income.

If financial eligibility fails at 200% FPL using the natural/adoptive parent’s income, allow financial eligibility to fail. The system will test based on the placement parent’s income at 185% FPL.

For families with both out of home 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.

Financial eligibility ends for all cases when income exceeds 200% FPL. When a case is no longer meets financial eligibility, the case will close according to adverse action. Income limits determined by FPL can be found on the Wisconsin Shares Eligibility Guidelines page. See the Online Resources section of this guide.

Enter all income into CWW. Use care to code the income sources correctly. CWW will determine which income sources are included and which are disregarded and calculate the total income. For your information, the chart below details how CWW determines included and disregarded income sources:
### Included Income Sources

<table>
<thead>
<tr>
<th>Income Source</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</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)</td>
<td>Earned Income Credit (EIC)</td>
</tr>
<tr>
<td>Annuities</td>
<td>Foster Care/Kinship Payments</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>Subsidized Guardian Payments</td>
</tr>
<tr>
<td>Worker’s Compensation</td>
<td>Loans</td>
</tr>
<tr>
<td>Alimony or Maintenance Payments</td>
<td>W-2 Employment Positions/JAL</td>
</tr>
<tr>
<td>Veteran Pensions</td>
<td>Other Federal Benefits (Work Study)</td>
</tr>
<tr>
<td>Wages &amp; Salaries (except minors or dependent 18 year olds)</td>
<td>Earned income of minors or dependent 18 year olds</td>
</tr>
<tr>
<td>Self-Employment Income (except minors or dependent 18 year olds)</td>
<td>In-Kind Income</td>
</tr>
<tr>
<td>Educational Aid: private loans, private grants, private scholarships not used for tuition and books.</td>
<td>Educational Aid: state and federal loans, scholarships used for tuition and books, public education programs</td>
</tr>
<tr>
<td>State and federal tax refunds</td>
<td></td>
</tr>
</tbody>
</table>

There is **not** an asset test in determining Child Care eligibility.

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 all reasoning.

### Budgeting Income

Wisconsin Shares Child Care Policy Manual 1.5.5

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:

\[
\text{Hours Bi-Weekly} \times \text{Rate per Hour} \times 2.15 = \text{Monthly Income}
\]

\[
80 \times \$8.00/\text{hr} \times 2.15 = \$1376/\text{month}
\]

**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.

**Eye on Integrity: Income**

Wisconsin Shares Child Care Policy Manual 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
Self-Employment
Wisconsin Shares Child Care Policy Manual 1.6.11

If an applicant indicates they are self-employed, the worker needs to determine if they are “legitimately self-employed” to be eligible for Child Care assistance. **Seven or more** of the following conditions **must** be met for self-employment to be legitimate:

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 Child Care 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 Manual 1.4.8.3.2; 2.2.8.3; 4.2.2

- Self-employment as an **unregulated** Child Care provider is **not** allowed as a self-employment approved activity for Child Care assistance. 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 also is not allowed unless a waiver is granted.

Activity: Determining Legitimate Self-Employment

Apply the ten conditions of legitimate self-employment to the situations below. In some scenarios, incomplete information is provided. When needed, 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.

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

Legitimate Self-Employment NOT legitimate 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.

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

Legitimate Self-Employment NOT legitimate 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.
Is there more information you need to ask or verify to determine if this is legitimate self-employment?:

Legitimate Self-Employment  NOT legitimate self-employment  More info needed

**Self-Employment Income**

Wisconsin Shares Child Care Policy Manual 1.4.8.3.2; 1.5.5.4; 1.6.7; 1.6.11; 2.2.8.3-2.2.8.5

Self-employed parents **must** file taxes with the IRS in order to receive Child Care authorization hours for their self-employment activity. **This includes parents who are not required by the IRS to file taxes; if they did not file taxes in the previous year, they must file taxes to receive Child Care for their self-employment activity.** Initial applicants **must** provide tax documents at application. 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 Form (SEIRF)

The SEIRF is used in the following circumstances:
- A parent has not filed taxes because their business hasn’t operated in a calendar year or subsequent tax season. Use the SEIRF to budget income.
- **In addition to tax documentation,** the SERIF is used to budget income if tax documents do not reflect current ongoing self-employment business circumstances.
- When a business is six months old, a SEIRF that reflects the last 30 days of income or a tax return document is **required** to create an accurate authorization. See the Authorization section of this training.

Child Care 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 their latest tax return at their annual review. 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**

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

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

**Verification Requirements**

Wisconsin Shares Child Care Policy Manual 1.1.4; 1.6; 1.8.3; Ops Memo 17-04

To complete the application process, verification **must** be provided to justify and support the eligibility determination. An applicant has **seven business days** from the date the Notice of Verification Needed was mailed to submit verification. If verification is not provided timely, the agency should run eligibility to generate a Denial Notice notifying the parent they have been denied Child Care. If eligibility ends due to lack of verification after adverse action, the worker **must** run eligibility with dates to confirm Child Care as closed for the next month.

**Note:** Foster, subsidized guardians, and interim caretakers are exempt from the seven day verification requirement for their placement children; they **must** provide verification within 30 days of the RFA date. Kinship parents are **not** exempt from the seven 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 days, eligibility **must** be denied.
Most verification requirements are fulfilled by the parent providing some kind of document or proof. Other verification items can be fulfilled verbally. Examples of verification documents include paystubs, driver’s license, or a birth certificate. All documents should be scanned into the Electronic Case File (ECF). 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.

Some information may be considered verified if obtained orally without proof if the worker case comments all details regarding the information and the contact. Case comments are required for any information verified through contact only.

**Example:** “Parent requested assistance in obtaining employment verification; struggling to obtain info. I spoke with Lucinda Norton, shift manager for eastside Target (Myers Rd) on 1/13/17. Confirmed Nathan Mueller employed as cashier as of 5/1/16, $8.50/hour, varying shifts, approximately 20-30 hours per week. Requested paystubs from parent.”

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.

The following are verification requirements at application and ongoing:
<table>
<thead>
<tr>
<th>When Verification Is Required</th>
<th>Type of Verification Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once per lifetime</td>
<td>Application or review</td>
</tr>
<tr>
<td>Identification of all parents in the AG</td>
<td>X</td>
</tr>
<tr>
<td>Date of birth for entire AG</td>
<td>X</td>
</tr>
<tr>
<td>SSN for all children requesting Wisconsin Shares</td>
<td>X</td>
</tr>
<tr>
<td>Citizenship/immigration status for children requesting Wisconsin Shares</td>
<td>X</td>
</tr>
<tr>
<td>Wisconsin Residency and Residence (Address)*</td>
<td>X</td>
</tr>
<tr>
<td>Earned Income for all adults in AG**</td>
<td>X</td>
</tr>
<tr>
<td>Unearned Income for entire AG</td>
<td>X</td>
</tr>
<tr>
<td>Approved Activity Participation***</td>
<td>X</td>
</tr>
<tr>
<td>School Schedules</td>
<td>X</td>
</tr>
<tr>
<td>Marital Status</td>
<td>X</td>
</tr>
<tr>
<td>Children Placed in Out of Home Care****</td>
<td>X</td>
</tr>
<tr>
<td>Shared Placement</td>
<td>X</td>
</tr>
<tr>
<td>Satisfactory progress*****</td>
<td>X</td>
</tr>
</tbody>
</table>

Child Care New Worker Training: PG

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*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 review unless there has been a change or residency is questionable. There is no data exchange for Wisconsin residency or address.

** Earned income is **required** for **all** adults in the AG, including foster, subsidized guardians, interim caretakers, and relatives with court-ordered placement who receive a Kinship Care payment. For these cases, financial eligibility is determined using the natural parent’s income, tested at 200% FPL. The CPS agency has income information for natural parents if a court order has been established. If income information is provided through collateral contact, a case comment is required. The placement parent’s income is only tested (at 185% FPL) if the natural parent’s income is over 200% FPL.

***Parents can only receive Child Care for their participation in approved activities plus appropriate travel time. For Child Care to be granted, it must be determined that Child Care is necessary for the parent to participate in their activity.

****This includes any child placed outside of the home (not with a natural parent). When a court order detailing placement exists, it must be provided and scanned to ECF.

*****Agencies may use discretion if a new applicant does not have a report card because they have recently started school; a worker cannot require proof if there is none available. Check with your agency on how they handle verification of Satisfactory Progress.
Front End Verification (FEV)
Wisconsin Shares Child Care Policy Manual 4.2

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 are general criteria BPI provides as guidance for creation of the agency’s EPP:

- 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
- Multiple hardship requests in a year
- Parent is providing inconsistent or contradictory information

There are also specific EPP that relate to verification of residence, income, and household composition, authorization utilization, and parents who are also providers. Please refer to Wisconsin Shares Child Care Policy 4.2 and your local agency’s EPP for further guidance.
**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 the fraud department if appropriate. See Resources and Contact Information to contact fraud.

**Making a FEV Referral**

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

1. 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.
2. Identify matches to the EPP. Refer the case to FEV using BRITS. Provide specific rationale why the case is being referred.
3. An investigator reviews the FEV referral and proceeds accordingly, either denying eligibility, initiating payment adjustment, or taking no action.
4. 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. The BRITS User Guide is housed on the BRITS login page or accessible by clicking Help at the top of the screen. A PLBC training video is available on PTT and a PLBC User Guide is available from the Wisconsin Shares homepage. See Resources and Contact information.

**Placement of Children**

*Wisconsin Shares Child Care Policy Manual 1.6.10; 1.8; 2.2.9.1*

The placement of children **must** be verified.

**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 benefits on both child care 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 Child Care.
**Foster Care Placement**

Foster children are placed in licensed or tribal foster homes as a result of a court order or voluntary placement agreement made through licensed child welfare, tribal, county or state agency.

Foster Care exceptions apply to children placed under foster care, subsidized guardianship, interim caretaker, and a relative with court-ordered placement receiving Kinship Care. Child placement must be verified through a court order. Refer to the Placement of Children table for details on eligibility exceptions.

**Placement of a Child with a Relative**

A relative with court-ordered placement placed through a child welfare agency can be an alternative to a child being placed in a foster home. A relative can also obtain a court order independently and voluntarily, without the assistance of the child welfare agency. 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 or not court-ordered and if the parent receives the kinship care payment. This determination is important; it affects how eligibility is determined and how the Child Care subsidy is calculated. Refer to the Placement of Children table regarding policies for children placed with relatives.
<table>
<thead>
<tr>
<th>Placement of Children</th>
<th>Financial Eligibility Exception 1.8.1</th>
<th>Placement Payment Verification 1.6.12</th>
<th>Authorization Limit for Ongoing Self-Employment 2.2.8.3-2.2.8.5</th>
<th>Placement Verification 1.6.10</th>
<th>Verification Timeframe 1.6.5; 1.8.3</th>
<th>Child Support Cooperation 1.4.7.2; 1.8.2</th>
<th>Copay Type 2.3.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Placement</td>
<td>No Placement parent’s income tested 185% FPL</td>
<td>N/A</td>
<td>Yes</td>
<td>Self-declared, unless questionable</td>
<td>Seven business days*</td>
<td>Must cooperate</td>
<td>Regular Base = actual Child = actual</td>
</tr>
<tr>
<td>Relative with Court-Ordered placement WITH Kinship Care Payment</td>
<td>Yes Natural/adoptive parent income: 200% FPL at the time child was removed from the home**</td>
<td>Yes**</td>
<td>No Authorization not limited by self-employment income calculation</td>
<td>Yes - Court Order</td>
<td>Seven business days*</td>
<td>Exempt from requirement for placement children only</td>
<td>Kinship Base = $0 Child = $0</td>
</tr>
<tr>
<td>Relative with Court-Ordered placement WITHOUT Kinship Care Payment</td>
<td>No Placement parent’s income tested 185% FPL</td>
<td>N/A</td>
<td>Yes</td>
<td>Yes - Court Order</td>
<td>Seven business days*</td>
<td>Must cooperate</td>
<td>Kinship Base = $0 Child = $0</td>
</tr>
<tr>
<td>Relative with Non Court-Ordered placement with or without Kinship Care Payment</td>
<td>No Placement parent’s income tested 185% FPL</td>
<td>Yes (if received)**</td>
<td>Yes</td>
<td>No</td>
<td>Seven business days*</td>
<td>Must cooperate</td>
<td>Non Court-Ordered Kinship Base = $0 Child = minimal***</td>
</tr>
<tr>
<td>Foster Care, Subsidized Guardianship, Interim Caretaker</td>
<td>Yes Natural/adoptive parent income: 200% FPL at the time of child placement**</td>
<td>Yes (if received)**</td>
<td>No Authorization not limited by self-employment income calculation</td>
<td>Yes - Court Order</td>
<td>Exempt from seven day requirement – may take up to 30 days from RFA date</td>
<td>Exempt from requirement for placement children only</td>
<td>Foster Base = $0 Child = $0</td>
</tr>
</tbody>
</table>
*The seven 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 days from the RFA date, date of reported change, or review date for any case.

**Verify earned and unearned income for both the placement parent and the natural/adoptive parent. CPS can verify if the placement parent is receiving placement payments, the natural/adoptive parent’s income, and the natural/adoptive parent’s family size at the time the child was removed from the home.

***Minimal copay is based on 70% FPL. The child copay amount is adjusted based on the number of hours the child is authorized.
Financial Eligibility Exceptions
Wisconsin Shares Child Care Policy Manual 1.6.12; 1.8.1

The following eligibility exceptions apply to cases with children placed under foster care, subsidized guardianship, interim caretaker, or a relative with court-ordered placement receiving the Kinship Care payment:

- The worker verifies both the placement parent and the natural parent’s income information. However, the natural parent’s income determines financial eligibility for the placement children on the case and is entered on the Manual Child Care Eligibility page. Procedures for the Child Care Manual Eligibility page are described in the CWW section.
  - Workers must verify the natural parent’s income, family size, and verify Kinship Care/foster care payment through contact with Child Protective Services (CPS) or a social worker.
  - The natural parent’s income information is tested at 200% FPL, based on entries on the Child Care Manual Eligibility page. If the natural parent’s income fails the test, 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.
- Foster parents, interim caretakers, and subsidized guardians have an extended verification deadline to provide information related to their placement child; parents must provide this verification within 30 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.

When the income used to determine financial eligibility exceeds 200% FPL, eligibility ends. The case will close according to adverse action. Workers may be required to take additional steps to end the authorization. See Processing Changes section.
**Activity: Test Your Eligibility Knowledge**

Answer the following questions related to Child Care eligibility policy.

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

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

3. True or False: Each parent in an assistance group **must** be in an approved activity if a medical statement is **not** obtained.

4. All approved activities for Child Care fall into three categories. What are they?

5. What does a worker do if verification information appears questionable or falsified?

6. EPP exist for the AG, residency, and income. What are **some** EPP characteristics workers should recall when determining eligibility?

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?
Part 3: CARES Worker Web (CWW)

CWW Initial Eligibility Determination Process

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 applicants 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.
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**: Confirm eligibility. Back-date the Child Care eligibility start date when required.

**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 Child Care. 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 a match is found, you may be able to update existing case information instead of starting a new 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.
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 their application.
- **Program Filing Date**: This is the date the parent provided their signature. Often, the two dates are the same.

The worker can provide RFA comments. This could be related to an extension, the RFA date, 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 screen shot 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. Select the appropriate SSA Verification from the drop-down menu.

- 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. Children without a SSN or SSN application will be included in the AG, but not be eligible for a Child Care authorization.
- Age must be verified for all members of the household. Age is verified through providing proof of date of birth.
- The worker must change the verification status to match what verification is provided at the time of the interview. 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>
</tbody>
</table>
### NV
Verification is not provided timely

- **Fails if the information is required.**
- **Passes if the information is not required.**

### Q?
Verification received is questionable

- **Pends if the information is required.**
- **Passes if the information is not required.**

### QV
Questionable verification not received timely

- **Fails if the information is required.**
- **Passes if the information is not required.**

### FN*
Information never verified for CC or W-2

- **Fails Child Care if information is required.**
- **Passes other programs.**

### PN*
Pending verification

- **Pends Child Care if information is required.**
- **Passes other programs.**

### WN*
Not verified for CC or W-2

- **Fails Child care if information is required.**
- **Pends other programs.**

### SP
Information is self-proclaimed/declared

- **Passes if no further verification is needed.**
- **Fails if further verification is needed.**

### NQ
Information is self-declared and not questionable

- **Passes all programs. Only use if verification is not required.**

### CC
Information provided through collateral contact

- **Passes if the information is required. Case comments required to support verification.**
- **Passes other programs.**

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**Assistance Request Screens**

When the applicant first requested assistance, we asked to which benefit programs they wanted to apply. During the intake interview, we confirm which programs are being requested. Each benefits program has its own request screen in the driver flow. On the screens, select which individuals on the case are requesting the assistance program. 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.

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**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 natural/adoptive children can be the application month and date. For foster care, subsidized guardianship, interim caretaker, relatives with placement of a child, kinship, or guardianship cases, 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.

In the example on the following page, the worker indicates how family members are related to Jane Dawson.
Reminders for this page:
Department of Health Services, System Help, Household Relationships

- **Is Caring For:** Indicate if the person is a caretaker of the reference person. Only one caretaker can be identified per dependent child. This field affects CC eligibility.
- **Is Filling Parental Role:** Indicate if the person is a non-related adult 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 if they are residing in the home, attending high school or equivalent, are expected to graduate by their 19th birthday, and are not a parent themselves. Dependent 18 year-old parents that fulfill policy requirements can choose whether to be included on their parent’s case or apply for Child Care themselves.

- **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 adjudication</td>
</tr>
<tr>
<td>AFR – acknowledged father</td>
<td>Yes</td>
<td>Birth certificate states they are the father. Weren’t married at time of birth, but paternity is acknowledged 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.
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.

**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 will take you through each of the 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 days from the SSN application date.
  - If the parent does not fulfill this requirement, update the Permanent Demographics page, re-run eligibility, and end the authorization. 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 will withheld until verification is provided. The SSN application **must** be provided 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.
- **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 AG and 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**

Indicate benefits received for members of the household. This page is especially important for foster, subsidized guardianship, interim caretaker, or relatives caring for a 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 court-order is in place, it must be verified.
• **Entries on this page are very important!** Verification of a court-order and kinship payment affect how eligibility is determined and the subsidy amount.

### 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 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) unless good cause for non-cooperation has been established. This requirement extends to a parent’s dependent children outside of the home. 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 the CSA 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. The worker nearly always selects 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 foster care parents, subsidized guardians, interim caretakers, and relatives with court-ordered placement who receive the Kinship Care payment are exempt from cooperating with the CSA for their placement children. For these parents, select No for Refer to IV-D.

Indicate if paternity has been established. On the Caretaker Relative portion of the page, indicate who is caring for the child indicated.

**Child Support Non-Cooperation Instance Tracking**

All parents in the AG must cooperate with Child Support for any of their minor 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 at least six months. The case can only be eligible again once 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. Workers cannot make changes or deletions to this screen. If 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. (See screen shot on following page.)

![Child Support Non-Cooperation Instance Tracking](image)

**Application Entry: Employment Queries**

*Wisconsin Shares Child Care Policy Manual 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 though 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. 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 screen.)

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.
**Self-Employment**

Add self-employment information on this page.

**Reminders for this page:**
- **Business Start Month:** Enter when the self-employment business started. This is an important date; it tracks the first six months of a new self-employment business.
- **Significant Change Month:** If there has been a significant change in the self-employment business; this triggers the SEIRF.

**Remember:** Self-Employment income is entered using tax returns or SEIRF. Self-Employment must be verified as legitimate through the ten criteria (See Eligibility) to be considered an approved activity for Child Care.
- **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 to add Depreciation Amount and CC Only Invalid Expenses. Similar to the Employment page, click Add to add the Self-Employment income information.
  - If a parent does not provide self-employment verification though a tax return or SEIRF, enter FN as the verification code.
- Add a comment regarding the self-employment information collected.

To calculate monthly self-employment income:

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

Child Care Only Invalid Expenses include: depreciation expenses, personal business and entertainment expenses, personal transportation costs, purchases of capital equipment, and payment on the principle 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 you and includes the amount on the Child Care Budget page.

\[
\$20,000 - \$15,000 + \$1,000 = \$6,000 / 12 \text{ months} = \$500 \text{ countable gross monthly income}
\]
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 Manual 1.5.2; 1.5.3

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

<table>
<thead>
<tr>
<th>State and Federal Aid or State and Federal Scholarships</th>
<th>Private Scholarships, Private Loans, Private Grants</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. <strong>Only enter funds not used for tuition or books.</strong></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>

CWW will not manually calculate what portion of educational aid wasn’t used for books or tuition for you. You must subtract any amount used for books and tuition manually from the total amount. Enter the calculated amount in CWW.

Different benefit programs may code educational aid differently. This means that if a parent is requesting 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. Codes used to code educational aid that counts in the Child Care budget:

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

**Example:** The parent provides the following educational aid information:

$750 Private Grant
$600 Private Scholarship
$350 Private Scholarship ($300 for tuition and books)
$600 Work Study
$500 UW Academic Scholarship

The worker enters 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)

For the example, Jane is receiving $750 in Private Grants (similar to the example above). 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
Manual Child Care Eligibility

This screen only appears as part of the driver flow if a financial eligibility exception exists for a case with a placement child:

- A relative has court-ordered placement and receives the Kinship Care payment
- A foster, subsidized guardianship, or interim caretaker with court-ordered placement

For the above cases, the worker must verify and enter the placement parent’s income information on the applicable Employment screens in CWW. Then, the worker must verify and enter the natural/adoptive parent’s income information on the Manual Child Care Eligibility page. Reminder: The natural/adoptive parent’s income may be verified through contact with CPS or a social worker.

Reminders for this page:

- **Begin Month**: Enter the application month.
- **Family Size**: Enter the natural/adoptive family’s group size. Include all members of the family, including the placement child at the time the child was removed.
- **Total Income**: Total income is the natural/adoptive parents’ monthly income just before the child was removed from the home. Income and family size can be verified through CPS.
- **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 for any of the following situations. Entering a failure triggers CWW to test the placement parent’s income at 185% FPL:
    - The natural/adoptive parent’s verified income is over 200% FPL
    - The foster parent has failed to provide verification within 30 days
    - The relative with court-ordered placement who receives the Kinship Care payment has failed to provide verification within seven business days (unless an extension has been granted).
  - <N-No longer a court-ordered kinship or foster care child> Don’t forget select this option if a child is adopted!
  - <S-Passes the income test> Only enter Pass if income has been verified for the natural/adoptive parent and it passes the 200% FPL test. If income
information is not available at initial application, eligibility is not run until verification is received or the verification period has expired.

- <? – 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, or the case will fail for Child Care.

**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 begin date is two or more months in the future, it will not be allowed.

**Reminder:** Be careful when entering the Child Care Activity Status effective month. 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.

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>CANT</td>
<td>One adult in a 2 parent household or a 3 generation household can neither work nor provide care for the child due to medically verified reasons 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>EMLP</td>
<td>Employment or legitimate 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>THPS</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 or Transform Milwaukee Jobs</td>
</tr>
<tr>
<td>WWEM</td>
<td>W-2 Placement or Tribal TANF: All W-2 placements of 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.

**Generate Summary**

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 review. 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 a hard copy of the Good Cause Notice.
The worker must complete an interactive interview, collect a signature, and provide a Case Summary and Good Cause Notice at initial eligibility, review, 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 Manual 1.9.4; Ops Memo 17-04

“Run with dates” – When a worker states they are running eligibility with dates, they are determining eligibility for a specific month.

**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 because today is December 19, 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 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 EBT CSAW for December.

Running with dates may be necessary when a change is reported after it happened, (but still reported within 10 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 end eligibility without dates first. Then, the worker must change the Child Care request back to <Yes>, and then run 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 Verification Needed)

**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.
3. Verification Checklist

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 be back-dated to 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.
Verification Checklist

CWW automatically generates the Verification Checklist (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.
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 200% FPL ongoing. (Remember: Foster, subsidized guardianship, interim caretaker, and relatives with court-ordered placement receiving the Kinship Care payment are initially tested at 200% FPL using the natural/adoptive parents’ income.)

When viewing this page, workers should double check that the AG size and the gross income are accurate for the case.
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.
**Ongoing Case Processing in CWW**

**Adding Child Care to an Existing Case**

*Wisconsin Shares Child Care Policy Manual 1.3.3*

If a case is open in CWW for another program, (FoodShare, Medical Assistance, etc.), Child Care can be added before the parent’s next review 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, or 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.
CARES Mainframe Access: W-2 Screens

Child Care workers can access W-2 information needed for a case in CSAW on the Case Activity Summary screen, in ECF, or through the CARES Mainframe. Follow your local procedures on when to use the CARES Mainframe and how to gain access. DCF does not require Child Care workers to use the CARES Mainframe outside of the Benefit Recovery (BV) screens.

With a CARES Mainframe user ID and password, workers can access the CARES Mainframe from CWW. Scroll down to the bottom of the CWW Navigation Menu and click CARES Mainframe Access.

CARES Mainframe W-2 screens that may be useful to Child Care workers:

<table>
<thead>
<tr>
<th>TRAN Code</th>
<th>PARMS</th>
<th>Screen Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>WPWW</td>
<td>Case Number</td>
<td>W-2 Placement: If an end date is shown, W-2 is closed. The W-2 worker’s ID is also indicated.</td>
</tr>
<tr>
<td>WPWI</td>
<td>PIN Number</td>
<td>Client Information: This screen displays client information and information regarding placement in TMJ/TJ (transitional jobs) program.</td>
</tr>
<tr>
<td>WPAS</td>
<td>PIN Number</td>
<td>Employability Plan: Shows each activity, start/end dates, and number of hours per activity.</td>
</tr>
<tr>
<td>WPCH</td>
<td>PIN Number</td>
<td>Activity Components: Shows basic details for each activity in the EP, and a history of past activities.</td>
</tr>
<tr>
<td>WPNH</td>
<td>PIN Number</td>
<td>Non-Participation History: Shows any non-participation the W-2 worker has entered.</td>
</tr>
</tbody>
</table>

A copy of the EP can also be found in the Electronic Case File (ECF). Look under the code WEP, using either a case or PIN number.
**Tips for Navigating CARES Mainframe**

CARES Mainframe screens navigate very differently than CWW screens. In CWW, navigation is primarily driven by mouse click. In the mainframe, navigation is primarily controlled by key commands. The TRAN tells the mainframe what screen you want to view. The PARMS tells the mainframe which case or individual to display.

**Useful keys in CARES Mainframe:**
- **ENTER**: Use this key to: save information on a screen and navigate to the next screen in a series.
- **F1**: Press F1 on any screen to open an information screen explaining the screen’s functions.
- **F12**: If you fear you have accidentally entered or changed information on a mainframe screen, use F12 to exit without saving your changes. (Don’t use ENTER – it saves your change!)

**Other tips:**
- There is not a back button or forward button in the mainframe. If you accidentally leave a screen prematurely, re-enter the desired TRAN and PARMS to re-open the screen.
- The CARES Mainframe has an EP driver flow. Similar to driver flows in CWW, if you are in the EP driver flow, you cannot leave unless you have viewed or addressed each screen in the flow. If you find yourself in the EP driver flow, hit ENTER until you reach the end. Do **not** make any changes to the EP screens.

DCF does not require Child Care workers to access or use the CARES Mainframe outside of the Benefits Recovery (BV) screens. If you have additional questions about W-2 screens in the CARES mainframe, please refer them to your local agency or refer to W-2 training.
Part 4: Authorizations

Introduction
Wisconsin Shares Child Care Policy Manual 2.2

The authorization is a written approval for Child Care subsidy for a specific child, provider, and location. An authorization can be confirmed in EBT CSAW and subsidy payments can begin when the parent has:

- Been confirmed as eligible in CWW
- Has provided their approved activity schedule
- Has selected an eligible provider
- Requested an authorization

Provider Requirements
Wisconsin Shares Child Care Policy Manual 2.1

Parents have the right and responsibility to choose a regulated child care provider. Child Care 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 meet these criteria:

- The provider is regulated and fulfills the fingerprint-based background check requirement
- The provider is participating in YoungStar
- Agree to the terms of the FIS Contract
- The provider is following the 40% rule
- The provider is not a parent of a child or resides with them unless a waiver is approved

To receive the Wisconsin Shares subsidy amount, the provider also must agree to the terms set by Fidelity Information Services (FIS), our EBT card provider. An authorization cannot be confirmed and funds cannot be received until the agreement requirement is met. When the agreement is confirmed in EBT CSAW, the subsidy amount can be paid starting at the original authorization start date.
Child Care Regulation
Wisconsin Shares Child Care Policy Manual 2.1.1

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: Meets all training standards except for the Fundamentals of Child Care. Reimbursed 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.

- Operated by a Wisconsin Public School Board: 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 Reimbursement
- Regulation ensures child safety and affects the subsidy amount

**YoungStar**

*Wisconsin Shares Child Care Policy Manual 2.1.2; 2.6*

YoungStar is Wisconsin’s child care quality rating and improvement system. Child care providers are rated based on their level of education and training, learning environment, curriculum, business and professional practices, and their 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 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 40 quality indicators and 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:

- 5 stars: Up to 25% increase to provider
- 4 stars: 10% increase to provider
- 3 stars: No Additional provider funds
- 2 stars: 5% decrease in the parent’s subsidy amount
- 1 star: Not Eligible for Wisconsin Shares*

* 1 Star Providers are not eligible for Wisconsin Shares because their licenses or certifications were revoked, denied, or suspended. 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, they receive the same adjustment as a 2 Star provider until their 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.

**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 renew their YoungStar contract every two years. The anniversary date is set when an initial YoungStar rating is complete; a contract renewal is due two years from the initial anniversary date and every 24 months thereafter. Providers must submit a renewal contract before their anniversary date to continue their eligibility for Wisconsin Shares.

An authorization can be written beyond the anniversary date, however, all authorizations will automatically end if a YoungStar contract renewal has not been submitted. Several notices are automatically issued leading up to a provider’s anniversary date to prevent lapses in authorizations.
Grace Period
Providers are allowed a one-month grace period after their anniversary date has passed to return their YoungStar contract renewal. During the grace period, new authorizations cannot be created for the provider. If a contract renewal is not received by the end of the grace period, all Wisconsin Shares authorizations to the provider end, as of the last day of the grace period. Parents are notified if their provider is in their grace period and are warned their authorization may end.

If a provider’s authorizations end due to a lapse in YoungStar participation, they may only begin again once a new contract is in place. These new authorizations can only be backdated to the new YoungStar contract date.

FIS Contract
Wisconsin Shares Child Care Policy Manual 2.1.4; 2.2.3

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 confirmed if a provider does not have an FIS contract on file. EBT 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 EBT 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 EBT CSAW.

40% Rule
Wisconsin Shares Child Care Policy Manual 4.9.1

Wisconsin Shares policy prohibits licensed providers from receiving the subsidy amount if more than 40% of the total children enrolled are children of parents who are employees of the provider. The Parent Employment Summary report in CSAW provides information if a provider is meeting this requirement.
If it appears that a provider is violating the 40% rule, the agency confirms the authorization, but **must** assess and follow up. The agency **must** determine the total number of children enrolled at all locations to calculate an accurate percentage. To determine the total children, the agency requests the provider’s Sign-In/Sign-Out Sheets (SISO).

**Eye on Integrity:** Workers should check SISO to ensure the records seem accurate and valid. Check to see if it appears children have been added or records modified. If the SISO seem questionable, contact the fraud inbox explaining the situation.

**Example:** Kayla is applying for Child Care. She is employed at Wanda’s Wiggles Daycare and plans to have her son attend care with her employer. The Parent Employment screen indicates that Wanda’s Wiggles may be in violation of the 40% rule. A worker requests SISO 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.

\[
\frac{2}{10} = 20\% \\
\text{Wanda’s Wiggles passes the 40% rule.}
\]

If a provider is found to be out of compliance with the 40% rule, the local agency sends a six-week notice to the provider. No new authorizations can be written to the provider. If the provider is still out of compliance, a two-week notice is sent. Providers who remain out of compliance receive an Ending Wisconsin Shares Authorization notice. Within seven days of sending the last notice, workers should end the all authorizations to children whose parents are employed by the provider, using the end of the current month as the end date. Parents and providers receive a seven-day notice that 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.

**Out-of-State Providers**

Wisconsin Shares Child Care Policy Manual 2.1.1.4; 2.6.1; 4.9.1

Parents may choose an out-of-state provider, as long as they fulfill all provider requirements:
- Is regulated in their state and fulfills the fingerprint based background check requirement
- Completes the Wisconsin Shares Participation Contract
- Provides a FIS contract
- Follows the 40% rule
Parents as Providers
Wisconsin Shares Child Care Policy Manual 2.1.6; 4.2.2

An authorization cannot be granted if the provider is the parent of the child or resides with the child unless the parent is granted a waiver to have an authorization with 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.

The waivers must be granted for children in 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 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 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 and 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.

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.
Authorization Requirements

Authorization Assessment
Wisconsin Shares Child Care Policy Manual 2.2.2; 2.2.7

Authorization workers are responsible for completing an authorization assessment each time an authorization is created or changed. The worker 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 EBT CSAW before confirming the authorization.

The authorization assessment is important. A thorough assessment ensures accuracy and helps avoid payment adjustments and overpayments, 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
- Copay 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 two business days to complete the authorization in EBT CSAW. Any delay must be supported in case comments.

Start and End Dates
Wisconsin Shares Child Care Policy Manual 2.2.3; 2.2.4; 2.2.5

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
- The child is attending the selected provider
- The provider has fulfilled all of the following requirements:
  - Is licensed or certified
  - Has fulfilled the fingerprint based background check requirement
- Is participating in YoungStar
- Has completed a signed contract with FIS

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 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 days of the RFA, the earliest the authorization can begin is the first of the request month.

**Example:** Erlene applies for Child Care on May 5. She provides all eligibility verification information and is found eligible on May 11. She does not request an authorization 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 within 30 days of the RFA.

**Example:** Mike applies for Child Care 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 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.

Follow a similar procedure for ongoing eligibility. The earliest a new authorization can begin is the first of the month following the review date, so long as all eligibility and authorization assessment verification is received timely, policy criteria are met, and the parent requests a new authorization within 30 days of their review date.

End date the authorization according to any known future change in approved activity or child care need. For parents participating in W-2 or FSET, use the employability plan end date as the authorization end date.

**Example:** Tyler is a 7-year-old attending 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. End Tyler’s authorization at the end of May, the last day of school.
Example: Addi is a parent attending school and working part-time. Her semester ends in early December and she has three weeks off for semester break. End date the authorization the last day of her regular school schedule.

If there is no known future change in the approved activity or child care need, the authorization can end at the review date.

Retro Authorizations
Wisconsin Shares Child Care Policy Manual 2.2.5

There are special circumstances in which an authorization can be backdated further than the RFA, review 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. Child Care Coordinators have the security privilege to write retro authorizations.

Authorizing for Approved Activities
Wisconsin Shares Child Care Policy Manual 2.2.7; 2.2.8

A parent must be in their approved activity and have a child care need to be eligible for Child Care 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. If a parent has a schedule that varies every week, four weeks of their schedule must be provided 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 does not have any future schedule, an authorization is created using the parent’s best estimate of hours they will work. The worker end dates the authorization four weeks out. The parent tracks their work schedule during the four weeks and is responsible for reporting their work hours and requesting a new authorization.

The schedule must correlate with ongoing employment verification information (paystubs, 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, parent staying late at work or sent home early) are all important considerations. The worker must enter EBT CSAW comments regarding any discrepancy that is investigated and resolved. If the discrepancy
cannot be resolved through clarifying questions, the worker requests assistance from the Child Care Subsidy and Technical Assistance Line.

The worker enters the approved activity schedule in EBT CSAW. If a parent requests any Child Care for a particular activity, that approved activity schedule must be verified and the entire approved activity schedule must be entered in EBT 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 **must** be used for on-call employment. For ongoing on-call employment, use the last four weeks’ schedule.

**Activity: Parent Schedule Type**

For each scenario, indicate the correct Parent 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.

<table>
<thead>
<tr>
<th>Single Week</th>
<th>Two Weeks</th>
<th>Four Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Single Week</th>
<th>Two Weeks</th>
<th>Four Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Single Week</th>
<th>Two Weeks</th>
<th>Four Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Authorizations for Self-Employment**
Wisconsin Shares Child Care Policy Manual 2.2.8.3

If a parent is requesting Child Care during the first six months of a new self-employment business, the agency can authorize Child Care for the number of hours needed for the new self-employment business and travel, up to 50 hours maximum per child, per week.

**Reminder:** When creating an authorization for a new self-employment business, end date the authorization the last day of the sixth month of the self-employment business.

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 over six months old are capped at the number of hours the parent is earning Wisconsin minimum wage.

To determine the maximum number of authorization hours after the initial six months of self-employment:

\[
\text{Net Adjusted Monthly Income} \div \text{Wisconsin Minimum Wage ($7.25)} \div 4.3 \text{ (weeks in a month)}
\]

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

**Note:** If this number is a fraction, the amount is not rounded, but it needs to be converted to hours and minutes in order to correctly enter the override amount in the EBT CSAW system. Convert a fraction to minutes by multiplying by 60 minutes.

Example: 10.25 hours.
0.25 x 60 = 15 minutes
10.25 hours = 10 hours, 15 minutes

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. Authorizations for ongoing self-employment are eligible for school closed and inclement weather hours.

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.

Accuracy in the self-employment calculations is critical in determining a correct Child Care authorization. The Self-Employment Maximum Hours Authorized form (DCF-F-2534-E) can help
workers complete the self-employment calculation. The form can be found in the Forms Repository. See Resources and Contact Information.

**Note:** The ongoing self-employment authorization calculation does not apply to authorizations for children in foster, subsidized guardianship, interim caretaker, and relatives with court-ordered placement who receive the Kinship Care payment. These parents do **not** need to earn minimum wage for hours of care needed for self-employment for their **placement** children. The self-employment income requirements **do** apply to biological/adopted children on the same case.

**Activity: Calculate Self-Employment Authorization**

Calculate the number of authorized hours in each self-employment scenario. Don't forget to convert your answer to hours and minutes.

1. Calculate the maximum number of hours and minutes you can authorize, based on ongoing self-employment income **only**, if the monthly net adjusted income is $800.

2. Mary is legitimately self-employed as a web designer. She says she works from 7:30am-5:00pm every day. She began her self-employment three months ago. Mary is requesting 48 hours of Child Care to cover her work hours. She has provided SEIRFs, which averaged together, reflect a net adjusted monthly income amount of $237. How many hours and minutes would you authorize per week?

3. Mary is legitimately self-employed as a web designer. She says she works from 7:30am-5:00pm every day. She began her self-employment nine months ago. Mary is requesting 48 hours of Child Care to cover her work hours. She has provided a tax return, which averaged together, reflect a net adjusted monthly income amount of $450. How many hours and minutes would you authorize per week?
4. Mary is legitimately self-employed as a web designer. She began her self-employment three years ago and provides tax returns. Her net adjusted monthly income is $850. She works from 9:00am-5:00pm five days a week. She also attends business school part-time. She provides verification that shows 10 hours a week of class. She needs 3 hours of travel time each week to get to class. How many hours and minutes would you authorize per week?

**Determining Child Care Need**

Wisconsin Shares Child Care Policy Manual 2.2.9

A parent **must** be in their approved activity and have a child care need to be eligible for Child Care authorization hours. The approved activity schedule and child care need schedule are entered in EBT 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 needs care any time she is at work. Her provider is open Monday through Friday, 6:00am-6:00pm. Lisa has two children: Mila is 5 years-old and attends school from 8:00am-2:00pm. Eli is 6 months-old; Lisa is requesting care any time she is at work.

   - Mila’s Child Care Need:  Single Week  Two Weeks  Four Weeks
   - Eli’s Child Care Need:  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 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 and has early dismissal the first Friday of every month.

   - 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
Travel Time
Wisconsin Shares Child Care Policy Manual 2.2.8.9

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 indicate a travel time amount, if public transportation is being used, and provide a comment justifying the travel time determination. 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.

EBT CSAW adds the travel time to the authorization amount each day.

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. EBT 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 based on his shifts. The worker uses an internet map search to confirm the travel time amounts and enters the highest amount as the daily travel time.

Authorizations for School Age Children
Wisconsin Shares Child Care Policy Manual 2.2.4

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 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 disenrolled 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 Manual 2.2.9.4

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 EBT 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 days after the closure. If the parent does not make the request timely, they are not eligible for the additional hours.

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, a new authorization should be created.

Inclement Weather Hours
Wisconsin Shares Child Care Policy Manual 2.2.9.6

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 inclement weather hours are needed for a winter month, or a month outside of November through March, the agency may contact the Child Care Subsidy and Technical Assistance Line to request additional hours.
Zero-Hour Authorizations
Wisconsin Shares Child Care Policy Manual 2.2.9.5

If child care is only needed 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, Early Head Start, 3K, and 4K School Programs
Wisconsin Shares Child Care Policy Manual 2.2.9.2

A parent may be in approved activities and have a child attending Head Start, Early Head Start, 3K, or 4K for part of the day. A parent in this situation may need child care before and/or after the school program hours.

A worker can include the school program hours as part of the authorization if all of the following are true:

- **All** authorization hours are when the parent is in an approved activity and has a child care need
- The school program and the child care are provided at the same site
- The school program is four hours long or less
- The total length of the parent’s need for care, based on their approved activities, 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/3K/4K program time as part of the Child Care Need Schedule; these hours are not a part of the authorization.

Workers ask parents for the Head Start, Early Head Start, 3K or 4K schedule and document the schedule in EBT CSAW comments.

**Activity: School Program Collaboration**
For each example below, indicate whether or not the hours the child is attending the school program should be included in the authorization.
Scenario 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 at the same location. Should the Child Care Need Schedule include the school program?

Include the School Program Hours  Do NOT include the School Program Hours

Scenario 2:
Lorenzo works full time from 8:00am to 5:00pm, Monday through Friday. He needs 30 minutes of travel time between work and the provider. His 4-year-old daughter attends 4K from 8:00am to 1:30pm. Child care and 4K are at the same location. Should the Child Care Need Schedule include the school program?

Include the School Program Hours  Do NOT include the School Program Hours

Scenario 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. Should the Child Care Need Schedule include the school program?

Include the School Program Hours  Do NOT include the School Program Hours

Copay Type
Wisconsin Shares Child Care Policy Manual 2.4.2

To confirm an authorization in EBT CSAW, the worker must indicate a Copay Type. The copay is an amount removed from the subsidy amount to establish a family’s minimum financial responsibility in paying for child care. In addition to the copay, 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.

The copay is based on the federal poverty limit (FPL), the size of the household, and the authorization hours. Select the copay appropriate for the case:
### Copay Type

<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 or are under 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 who are a minor of a teen parent who is participating in Learnfare</td>
<td>Zero</td>
</tr>
<tr>
<td>Non Court Ordered Kinship</td>
<td>Children who are indicated to have at minimum a Kinship Relationship 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 begun new employment and W-2 ended</td>
<td>Minimal* (Two month limit)</td>
</tr>
</tbody>
</table>

*Minimal copay amount is based on 70% FPL (instead of using the actual FPL).

### Provider Price Type

**Wisconsin Shares Child Care Policy Manual 2.5.3; 2.5.9**

To confirm an authorization in EBT CSAW, the worker **must** indicate if EBT 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>Regular</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</td>
</tr>
</tbody>
</table>
Children with Special Needs

EBT 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 the provider requests a higher rate 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.

**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 Manual 2.2.9.1

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 must enter EBT CSAW comments regarding the placement of the child.

**Children with Special Needs**

Wisconsin Shares Child Care Policy Manual 2.2.11; 2.5.9

EBT 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 the provider requests a higher rate 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.

<table>
<thead>
<tr>
<th>Override (In-home)</th>
<th>Use for certified in-home providers when providing 15 or more hours of care per week to a child.</th>
</tr>
</thead>
<tbody>
<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>
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 Higher 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 for the higher rate needed to provide care. The rationale must be documented in case comments and EBT CSAW comments.
✓ The provider’s higher rate is entered as an hourly override rate. See the CSAW section of this training.

**Three Generation Families**

Wisconsin Shares Child Care Policy Manual 2.2.8.7

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

**If the parent is a 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 and chooses to stay on their parent’s case, 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 Child Care 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.

The EBT CSAW system currently requires an override to correctly determine the authorized hours for the minor children of grandparents in a three generation household.
**Gap in Approved Activity**

Wisconsin Shares Child Care Policy Manual 2.2.8.6

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.

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 there is 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 or request additional verification.

**Front End Verification: Authorizations**

Wisconsin Shares Child Care Policy Manual 4.2.1.3

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
**Authorized Hours Calculation**

The EBT CSAW system 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 Manual 2.2.6*

A child may receive an authorization of no more than 75 hours per week. EBT 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, the subsidy amount is affected by the number of hours authorized. When the number of authorized hours increases, generally the subsidy amount increases too.

A subsidy amount cap exists for authorizations of 35-50 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.

For large authorizations of 51-75 hours, the first 35 hours are capped. An extra subsidy amount is added for the additional hours over 51.

**Activity: Calculate the Authorized Hours**

Although EBT CSAW makes the authorization calculation for you, it is important workers understand what the system is doing. This allows the worker to identify if an entry error was made that affects the authorization. In each scenario, calculate the authorized hours based on what EBT CSAW would calculate. You may use the Child Care Authorization Worksheet or the Child Care Authorization Parent Schedule to assist you. Both forms can be found in the Appendix.

1. Yolanda is requesting Child Care for her two children, Tyrese and Trevor. Yolanda has been self-employed as a web designer for several years and works 8:00am to 4:00pm, Monday through Friday. According to Yolanda’s taxes, her net adjusted annual income is $5550. Her husband Ronald is working part-time and attending school. He works from 6:00pm to
10:00pm Sunday through Thursday. He attends school on Monday, Wednesday and Friday from 9:00am to 2:00pm. Tyrese is two years old. Trevor is in third grade and attends school from 8:15am to 3:15pm Monday through Friday. Iggy’s Inchworms is open 6:00am-6:00pm Monday through Friday. Assuming 30 minutes of travel time is needed before and after work and/or school, how many hours would you authorize for Tyrese and Trevor?

2. Lisa works a two-week schedule:

<table>
<thead>
<tr>
<th>Week One</th>
<th>Week Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday: 9:00am-2:00pm</td>
<td>Monday: 7:00am-11:00am</td>
</tr>
<tr>
<td>Tuesday: 7:00am-11:00am</td>
<td>Wednesday: 3:30pm-9:30pm</td>
</tr>
<tr>
<td>Wednesday: 3:30pm-9:30pm</td>
<td>Thursday: 9:00am-2:00pm</td>
</tr>
<tr>
<td>Saturday: 7:00am-11:00am</td>
<td></td>
</tr>
</tbody>
</table>

Lisa’s son, Xander, age 2, will be attending a Kids’ Korner while Lisa works. Kids’ Korner is open 6:00am-6:00pm, Monday through Friday. When Lisa works evening shifts, her sister picks Xander up before the center closes. Lisa uses public transportation, and takes two busses to work. She is requesting two hours of travel each day, one hour in the morning and one hour in the afternoon. The worker verifies the travel time need. How many hours of Child Care would you authorize for Xander?
Overriding Authorized Hours

For the majority of cases, the worker can count on EBT 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
- Sleep hours
- Three generation families
- Care is needed when the approved activity and need to not overlap

We have already covered and practiced the income calculation for ongoing self-employment. Please see Authorizing for Approved Activities to review.

Three Generation Families

Wisconsin Shares Child Care Policy Manual 2.2.8.7

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 Manual 2.2.8.8

A parent who is working third shift may request an authorization so they can sleep during the day. 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 must enter EBT 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.

Authorization Correspondence
Wisconsin Shares Child Care Policy Manual 2.3

Parent Notices
Correspondence mailed to parents is called a notice.
Families with authorizations receive notices quarterly. Quarterly notices are mailed approximately ten 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.

Notices include:
- Primary person’s name and case number
- Child’s information (e.g., name, date of birth)
- 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.
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>2015</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>
</tr>
<tr>
<td>2016</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>10</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
</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 inbox. See Resources and Contact Information.

**MyWIChildCare Parent Portal**

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

In a future update, parents will also use the Parent Portal to communicate with their worker. Parent requests will become EBT CSAW dashboard items for the worker. The parent will be able to:
- Request a new authorization
- Request a change to an existing authorization
- Request school closed or inclement weather hours
- Submit an approved activity or child school schedule
Parents who have questions about the MyWIChildCare Parent Portal should contact their local agency. A training video is also posted online to help parents understand how to use the portal. If workers have questions regarding the portal, they can contact the Child Care Subsidy and Technical Assistance Line. See Resources and Contact Information.

**Provider Letters**

Correspondence to providers are letters. Letters will be mailed to providers on the last business day of each month. All authorization updates will be immediate in the provider portal. Letters will 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 and case number
- The name of the child
- Child’s birthdate

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

**Child Care Provider Portal**

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

In a future update, providers will also use the portal to communicate with agencies. The provider will be able to:

- Submit center changes, such as operating hours or prices
- Submit vacation schedules *If over one week in length*
• Report a child is no longer attending
• View their Registry details

Providers who have questions about the Child Care Provider Portal should contact their local agency. A training video is also posted online to help providers understand how to use the portal. If workers have questions regarding the portal, they can contact the Child Care Subsidy and Technical Assistance Line. See Resources and Contact Information.

**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 review 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)

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 and EBT 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 you to CSAW pages.

A Help button appears on the top right corner of every screen in CSAW. Click the Help button to access CSAW System Help, which describes the purpose and function of CSAW screens, and
explains entry fields. For help with EBT CSAW screens, use the EBT CSAW User Guides found on the Wisconsin Shares Agency Worker Page. See Resources and Contact Information.

---

CSAW Home

<table>
<thead>
<tr>
<th>Statewide Announcements</th>
<th>County Specific Announcements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions About 1099 Forms</td>
<td>2/2/2015</td>
</tr>
<tr>
<td>Tax form 1099 was mailed on Friday, January 30. Providers should receive them the week of February 2. If you do not receive a 1099, call the 1099 Help Line at 608-266-8749 and leave a message. Messages are checked regularly.</td>
<td>No County announcements for you at this time. Please click on the Announcements link to view all announcements.</td>
</tr>
<tr>
<td>More...</td>
<td></td>
</tr>
</tbody>
</table>

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 Child Care issues.

**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>✍️</td>
<td>Modify</td>
<td>Click the pencil icon to modify any records.</td>
</tr>
<tr>
<td>🗑️</td>
<td>Delete</td>
<td>Click the trash can icon to delete records.</td>
</tr>
<tr>
<td>⏩</td>
<td>History</td>
<td>Click the scroll icon to view history.</td>
</tr>
<tr>
<td>📑</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>🕒</td>
<td>View the Record</td>
<td>Click the magnifying glass icon to view further into a record.</td>
</tr>
<tr>
<td>📅</td>
<td>Calendar</td>
<td>Click the calendar icon to open a scrolling calendar.</td>
</tr>
<tr>
<td>⚠️</td>
<td>Incomplete</td>
<td>Information is needed before an authorization can be created. This is an icon, not a button.</td>
</tr>
<tr>
<td>🚫</td>
<td>Stop</td>
<td>Check mark items must be resolved before continuing. This is an icon, not a button.</td>
</tr>
</tbody>
</table>
Provider Information

Child Care 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.

<table>
<thead>
<tr>
<th>List of Authorizations for a Child Care Provider Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Authorization Period</strong></td>
</tr>
<tr>
<td>Begin Date</td>
</tr>
<tr>
<td>Include deleted authorizations</td>
</tr>
<tr>
<td>Search</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Child Care Provider Location Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider/Location#</strong> 2800036563/001</td>
</tr>
<tr>
<td>Provider Name</td>
</tr>
<tr>
<td>Location Name</td>
</tr>
<tr>
<td>Phone #</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>List of Authorizations for the Provider Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Case No:</strong> 9150858793</td>
</tr>
<tr>
<td><strong>Child's Name</strong></td>
</tr>
<tr>
<td>Avery Apple</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Case No: 2150881021</th>
<th>Agency: 40 - Milwaukee County</th>
<th>Primary Person: Shelly Bacardi</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child's Name</td>
<td>DOB</td>
<td>Begin Date</td>
</tr>
<tr>
<td>Cherry Bacardi</td>
<td>12/01/2015</td>
<td>01/01/2017</td>
</tr>
</tbody>
</table>
YoungStar Details

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

In our example, a YoungStar contract was due on 6/21/15 and was not received. The provider turned in their new contract during the grace period, on 6/28/15. From 6/21-6/28, new authorizations could not be written to the provider, but existing authorizations continued. After the new contract was received, new authorizations could be written to the provider. Since the provider turned in their contract during the grace period, authorizations can back date according to when all other policy criteria were met.

<table>
<thead>
<tr>
<th>Provider Location Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider #</td>
</tr>
<tr>
<td>Location #</td>
</tr>
<tr>
<td>Provider Name</td>
</tr>
<tr>
<td>Location Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YoungStar Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Participation Status:</td>
</tr>
<tr>
<td>Current Star Level:</td>
</tr>
<tr>
<td>Anniversary Date:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participation Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Date</td>
</tr>
<tr>
<td>10/01/16</td>
</tr>
<tr>
<td>12/16/15</td>
</tr>
<tr>
<td>06/28/15</td>
</tr>
<tr>
<td><strong>06/21/15</strong></td>
</tr>
<tr>
<td>11/01/14</td>
</tr>
<tr>
<td>05/01/12</td>
</tr>
<tr>
<td>12/31/00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rating Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Date</td>
</tr>
<tr>
<td>11/19/15</td>
</tr>
<tr>
<td>07/02/15</td>
</tr>
<tr>
<td>05/22/14</td>
</tr>
<tr>
<td>05/21/14</td>
</tr>
<tr>
<td>07/18/12</td>
</tr>
<tr>
<td>06/10/11</td>
</tr>
</tbody>
</table>

* Authorization can continue during this period.
**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>
<tr>
<td><strong>Wisconsin Shares Contract List</strong></td>
</tr>
<tr>
<td>Received</td>
</tr>
<tr>
<td>01/01/16</td>
</tr>
</tbody>
</table>

**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>
<tr>
<td><strong>Facility Details</strong></td>
</tr>
<tr>
<td>Facility Number</td>
</tr>
<tr>
<td>Licenser Name</td>
</tr>
<tr>
<td><strong>Licenses</strong></td>
</tr>
<tr>
<td>Category Code</td>
</tr>
<tr>
<td><strong>Certificates</strong></td>
</tr>
<tr>
<td>Category Code</td>
</tr>
</tbody>
</table>

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

| Months Open | Jan-Dec |
| Night Capacity | 0 |
| Day Capacity | 50 |
| Hours: | MON-SAT 6:00AM - 6:00PM |

---

**Child Care Provider Location Account Details**

<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 PM</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>

**Comments**

Add and view provider-based comments.

---

**Location Comments**

<table>
<thead>
<tr>
<th>Provider Location Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider #</td>
</tr>
<tr>
<td>Location #</td>
</tr>
<tr>
<td>Provider Name</td>
</tr>
<tr>
<td>Location Name</td>
</tr>
</tbody>
</table>

**Add Subsidy Comments**

There are no comments entered for this Provider/Location

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

### Updating Provider Price

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**: (track icon): Prices cannot be deleted if current authorizations exist.
- **History**: (scroll icon): View a history of past prices.

Refer to the EBT CSAW User Guide: Provider Screens for further guidance on entering provider prices. Refer to Wisconsin Shares Child Care Policy Manual 2.5.4 and 2.5.5 for guidance on converting hourly, daily, full time, and part-time provider prices.

**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 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.
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. We will click Add Schedule to add Jane’s approved activity schedule.
### Case Summary

**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

**Parent Approved Activity Schedule**

<table>
<thead>
<tr>
<th>Parent's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
<th>Schedule Period</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Dawson</td>
<td>10/01/1990</td>
<td>3585098738</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No activity schedules exist for this individual on these dates.

<table>
<thead>
<tr>
<th>Parent's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
<th>Schedule Period</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saxon Parker</td>
<td>03/05/1988</td>
<td>3585098752</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No activity schedules exist for this individual on these dates.

**Child Copay/Special Need**

<table>
<thead>
<tr>
<th>Child's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
<th>Add Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ziggy Dawson</td>
<td>01/02/2015</td>
<td>3585098746</td>
<td>Add Details</td>
</tr>
</tbody>
</table>

There is no copayment or special needs information for the selected period.

<table>
<thead>
<tr>
<th>Child's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
<th>Add Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marilyn Parker</td>
<td>02/14/2010</td>
<td>3585098754</td>
<td>Add Details</td>
</tr>
</tbody>
</table>

There is no copayment or special needs information for the selected period.

**Children Eligible with No Authorizations**

<table>
<thead>
<tr>
<th>Child's Name</th>
<th>Date of Birth</th>
<th>PIN</th>
<th>Add Authorization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ziggy Dawson</td>
<td>01/02/2015</td>
<td>3585098746</td>
<td>Add Authorization</td>
</tr>
<tr>
<td>Marilyn Parker</td>
<td>02/14/2010</td>
<td>3585098754</td>
<td>Add Authorization</td>
</tr>
</tbody>
</table>

 Derrick

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 indicates the start and end dates for the schedule. The earliest the activity schedule can begin is the RFA. If the approved activity starts later than the RFA, start 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 review date as the end date.

In our example, Jane’s academic semester ends on June 9. Her approved activity schedule ends 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 is included in the eligible hours.
- **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 are included in the authorization. If there is a discrepancy between the employment verification and the approved activity schedule, ask the parent clarifying questions. If a
discrepancy is greater than 10 hours, the worker should consider additional factors, such as illness, vacation, or temporarily extended/shortened work hours. Document any resolved issue in EBT CSAW comments. Contact the Child Care Subsidy and Technical Assistance Line with any discrepancies that cannot be resolved, request secondary verification, or request Front End Verification.

- **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 time 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.

**Education Tracking**
Wisconsin Shares Child Care Policy Manual 1.4.8

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.
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, satisfactory progress, 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
- W-2 or FSET: Placement information, non-participation, and EP components display
Below is a portion of the Case Activity Summary for Jane:

![Case Activity Summary](image)

Saxon is self-employed, in the first six months of his business. His business is not profitable yet. Since his business is six or fewer months old, we can authorize according to his child care need. His Case Activity Summary for his self-employment activity is below. Saxon’s approved activity schedule should end on May 31, the last day of the sixth month of his self-employment business.
Child Copay/Special Need
Wisconsin Shares Child Care Policy Manual 2.3

After approved activities are entered for all parents, a copay type must be selected for each child. Copay dates are entered first.

New Child Copay/Special Need - Add period
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
- Effective Begin Date: 1/1/2017
- Effective End Date: 

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. If end dating the copay type, the end date must be the last day of the month. If there is a copay change mid-month, end date the last day of the change month and start the new copay type the first of the following month. A payment adjustment is not necessary.

There are some cases when end dating the copay type is recommended:
- **Teen High School**: End date the last day of the graduation month
- **W-2 Emp End, Unsub Emp Beg**: Used when W-2 placement ends and unsubsidized employment begins. Copay type has a two month limit; end date the last day of the second month.
- **Special needs child with override rate**: Use Regular copay type, but end date the last day of the month that the special needs higher rate form is due to ensure a new form is provided.
On the next screen, the worker selects the copay type and indicates if the child has special needs.

### Reminders for this screen:
- **Copay Type**: Select the appropriate Copay Type from the dropdown. Entries in CWW may auto populate the Copay type or prohibit certain copay types from being entered.

<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 or are under 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 who are a minor of a teen parent who is participating in Learnfare</td>
<td>Zero</td>
</tr>
<tr>
<td>Non Court Ordered Kinship</td>
<td>Children who are indicated to have a Kinship Relationship on the Benefits Received page and no court order in CWW</td>
<td>Minimal</td>
</tr>
<tr>
<td>Regular</td>
<td>Children whose parent is receiving W-2, FSET participants, and when any other descriptions don’t apply</td>
<td>Full/Regular</td>
</tr>
</tbody>
</table>
Children whose parent is less than 20 years old and enrolled in high school or equivalent

Children whose parent began new employment and W-2 ended

- **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 copayments with a known future end date and to clarify any aspect of the copay 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 Add 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 sample, an authorization for another child on the case was created for Randy’s Group. The worker can write 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.
**Search For a Provider**

<table>
<thead>
<tr>
<th>Provider &amp; Location #</th>
<th>Facility ID</th>
<th>Individual Name</th>
<th>Business Name</th>
<th>Location Name</th>
<th>Star Level</th>
<th>Regulation Center Type</th>
<th>Center Type</th>
<th>Authorization Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>3800036563-001</td>
<td>120856</td>
<td>Randy Randall-Smith</td>
<td>Randy's Group Care, Inc</td>
<td>Randy's Group Care: Do Not Modify 123 Main St Anytown WI 52222 Milwaukee County</td>
<td>5 Stars</td>
<td>Licensed/Public school</td>
<td>Group</td>
<td>Eligible</td>
</tr>
<tr>
<td>3800036563-002</td>
<td>1122334</td>
<td>Randy Randall-Smith</td>
<td>Randy's Group Care, Inc</td>
<td>Randy's Group Care - Daily Mode 444 School Age Rd Milwaukee WI 45445 Milwaukee County</td>
<td>5 Stars</td>
<td>Licensed/Public school</td>
<td>Group</td>
<td>Eligible</td>
</tr>
</tbody>
</table>

**IMPORTANT:** Many providers have similar names and many locations. It is very important to choose the correct provider. Ask the parent to confirm the address of the provider. If an incorrect location is selected, it is possible for the parent to unknowingly pay the wrong provider. If a wrong provider is paid, it is the parent’s responsibility to pay out of pocket or cover an overpayment. **Added attention reduces errors and burden on families.**
Authorization: Basic Details

The worker enters basic details for the authorization.

Authorization Period

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Date</td>
<td>01/13/2017</td>
</tr>
<tr>
<td>End Date</td>
<td>05/31/2017</td>
</tr>
</tbody>
</table>

Shared Placement

- **Is this child in shared placement?**
  - Yes
  - No

Transportation Need

- **Daily Travel Duration**: 01:15
- **Public Transportation**: Yes
- **Travel Duration Comments**: Travel time varies between Jane and Saxon, who both p/u and d/o. Used maximum travel amount. Verified travel time amount using Google Maps.

Child School Enrollment

- **School Closed Need**: Yes
- **School Name**: 

Head Start/Pre-Kindergarten

- **Is this child in Pre-K Program?**: Yes
- **Head Start Program Type**: [ ] Early Head Start
- **Pre Kindergarten Type**: [ ] Head Start, [ ] Public 3K Program, [ ] Public 4K Program

Comments

- **Comments**: Authorization ends dated according to parent's SIE activity; last day of sixth month.

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 review, the ongoing authorization begins the first of the month following the review date, so long as all policy criteria are met. If the parent does not complete their review within 30 days of the review date, the parent must reapply.
• **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. The last day of Saxon’s self-employment is May 31. Marilyn’s last day of school is June 6. All authorizations are end dated on May 31 for this case.

• **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 Yes, remember to consider if school hours are included in the authorization amount. If they should not be included, adjust the Child Care Need schedule to remove school hours. See Authorizations: Authorizations for School-Age Children.

• **Comments**: Add comments specific to the child’s authorization.

**Child Care Need**

The worker **must** make 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 cases: 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**

EBT 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. EBT CSAW uses the monthly authorized hours to calculate the subsidy amount. The following calculated hours are for Ziggy, the 2-year-old.
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.

- **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.

- **Provider Price Type**: Select the appropriate provider price type. If an override price type is selected a comment **must** be entered.

<table>
<thead>
<tr>
<th>Provider Price Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</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>---------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</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.
<table>
<thead>
<tr>
<th>Week Number</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>00:00</td>
<td>03:15</td>
<td>01:15</td>
<td>01:15</td>
<td>01:15</td>
<td>00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>Overlap Hours</td>
<td>00:00</td>
<td>01:15</td>
<td>01:15</td>
<td>01:15</td>
<td>01:15</td>
<td>00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>Travel Time</td>
<td>00:00</td>
<td>04:45</td>
<td>05:15</td>
<td>04:45</td>
<td>06:15</td>
<td>04:45</td>
<td>00:00</td>
</tr>
<tr>
<td>Derived Hours</td>
<td>00:00</td>
<td>04:45</td>
<td>05:15</td>
<td>04:45</td>
<td>06:15</td>
<td>04:45</td>
<td>00:00</td>
</tr>
</tbody>
</table>
School Closed Hours

If the parent requested authorization time when school is closed, inclement weather hours will automatically be added to winter months during the authorization period. 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. *Most school schedules are available online.*

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 days of the school closure.

To add scheduled school closed hours, click Edit on the Authorization Summary screen.

Click Manage Scheduled School Closed Hours. (If inclement weather hours are needed outside of winter months, they can be added by the Child Care Subsidy and Technical Assistance Line staff.)

School closed hours requested by other Wisconsin Shares parents with children attending the same school are listed. If hours are needed for the same day requested by another parent, click Add. If a day is requested that has not yet been requested, click Add New Schedule School Closed Hours.
Enter information regarding the school closure.

Reminders for this screen:
- **Hours**: Enter whole numbers only.
- **Comments**: State the reason for the closure.

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**

EBT 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.)
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.

<table>
<thead>
<tr>
<th>Basic Details</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Date</td>
<td>01/13/2017</td>
</tr>
<tr>
<td>End Date</td>
<td>05/31/2017</td>
</tr>
<tr>
<td>Is this child in shared placement?</td>
<td>No</td>
</tr>
<tr>
<td>Authorization Agency</td>
<td>Milwaukee County</td>
</tr>
<tr>
<td>Is this child in Pre-K Program?</td>
<td>No</td>
</tr>
<tr>
<td>Head Start Program Type</td>
<td>Pre Kindergarten Type</td>
</tr>
<tr>
<td>Public Transportation</td>
<td>Yes</td>
</tr>
<tr>
<td>School Closed Need</td>
<td>No</td>
</tr>
<tr>
<td>Daily Travel Duration</td>
<td>01:15</td>
</tr>
<tr>
<td>School Name</td>
<td>District Name</td>
</tr>
<tr>
<td>Travel Duration Comments</td>
<td>Travel time varies between Jane and Saxon, who both p/u and d/o. Used maximum travel amount. Verified travel time amount using Google Maps.</td>
</tr>
<tr>
<td>Average Authorized Weekly Hours</td>
<td>24:45</td>
</tr>
<tr>
<td>Provider Price Type</td>
<td>Regular</td>
</tr>
<tr>
<td>Override Price</td>
<td>NA</td>
</tr>
<tr>
<td>Comments</td>
<td>Authorization end dated according to parent’s SE activity; last day of sixth month.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schedule Details</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Hours</td>
<td></td>
</tr>
<tr>
<td>Hours Based on Schedule</td>
<td>18:30</td>
</tr>
<tr>
<td>Travel Time</td>
<td>06:15</td>
</tr>
<tr>
<td>Total</td>
<td>24:45</td>
</tr>
<tr>
<td>Approved</td>
<td>24:45</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Weekly Authorized Hours: 24:45</th>
</tr>
</thead>
<tbody>
<tr>
<td>Override Hours Related Comments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hours Used for Benefit Calculation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Week</td>
<td></td>
</tr>
<tr>
<td>Full Time</td>
<td>24:45</td>
</tr>
<tr>
<td>Above Full Time (50)</td>
<td>00:00</td>
</tr>
</tbody>
</table>

Average Weekly Hours (Full Time): 24:45
Average Weekly Hours (Above Full Time): 00:00

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 authorization 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. Edits cannot be made to the current authorization. End date the current authorization and create a new authorization.

For further technical guidance on modifying an existing authorization, please refer to the EBT CSAW User Guide: EBT CSAW Authorizations – Processing Various Change Scenarios. See Resources and Contact Information. For policy regarding processing changes, please refer to the Processing Changes section of this training.

**Benefit Calculation**

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>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 Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ziggy Dawson</td>
<td>01/02/2015</td>
<td>Randy's Group Care</td>
<td>3800036563-001</td>
<td>01/13/2017 - 03/31/2017</td>
<td>24:45</td>
<td>0</td>
</tr>
<tr>
<td>Marilyn Parker</td>
<td>02/14/2010</td>
<td>Randy's Group Care</td>
<td>3800036563-001</td>
<td>01/13/2017 - 03/31/2017</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.
EBT CSAW Comments
Wisconsin Shares Child Care Policy 2.2.7.1

Workers leave comments regarding aspects of the authorization on various pages in EBT 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 record the following information in EBT CSAW comments:
- Rationale of begin/end dates
- Child’s school schedule
- Rationale of an override of the calculated hours
- Shared placement schedule
- School closed hours (especially if unexpected closure)
- Parent’s approved activity schedule
- Discrepancy between approved activity verification and schedule
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 Child Care New Worker Training: Child Care Subsidy Calculation. 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 also view transactions in the Parent Portal and in EBTedge.com. Providers can view transactions in the Provider Portal and EBTedge.com. A selection from the Transaction Details screen appears below.
# List of Transactions

## Case Details

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Primary Person</th>
<th>Admin Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>9150857991</td>
<td>Nancy Nightshift</td>
<td>Milwaukee County (40)</td>
</tr>
<tr>
<td></td>
<td>Night Nick</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mke, WI 45454</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Milwaukee County</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RFA Date</th>
<th>Review Date</th>
<th>CC AG Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/01/2016</td>
<td>03/31/2017</td>
<td>Open</td>
</tr>
</tbody>
</table>

## Transaction Period

<table>
<thead>
<tr>
<th>Begin Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/01/2016</td>
<td></td>
</tr>
</tbody>
</table>

## List of Transactions

<table>
<thead>
<tr>
<th>Provider Location</th>
<th>FIS ID</th>
<th>Amount</th>
<th>Transaction Time</th>
<th>Transaction Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>3800036563-001</td>
<td>D205258</td>
<td>-200.00</td>
<td>1/20/2017 9:35:47 AM</td>
<td>000065</td>
</tr>
<tr>
<td>3800036563-001</td>
<td>D205258</td>
<td>723.32</td>
<td>12/1/2016 12:01:00 AM</td>
<td></td>
</tr>
<tr>
<td>3800036563-001</td>
<td>D205258</td>
<td>723.32</td>
<td>11/1/2016 12:01:00 AM</td>
<td></td>
</tr>
<tr>
<td>3800036563-001</td>
<td>D205258</td>
<td>723.32</td>
<td>10/4/2016 12:01:00 AM</td>
<td></td>
</tr>
<tr>
<td>3800036563-001</td>
<td>D205258</td>
<td>723.32</td>
<td>10/1/2016 12:01:00 AM</td>
<td></td>
</tr>
</tbody>
</table>
Part 6: Subsidy Amount Loads

What is MyWIChildCare?
Wisconsin Shares Child Care Policy Manual Chapter 3

In the spring of 2017, the Department of Children and Families implemented the MyWIChildCare initiative, which placed Child Care subsidy funds on an electronic benefit transfer (EBT) card. Parents pay their provider for care either:

- Online: EBTedge.com
- Phone: IVR
- If the provider has one, swipe their card on a Point of Sale (POS) device

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 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. 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 or authorized hours amount. 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 inbox. 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><strong>Subsidy issues:</strong></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><strong>Eligibility/authorization changes</strong></td>
<td>Selecting/changing PIN</td>
</tr>
<tr>
<td><strong>Parent cannot provide authentication to FIS (SSN) and needs CWW PIN</strong></td>
<td>Damaged, stolen, lost EBT card</td>
</tr>
<tr>
<td><strong>EBT card deactivated/cancelled due to fraud</strong></td>
<td>Emergency EBT card issuance</td>
</tr>
<tr>
<td><strong>EBT card undeliverable because of address change or incorrect address (FIS cannot change address)</strong></td>
<td>POS issues</td>
</tr>
<tr>
<td><strong>Provider not registered with FIS: parent needs to choose a different provider</strong></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 view authorization information and transactions through the MyWIChildCare Parent Portal. In an upcoming update, providers will be able to submit their prices, report facility closures, report a child is no longer attending, and submit select documents to the local agency through the Child Care Provider Portal. Workers use CSAW credentials to access the MyWIChildCare Parent Portal and CCPI credentials to login to the Child Care Provider Portal.

**Prospective Loads**

For an initial authorization that is completed in EBT CSAW and starts in the current 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 is required. Adjustment calculations are established in the Post Load Benefit Correction (PLBC) system, available in EBT CSAW. PLBC computer-based training is available on the 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 they have a change in their approved activity schedule that started on February 13. This is a change in the current month. 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 ends all authorizations for the case with a date of February 28 and enters new authorizations based on the new parent approved activity. The worker enquires about any changes in child care need. The worker re-derives hours for all authorizations on the case. The worker uses PLBC to assess for a positive adjustment for February 13-28. Since this is a timely reported change, a negative adjustment would not be pursued.

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 a change in their approved activity schedule that starts March 5. The worker ends the current authorization on 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 Manual 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 and 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 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 Child Care 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 fall off Sandy’s card.

The Expunged Funds Report details cases in which funds have dropped off. Workers are encouraged to monitor the report for cases in which funds are aging off regularly. This could be a sign that the case is over-authorized hours. The worker should complete a detailed review of the case, 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: Processing Changes

Introduction
The worker’s job is not complete once initial eligibility is determined and an initial authorization is created. Workers respond to alerts, inbox items, and reported changes. Workers re-determine eligibility or adjust the authorization as needed.

In this section of the training, we will cover: reporting requirements, processing changes, changing providers, temporary absences in employment, and annual reviews.

Reporting Requirements
Wisconsin Shares Child Care Policy Manual 1.9

Eligibility must be reviewed every 12 months and when a reported change is processed. Parents must report any changes that affect eligibility or their authorization within ten calendar days. An untimely reported change may result in an overpayment, client error, or intentional program violation.

Changes parents must report include:
- Change in residence or mailing address
- Change in approved activity schedule
- Change in approved activity (includes stopping, starting, or a new employer)
- Change in child care need or provider
- Change in shared placement schedule
- Change in income:
  - Increases of $250/month or more
  - Decreases of $100/month or more
  - Exceeding 200% FPL
- Change in child support or family support that increases support to over $1,250/month
- Change in Household Composition (someone moved in/out or change in relationship: marital status, shared placement, child placement, adoption, paternity established)

Workers must take action as soon as possible once a change is reported. Workers are required to re-determine eligibility following a reported change. Additional steps can include: sending the verification checklist or changing the authorization.
Processing Changes
Wisconsin Shares Child Care Policy Manual 2.2.13; Ops Memo 17-04

Reported Timely
A timely reported change is reported within **ten calendar days**.

<table>
<thead>
<tr>
<th>Scenario:</th>
<th>Process:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Timely</td>
<td>1. Pend for verification, if needed, in CWW.</td>
</tr>
<tr>
<td><strong>Verified Timely</strong></td>
<td>2. Upon receipt of verification, determine if the authorization is affected. If yes, end</td>
</tr>
<tr>
<td>Eligibility Continues</td>
<td>the authorization at the end of the current month and reauthorize for the first of the</td>
</tr>
<tr>
<td>Processed before or after</td>
<td>following month.</td>
</tr>
<tr>
<td>Adverse Action</td>
<td>3. <strong>Use PLBC</strong> to determine if a <strong>positive</strong> payment adjustment is needed. Do <strong>not</strong></td>
</tr>
<tr>
<td><strong>Verified Timely or Un timely</strong></td>
<td>apply a negative adjustment.</td>
</tr>
<tr>
<td>Eligibility Ends</td>
<td></td>
</tr>
<tr>
<td>Processed <strong>before</strong> Adverse Action</td>
<td></td>
</tr>
</tbody>
</table>

*If verification is not provided timely, confirm the loss of eligibility. If the parent provides verification within 30 days of verification due date, the case can be re-opened if the parent is determined eligible. Follow this procedure:

1. If the authorization has not already ended systematically, end the current authorization at the end of the current month.
2. Create a new authorization that reflects the new information.
3. Assess for an adjustment **using PLBC**. If there is a **positive** adjustment, assess going back to date the verification was provided. Do **not** apply a negative adjustment.
<table>
<thead>
<tr>
<th>Scenario</th>
<th>Process:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Timely</td>
<td>1. Pend for verification, if needed, in CWW.</td>
</tr>
<tr>
<td>Verified Untimely</td>
<td>2. Confirm loss of eligibility. Run without dates first, and then <strong>run with dates</strong> to confirm eligibility ends at the end of the current month.</td>
</tr>
<tr>
<td>Eligibility Ends</td>
<td>3. Allow the authorization to end systematically. The authorization automatically ends when eligibility ends at the end of the month.</td>
</tr>
</tbody>
</table>
| Processed after Adverse Action    | *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>, and then **run 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 Verification Needed)

**Example:** Mary Beth calls your agency on March 6 and reports she lost her job on March 2. The worker updates the Child Care Activity Status page to <No> for the approved activity type and confirms the loss of eligibility. Eligibility will end March 31 because it is not after March adverse action. No change is made to the authorization. The authorization will systematically end March 31.

**Example:** On February 10 Ronald reports his hours at work increased from 30 hours to 40 hours. This change was effective as of February 9. The case is pended for verification. Verification is received on February 17; Ronald remains eligible. End the current authorization on February 28 and establish a new authorization for the increase in hours as of March 1. Use PLBC to determine the adjustment amount with an effective date of February 9, the date of the change. Only apply a **positive** payment adjustment.
### Reported Untimely

When a parent reports a change untimely, the worker **must** assess the case for fraud.

<table>
<thead>
<tr>
<th>Scenario: Reported Untimely</th>
<th>Process:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Pend for verification, if needed, in CWW.</td>
</tr>
<tr>
<td></td>
<td>2. Upon receipt of verification, confirm loss of eligibility.</td>
</tr>
<tr>
<td></td>
<td>3. Allow the authorization to end systematically. The authorization ends when eligibility ends at the end of the month.</td>
</tr>
<tr>
<td><strong>Verified Timely</strong></td>
<td>4. <strong>Use PLBC</strong> to assess for any overpayment issued from the date of change to end of the current month.</td>
</tr>
<tr>
<td>Eligibility Ends</td>
<td>5. Enter any <strong>negative</strong> payment adjustment in BRITS and in BV screens in CARES Mainframe.</td>
</tr>
<tr>
<td>Processed before Adverse Action</td>
<td>6. Assess for fraud.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scenario: Reported Untimely</th>
<th>Process:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Pend for verification, if needed, in CWW.</td>
</tr>
<tr>
<td></td>
<td>2. Upon receipt of verification, confirm loss of eligibility.</td>
</tr>
<tr>
<td></td>
<td>3. End the authorization at the end of the current month.</td>
</tr>
<tr>
<td><strong>Verified Timely</strong></td>
<td>4. <strong>Use PLBC</strong> to assess for any overpayment issued from the date of change to end of the current month.</td>
</tr>
<tr>
<td>Eligibility Ends</td>
<td>5. Enter any <strong>negative</strong> payment adjustment in BRITS and in BV screens in CARES Mainframe.</td>
</tr>
<tr>
<td>Processed after Adverse Action</td>
<td>6. Assess for fraud.</td>
</tr>
<tr>
<td>Scenario:</td>
<td>Process:</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Reported Untimely</td>
<td>1. Pend for verification, if needed, in CWW.</td>
</tr>
<tr>
<td></td>
<td>2. Confirm loss of eligibility.</td>
</tr>
<tr>
<td>Verified <strong>Untimely</strong></td>
<td>3. Run eligibility <strong>without dates first</strong>, and then <strong>run eligibility with dates</strong> to confirm eligibility ends at the end of the current month.</td>
</tr>
<tr>
<td>Eligibility Ends</td>
<td>4. Allow the authorization to end systematically. The authorization ends when eligibility ends at the end of the month.</td>
</tr>
<tr>
<td>Processed <strong>after</strong> Adverse Action</td>
<td>5. Enter any <strong>negative</strong> payment adjustment in BRITS and in BV screens in CARES Mainframe.</td>
</tr>
<tr>
<td></td>
<td>6. Assess for fraud.</td>
</tr>
</tbody>
</table>

* If verification is not provided timely, confirm the loss of eligibility. If the parent provides verification within 30 days of verification due date, the case can be re-opened if the parent is determined eligible. Follow this procedure:

1. If the authorization has not already ended systematically, end the current authorization at the end of the current month.
2. Create a new authorization that reflects the new information.
3. Do **not** assess for positive payment adjustment. Since the parent reported information untimely, the parent is not eligible for a positive payment adjustment.

<table>
<thead>
<tr>
<th>Scenario:</th>
<th>Process:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported Untimely</td>
<td>1. Pend for verification, if needed, in CWW.</td>
</tr>
<tr>
<td></td>
<td>2. Upon receipt of verification, determine if the authorization is affected. If yes, end the authorization at the end of the current month and reauthorize for the first of the following month.</td>
</tr>
<tr>
<td>Verified <strong>Timely</strong></td>
<td>3. <strong>Use PLBC</strong> to assess for any overpayment issued from the date of change to end of the current month.</td>
</tr>
<tr>
<td>Eligibility Continues</td>
<td>4. Enter any <strong>negative</strong> payment adjustment in BRITS and in BV screens in CARES Mainframe.</td>
</tr>
<tr>
<td>Processed before or after Adverse Action</td>
<td>5. Assess for fraud.</td>
</tr>
</tbody>
</table>
Example: Tonya’s boyfriend, Malik, moves into the home on October 1. Malik is the father of Tonya’s son. Tonya reports the change on October 12. The worker pends for verification for approved activity for Malik and receives verification on October 13. The addition of Malik’s income makes the case financially ineligible for Child Care. The worker confirms the loss of eligibility and allows the authorization to end systematically. The worker uses PLBC to assess for an overpayment for October 1-October 31. The worker enters an overpayment in BRITS and in BV screens in the CARES Mainframe. The worker assesses for fraud, but determines the case is not fraudulent.

Example: It is discovered on June 19 that Shannon received a raise in May. Pend for verification. Shannon does not provide verification. The worker confirms the loss of eligibility in CWW, running without dates first, and then running with a date of July 1. The worker uses PLBC to assess for an overpayment from May 1 - June 30, and enters the overpayment in BRITS and in BV screens in the CARES Mainframe. The worker feels this is likely a fraudulent case, and completes a client referral in BRITS.

Example: Aniyah started a second job on March 22. She reports the change on April 15. The worker pends for verification and receives paystubs on April 20; Aniyah is still eligible. The worker ends the current authorization on April 30 and enters a new authorization that reflects the additional employment starting May 1. The worker uses PLBC to assess if an overpayment was made from March 22-April 30. The additional employment did not result in an overpayment, no payment adjustment is made. The worker assesses for fraud and determines the case is not fraudulent.
Temporary Absences from Employment
Wisconsin Shares Child Care Policy Manual 2.8

An authorization can continue during a parent’s temporary absence from employment so long as all policy criteria are met. If a parent does not meet all criteria, they are considered not in an approved activity and are not eligible for Child Care during their absence.

For a child’s child care authorization to continue during an absence from employment, all of the conditions must be met:

- The parent must report the break in employment within 10 calendar days of the onset. If the temporary break is reported untimely or discovered, the worker must assess for an overpayment for any time the parent is not at work. If the parent has not yet returned to work, the worker must end the authorization at the end of the current month.
- The parent must already be receiving Wisconsin Shares and be employed prior to the break in employment
- The parent must return to work, to the same employer, immediately following their break in employment
- If the child is absent from care, they must return to the same provider after the break
- Temporary break situations and break amounts are limited to the table below. If a break is expected to be longer than a time frame below, the parent will be allowed an authorization up to the maximum amount of time.

<table>
<thead>
<tr>
<th>Situation</th>
<th>Maximum Weeks of Leave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent is laid off or has a temporary break in employment, but will return to the same employer within four weeks. This does not include complete loss of employment.</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Parent must report to jury duty, but will return to the same employer with four weeks</td>
<td>4 weeks</td>
</tr>
<tr>
<td>Family vacation, limited to once per calendar year</td>
<td>2 weeks</td>
</tr>
<tr>
<td>Parent is on medical leave, documented by a physician, but will return to the same employer within six weeks</td>
<td>6 weeks</td>
</tr>
<tr>
<td>Child is ill, documented by a physician, but will return to the same child care provider within six weeks</td>
<td>6 weeks</td>
</tr>
</tbody>
</table>

When a worker finds a parent eligible for Child Care during a temporary break in employment, they must end the current authorization on the last day of the expected break, being sure not to exceed the maximum time frame from the onset date.
Consecutive leaves cannot be approved unless the parent returns to work for at least one week between leaves of absence.

**Note:** If a parent is on time off from work and they meet all of the above criteria, including the timeframes, the Child Care subsidy can be utilized. Time off may include vacation time, sick time, personal time, short-term disability, or an unpaid leave.

## Changing Providers

Parents are allowed to change providers. However, a parent cannot receive the subsidy amount to a new provider in the current month unless the hardship criteria are met. A parent switching providers in the current month that does not meet hardship criteria will need 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. 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 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 in the following month without experiencing additional out of pocket child care expenses.

**Hardship Policy**

*(Wisconsin Shares Child Care Policy Manual: 2.2.6; 2.2.12; 2.2.14)*

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 hardship policy 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 request to change providers, 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.

**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, one of the following criteria must be met:

- A family is evicted from their current home
- Relocation of the family so they can escape domestic abuse
- A sudden change in an approved activity that makes it impossible to use the current child care provider
- Illness, incapacitation, or death of an assistance group member or a provider
- A child is ill and unable to attend their current provider, but another provider will allow the child to attend
- Unforeseen closure of the child care provider (e.g., foreclosure, suspension, revocation)
- Damage to a child care facility that creates an unsafe environment
- Any alleged abuse or neglect
- A child is expelled from their child care provider due to behavioral issues
- When a child’s diagnosed special needs can no longer be met at the current provider
Requests for the additional authorization must be made within ten calendar days of the start of the unforeseen circumstances.

If it appears hardship criteria are met:

- Assess the case thoroughly without adding additional burden on the family. Document the situation in CWW case comments.
- Contact the Child Care Subsidy and Technical Assistance Line, who will provide a determination on whether hardship criteria are met.
- Subsequent authorizations do not need to span an entire month
- Decisions must be clearly documented in both:
  - CWW case comments
  - EBT CSAW authorization comments for children on the case

**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.

(Activity continues on the next page)
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 Manual 2.8.2*

Parents may use their subsidy amount to pay their provider for up to five consecutive days 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 five consecutive days, 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 five days 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.

**Activity: Role Play: Reporting Changes**

When a parent reports a change, the worker should think through how eligibility and the authorization are affected. The worker should communicate with the parent, asking clarifying questions. With a partner, briefly talk through each scenario, focusing on the clarifying questions the worker should ask to understand the reported change.

1. Kendra works part-time at Klinke Cleaners and has a 3-year-old son. She calls to report that she gave birth to her baby girl, Sasha earlier this week.

2. Nate requests to change providers.

3. Faith is thinking about enrolling at the local technical college in the fall and asks if she can receive Child Care for time she’s in school.
Annual Reviews
Wisconsin Shares Child Care Policy Manual 1.9.2

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

Annual reviews can be completed:
- In-person
- Over the phone:
  If a review 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 review 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 a Good Cause Notice and provide copies to the parent, (in-person or via mail), at the conclusion of the interview.

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

Parents have seven business days from the date of the Notice of Verification Needed was mailed to provide needed verification. If verification is not received timely, run eligibility to generate a Denial Notice. 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 review date.

An annual review is also required when a case is transferred from one county to another. EBT CSAW will automatically end authorizations within two weeks of a county transfer. If the worker knows children will not be attending the provider during that time, they should the authorizations. The receiving county completes the annual review. If both the sending and receiving counties are within WREA or within NIMC, no review is required.

If an annual review has not been completed and the case is closed more than 30 days, a new application is needed and the group is tested at 185% FPL.
Re-authorizing at Review

Wisconsin Shares Child Care Policy Manual 2.2.4

The earliest a new authorization can begin is the first of the month following the review date, so long as all verification is received timely, policy criteria are met, and the parent requests a new authorization within 30 days of their review date.

**Example:** Amber is due for a Child Care review in October. She completes her review 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 Child Care review in June. She neglects to complete her review and her case closes. She provides all eligibility verification information and completes her review 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 days from her review 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.
Part 8: Program Integrity

Introduction
Wisconsin Shares Child Care Policy Manual 4.1

Program Integrity upholds the policies and procedures for the Wisconsin Shares program. Program integrity practices protect Wisconsin Shares & YoungStar funds and maintain the character and goals of the program. Program integrity is based on five principles: (PDISC)
1. Prevention
2. Detection
3. Investigation
4. Sanction
5. Collection

In this section, we will explore the Child Care worker’s role in supporting the five program integrity principles.

Prevention

Front End Verification
Wisconsin Shares Child Care Policy Manual 4.2.1; 4.2.1.3

Front End Verification (FEV) focuses on identifying questionable information provided at initial eligibility and authorization. The worker is catching potential issues on the “front end”. 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.

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 Manual 4.3.1

A fraud referral is a formal request for investigation of suspected fraud on behalf of a parent, provider, or both. 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 inbox. See Resources and Contact Information for fraud contacts.
Data Exchanges
Wisconsin Shares Child Care Policy Manual 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.

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 Manual 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 Child Care 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.
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 determine 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 Sign-in/Sign-Out Sheets (SISO)
- 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 Manual 4.5; 4.6

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
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, they are referred to the collections process, which may lead to a levy, warrant, lien, or tax intercept.

**Intentional Program Violations (IPV): Clients**

Wisconsin Shares Child Care Policy Manual 4.5.4.3

An IPV means a parent (client) is intentionally providing 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 funds.

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
- Not participating in an approved activity

Determination of a client IPV results in a loss of Child Care benefits 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 Child Care benefits

After an IPV is established, an individual cannot obtain eligibility until the penalty period ends, unless it is the 3rd IPV. 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 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 Manual 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 result in an established IPV for both the client 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

**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.

**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 referred to collections.

Possible collection actions include:

- Levy
- Warrant/Lien
- DOR Tax Intercept
Appeals
Wisconsin Shares Child Care Policy Manual 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 while the appeal process is happening

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 also include a copy of their IPV notice. A parent has 30 days from the date of the IPV or overpayment notice to request an 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.
These are the types of documents that are used as exhibits (evidence) during a parent overpayment or eligibility hearing:

- 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-E, 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 annual review
- 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 Manual 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 on Wisconsin Shares SharePoint site
- 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 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 Provider Portal training video:**
- **Child Care Resource & Referral Agency List:**
  http://supportingfamilies.together.org/child-care-resource-referral-agencies/
- **EBT CSAW User Guides:** Several EBT 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):**
  o Parent Customer Service (activate card, PIN issues, account balance, make a payment, lost or stolen card, etc.): (877) 201-7601
  o Provider Customer Service: (877) 201-7753
  o Merchant Services Helpline (for providers, regarding their FIS agreement): (800) 894-0050
- **Fidelity Information Service (FIS) Online Payment:** www.ebtedge.com
- **MyWIChildCare Parent Portal Video (for parents):**
- **Operations Memos:** https://www.dhs.wisconsin.gov/dhcaa/memos/index.htm
- **PTT Learning Center:** 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.
- **Social Security Card Application (SS-5):** https://www.socialsecurity.gov/forms/ss-5.pdf
- **WAMS – Request a WAMS ID:** http://on.wisconsin.gov
- **Wisconsin Minimum Wage (DWD):**
  http://dwd.wisconsin.gov/er/labor_standards_bureau/minimum_wage.htm
- **Wisconsin Shares Agency Worker Page:** https://dcf.wisconsin.gov/childcare/agencyworkers
- **Wisconsin Shares Child Care Policy Manual:**
  https://dcf.wisconsin.gov/manuals/wishares-cc-manual/
Wisconsin Shares Homepage: https://dcf.wisconsin.gov/wishares
The Wisconsin Shares SharePoint Website*: https://share.dcf.wisconsin.gov/cca
Wisconsin Systems Gateway Page: 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: https://www.wcrb.org/WCRB/CoverageLookup/CoverageLookupSearch.aspx
YoungStar Homepage: https://dcf.wisconsin.gov/youngstar
YoungStar Brochure Order Process: https://dcf.wisconsin.gov/youngstar/providers/order-ys-brochures
YoungStar Child Care Finder: http://childcarefinder.wisconsin.gov/
YoungStar Contract: https://dcf.wisconsin.gov/youngstar/providers/contract
YoungStar Parent Page: https://dcf.wisconsin.gov/youngstar/parents
YoungStar Local Offices: https://dcf.wisconsin.gov/youngstar/program/localoffice

*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: ChildCare@wisconsin.gov
  - Contact for system-related issues.

Local BRO Child Care Coordinator:
  - Contact your local BRO CC Coordinator for general and policy related questions.

Bureau of Program Integrity: Suspected fraud outside of Milwaukee should be directed to: DCFMBChildCareFraud@wisconsin.gov or (877) 302-3728.
  - Bureau of Program Integrity should be directed to: DCFBPIRequest@wisconsin.gov.
    - In Milwaukee, suspected fraud regarding parents should be directed to:
      - DCFMBMECCACCFFraud@wisconsin.gov
    - Suspected fraud regarding Milwaukee child care providers should be directed to:
      - DCFMBChildCareFraud@wisconsin.gov or (414) 289-5799.

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 Child Care 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 (processed 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 (our 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)
MECA: Milwaukee Early Care Administration (child care regulation, subsidized child care, and program integrity for Milwaukee County)
MiLES: 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)
PTT: Partner Training Team (sign-up for trainings and view virtual training modules)
RFA: Request for Assistance (See Eligibility)
SISO: Sign-in/Sign-out sheet (providers are required to have parents sign children in/out of care)
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
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 Child Care statistics)
WISCCRS: Wisconsin Child Care Regulatory System (child care regulation computer system)
YS: YoungStar
Appendix 3: Calendar

Calendar 2017

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Appendix 4: Homelessness Definition
Wisconsin Shares Child Care Policy Manual 1.2

Defined by the McKinney-Vento Homeless Assistance Act as an individual or family who lacks a fixed, regular, and adequate nighttime residence; an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing); an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided; an individual or family who will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days; the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause; has no subsequent residence identified; and lacks the resources or support networks needed to obtain other permanent housing; and an unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who have experienced a long term period without living independently in permanent housing, have experienced persistent instability as measured by frequent moves over such period, and can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.
Appendix 5: 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>
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<tbody>
<tr>
<td>Less than 15 hours</td>
<td>Part-time</td>
<td>Do not enter override rate</td>
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<tr>
<td>More than 15 hours; only one child</td>
<td>Override (In-home provider)</td>
<td>$7.25</td>
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<tr>
<td>More than 15 hours; two or more children</td>
<td>Override (In-home provider)</td>
<td>$7.25, prorated between children</td>
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**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.

$20 + 30 = 50 hours$

Child 1: $20 ÷ 50 = .40; .40 \times 7.25 = 2.90 \text{ hourly rate for child 1.}$
Child 2: $30 ÷ 50 = .60; .60 \times 7.25 = 4.35 \text{ hourly rate for child 2.}$
# Appendix 6: Child Care Authorization Parent Schedule

Child Care Authorization: Parent Schedule

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