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**State of Wisconsin  
Governor Jim Doyle**

**TO:** Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators/Certifiers

**FROM:** Laura Saterfield, Bureau Director  
Bureau of Early Childhood Education  
Division of Early Care and Education

DCF/DECE OPERATIONS MEMO					
<b>No:</b> 10-32					
<b>DATE:</b> 04/09/10					
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>CC</b>	<input checked="" type="checkbox"/>
<b>W-2</b>	<input type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
		<b>EP</b>			
<b>PRIORITY: HIGH</b>					

**SUBJECT:** Wisconsin Shares Child Care Subsidy – Changes in Attendance Reporting Process, Forms and the CCPI System

**CROSS REFERENCE:** Child Care Provider Information (CCPI) system  
Child Care Manual Ch. 3, Section 3.10.0 Payment Process

**EFFECTIVE DATE:** 04/12/2010

**PURPOSE**

The purpose of this memo is to inform the county/tribal subsidy administrative agencies about changes in the attendance reporting policy process, forms and the CCPI system.

**BACKGROUND**

The Department of Children and Families is enhancing the current attendance reporting process and making improvements to the attendance screen in Child Care Provider Information (CCPI) system. We are doing so for three reasons:

1. The Department would like to capture and analyze more detailed information about the hours of service that children with Wisconsin Shares authorizations are receiving;
2. These improvements were necessary to launch an Automated Attendance Tracking System, which we will do later this year;
3. Providers have asked whether our attendance tracking system could more closely mirror the sign in-sign out sheets that are currently being utilized by many providers.

### **NEW ATTENDANCE MODES**

The new attendance reporting module will have the following three modes:

1. **Weekly Mode:** This is the current design. Workers and providers enter the total number of hours the child attended during a **week**.
2. **Daily Mode:** This new CCPI attendance mode mimics the current Attendance Report Form (ARF) and requires the provider/worker to enter **daily** hours similar to the paper ARF.
3. **In/Out Mode:** This new mode requires the provider/worker to report/enter the actual **arrival and departure times** for each subsidized child in care.

The current weekly mode allows the user to enter the hours **after** the attendance period has passed (current design). This mode remains the same. The new Daily and In/Out modes will allow the provider to enter attendance for the current date. However the payment cycles will not change - payment will be made for the previous 2-week attendance period. The 2010 attendance periods are published at

<http://dcf.wisconsin.gov/childcare/wishares/pdf/tcad2010.pdf>

### **TIME LINE AND ROLL-OUT**

The automation changes will be made in the system on 4/12/10, however, the Department intends to pilot usage in Milwaukee County during April-June. The department expects to roll-out the new functionality statewide in June.

### **SWITCHING THE ATTENDANCE MODES**

During the pilot phase, the state staff will be able to switch the attendance mode for Milwaukee county providers. Once the system is rolled-out statewide, child care coordinators will be able to switch the mode for the providers in their county/tribe. The list of coordinators is found at <http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf>. An email will be sent to the coordinators when the access has been granted. If counties/tribes want other staff be able to switch the mode, they must contact [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) to request access.

Instructions on how to switch the attendance modes will be included in the revised CCPI user manual <http://dcf.wisconsin.gov/childcare/ccpi/manual.htm>

### **NEW POLICIES FOR CHANGING A PROVIDER'S MODE**

Child Care Manual Chapter 3 Section 3.10.1.1 is created to require that local administrative agencies must change providers' attendance to the In/Out mode if they meet any of the following criteria once the mode is available statewide:

- Providers/centers who have a history of caring for more than the allowable number of children (exceeding licensed/certified capacity).
- Providers/centers regularly listed on the 6+ (certified) or 12+ (licensed family) reports.
- Providers/centers with a history of or concerns of inaccurate attendance reporting.
- Providers/Centers that are licensed or certified to provide 16 or more hours of care per day of operation.
- Family providers who are both certified and licensed.

In addition, agencies should consider switching providers with the following problems to Daily or In/Out mode. Due to the workload associated with increased data entry, agencies will need to carefully consider this decision:

- Providers who have history of having difficulty summarizing and/or rounding the daily and weekly hours.
- Providers who have a history of inaccurate or disorganized daily attendance record-keeping.
- Providers that the agency believes need additional supervision in attendance reporting.

**NOTICE OF MODE CHANGE**

If the provider is changed to a mode that requires more time for the data entry than the current weekly mode, a one-week notice is required in writing. The notices will be automated in June. Enclosed is a sample of the notice.

**ATTENDANCE REPORT FORMS (ARF)**

The Attendance Report Forms (ARF) will be modified as follows:

**1. Daily and Weekly Modes:**

Providers who are using the Daily or Weekly mode will continue receiving the current ARF type listing daily hours. See the picture below:

Child's Name								Worker	Primary Person's Name								Auth Hours Per Week	Special Use
03/17/2002 to 03/23/2002 Daily Hours of Attendance									03/24/2002 to 03/30/2002 Daily Hours of Attendance									
Su	Mo	Tu	We	Th	Fr	Sa	Week 1 Total	Su	Mo	Tu	We	Th	Fr	Sa	Week 2 Total			
<b>KRUEGER, BRIANA</b>								JX2501	<b>KRUEGER, THERESA</b>								08	
Regular	X	X	X	X	X	X												
School Closed	X	X	X	X	X	X												
<b>GRIER, MARA</b>								JX2501	<b>KRUEGER, THERESA</b>								22	
Regular	X	X	X	X	X	X												
School Closed	X	X	X	X	X	X												
<b>GRIER, TREY</b>								JX2501	<b>KRUEGER, THERESA</b>								29	
Regular	X	X	X	X	X	X												

**2. In/Out Mode:**

Providers who are reporting in In/Out mode will receive a new version of the ARF that allows the provider to record the arrival and departure times for each child. See the picture below:

Child's Name							Worker	Primary Person's Name							Auth Hours Per Week	Special Use
09/06/2009 to 09/12/2009 Daily Hours of Attendance								09/13/2009 to 09/19/2009 Daily Hours of Attendance								
Su	Mo	Tu	We	Th	Fr	Sa	Weekly Hours	Su	Mo	Tu	We	Th	Fr	Sa	Weekly Hours	
<b>CARS, DOMESTIC</b>							XCTB56	<b>CARS, IMPORTED</b>							10	
In							Total Hours							Total Hours		
Out							Reg	Sch						Reg	Sch	
Hrs								Cls							Cls	
<b>SCHUTTE, CASSIDY</b>							XCTA83	<b>SCHUTTE, STACEY</b>							48	
In							Total Hours							Total Hours		
Out							Reg	Sch						Reg	Sch	
Hrs								Cls							Cls	

Note: For school age children there will be two rows for in and out times because there are situations when the child attends before and after school needing to be logged in and out twice per day.

**Attendance Report Processing Policy Changes**

Time sheet processing time for workers to enter, review and confirm attendance must be sufficient for workers to accurately perform these functions. Since 1998 child care providers have been advised through departmental publication *A Fact Sheet for Providers and Parents, DES-10971-P (N. 8/98), DWSW-10971-P (R. 02/2003) and DWSW-1097-P (R. 04/2007)* that their payments are usually processed within 15 working days after the Attendance Report is received by the local agency. The fact sheet is located at:

[http://dcf.wisconsin.gov/publications/pdf/dcf\\_p\\_dsw10971.pdf](http://dcf.wisconsin.gov/publications/pdf/dcf_p_dsw10971.pdf)

Effective May 15, 2010 child care attendance processing policies and the *Fact Sheet for Child Care Providers and Parents* will be synched as follows:

The *Fact Sheet for Child Care Providers and Parents* wording will be changed to attendance being processed within 10 business days after receiving an Attendance Reporting Form that is less than 90 days old.

Section 3.10.1 Attendance Reporting (ARF's) of Chapter 3 of the Child Care Manual will be changed from "Local agencies must develop and communicate their policy to providers of the last day/time in which the provider must submit the Attendance Report Form (or CCPI online attendance reporting) to guarantee issuance within ten (10) business days. In addition, the worker may require additional time to process the time sheet if there is a program integrity concern related to a provider's submitted attendance. "

**Suppressing Paper ARFs:**

When communicating with providers who report their attendance online, please help us reduce printing and mailing costs by asking providers to opt out of receiving the paper Attendance Report Forms in the mail. The provider can do this in CCPI by clicking "Request Paperless Attendance" link in the left-side navigation menu. If the provider would need a copy of the ARF, the paper attendance forms can be down-loaded using CCPI site by clicking the 'Print Attendance Report Form' link in the left-side navigation menu and printed locally. This is especially important for providers reporting in In/Out mode because the ARFs now are lengthier due to added rows. When the ARF envelope has more than 10 pages (5 sheets), the envelopes must be stuffed manually making it very labor-intensive and expensive.

### CCPI ATTENDANCE ENTRY PROCESS

The attendance entry for providers who are in the Weekly mode has not changed. The providers (and workers) who enter attendance in the **Daily** or **In/Out** Modes must complete some extra steps. The process is explained below:

#### 1. Enter attendance.

Access the attendance screen by clicking the Enter Attendance link in the left-side navigation menu. The current week will display. Below is a screen print of the **daily** mode (the In/Out mode has additional data entry fields):

**Child Care: Enter Daily Attended Hours**

Provider Number 3800036563  
 Facility Id 1122334  
 Facility Name Randy's Group Care, Inc  
 Licensor Id 0000002  
 Licensor Name Linnea Dorau

Search  
 Attendance Week 3/14/2010 Sort by Case Number, PIN Authorization Worker ID (Optional) Search >

Attendance Week 03/14/2010 To 03/20/2010

Child's Name	Primary Person's Name	Case Number	Auth Type	Auth Hrs	Sun 03/14	Mon 03/15	Tue 03/16	Wed 03/17	Thu 03/18	Fri 03/19	Sat 03/20	Total Hrs
<a href="#">Attendance, Adam</a>	Attendance, Daily	4700482249	Attendance	10		02:00	00:00	02:00	02:00	02:00		008.00
<a href="#">Beach, Sam</a>	Beach, Sandy	8700483281	Attendance	15		1:30	1:30	3:00	10:00	10:00		000.00
<a href="#">Beach, Simon</a>	Beach, Sandy	8700483281	Enrollment	45		09:00	08:00	06:00	10:00	22:00		055.00

The hours displayed as a link has been submitted. To modify hours, click on the link.

The hours listed in the 'open' field are not submitted yet.

The system automatically calculates the weekly totals after the user submits the hours.

#### 2. To Do page:

Next, click on the "To Do List" in the navigation menu. Since the providers reporting in Daily and In/out mode can enter attendance for the current date, the system needs to know when a week's attendance is complete so payment can be processed. The "To do" page displays Attendance Completed and Attendance Agreement Accepted (for providers only) links for each week of attendance that has been entered. If "no" is displayed in the Attendance Completed column, it means that there is uncompleted attendance for the attendance weeks. **No payments will be issued until the attendance has been marked complete.** See the screen print below:

**Child Care: Provider Attendance To Do List**

Logout

Change SPA Settings

Home | Provider Information | Announcements | FAQ | Reports | Admin | CSAW | CCPC

**Location**

Location List  
Location Details  
License/Certification

**Attendance**

Enter Attendance  
To Do List  
Weekly Summary  
Biweekly Summary

Randy's Group Care, Inc  
Location Randy's Sa Care #002  
444 School Age Rd  
Milwaukee WI 45445  
Contact Phone 454-545-5454

Provider Number 3800036563  
Facility Id 1122334  
Facility Name Randy's Group Care, Inc  
Licensor Id 0000002  
Licensor Name Linnea Dorau

Provider Attendance To Do List		
Attendance Begin Date	Attendance Completed	Attendance Agreement Accepted
03/14/2010	Yes	No
04/04/2010	No	N/A

Click on the "No" to access the Complete Attendance page.

### 3. Complete Attendance

Before the payment can go out, the provider/user must tell the system when the attendance is complete and ready for processing. The system brings the attendance information from the Attendance Entry page and summarizes the weekly totals.

**Child Care: Complete Daily Attendance Entries**

Logout

Change SPA Settings

Home | Provider Information | Announcements | FAQ | Reports | Admin | CSAW | CCPC

Randy's Group Care, Inc  
Location Randy's Sa Care #002  
444 School Age Rd  
Milwaukee WI 45445  
Contact Phone 454-545-5454

Provider Number 3800036563  
Facility Id 1122334  
Facility Name Randy's Group Care, Inc  
Licensor Id 0000002  
Licensor Name Linnea Dorau

Search  
Attendance Period Date 3/14/2010  
Sort by Case Number, PIN  
Authorization Worker ID (Optional)  
All  
Incomplete  
Complete

Check here  to complete all entries on this screen for which you have access.  
Click Here to go to location details page without saving attendance information.

Attendance for the Week 03/14/2010 to 03/20/2010														
Complete	Child's Name	Primary Person's Name	Case Number	Auth Type	Auth Hrs	Sun 03/14	Mon 03/15	Tue 03/16	Wed 03/17	Thu 03/18	Fri 03/19	Sat 03/20	Reg Hrs	Sch Hrs
<input checked="" type="checkbox"/>	Attendance, Adam	Attendance, Daily	4700482249	A	10		09:30	00:00	02:00	02:00	02:00		10	6
<input checked="" type="checkbox"/>	Beach, Sam	Beach, Sandy	8700483281	A	15		01:30	01:30	03:00	10:00	10:00		26	N/A
<input checked="" type="checkbox"/>	Beach, Simon	Beach, Sandy	8700483281	E	45		09:00	08:00	06:00	10:00	22:00		55	N/A

- The system automatically totals the daily hours.
- If the child is a school age child, the school closed hours are entered on this page. Enter the total authorized weekly hours into the Reg Hrs field and the remainder into the Sch Hrs.
- Once the hours are complete, click the Complete check box next to the child's name.

**NOTE:** If the provider makes modifications to the already completed attendance, the provider must again access the To Do page, complete it, accept agreement and confirm by a worker (if applicable) for the weeks where attendance was modified.

#### 4. Attendance Agreement (providers only)

After the provider has entered attendance for the entire week, s/he must access the Attendance Completed page and mark the attendance complete (after steps 1 - 3 above). Then click the Attendance Agreement Accepted link from the To Do page. On the Attendance Agreement page the provider must click on the check box below the text in the scroll field to certify that the entered attendance is accurate (the same text as on the paper ARF). The attendance entry process for providers is explained in the CCPI user manual in detail. NOTE: The workers cannot access this page.

**NOTE:** If the provider makes modifications to the already completed attendance, the provider must again complete the steps above.

**Child Care: Provider Daily Attendance Entry Agreement**

Logout

Change SPA Settings

Home | Provider Information | Announcements | FAQ | Reports | Admin

Randy's Group Care, Inc  
 Location Randy's Sa Care #002  
 444 School Age Rd  
 Milwaukee WI 53445  
 Contact Phone 454-545-5454

Provider Number 3800036563  
 Facility Id 1122334  
 Facility Name Randy's Group Care, Inc  
 Licensor Id 0000002  
 Licensor Name Linnea Dorau

Search Attendance Week 3/14/2010 Sort by Case Number, PIN Authorization Worker ID (Optional) Search >

Click Here to go to location details page without saving attendance agreement information.

Attendance Week 03/14/2010 thru 03/20/2010													
Child's Name	Primary Person's Name	Case Number	Auth Type	Auth Hrs	Sun 03/14	Mon 03/15	Tue 03/16	Wed 03/17	Thu 03/18	Fri 03/19	Sat 03/20	Reg Hrs	SCH Hrs
Attendance, Adam	Attendance, Daily	4700482249	Attendance	10	00:00	09:30	00:00	02:00	02:00	02:00	09:00	25	00

I Understand That I Must Enter The Actual Hours Of Attendance For Each Child In Care On Each Child Care Attendance Report Form, Even If The Authorization Is Based On Enrollment.  
 I Understand That I Must Notify The Local Child Care Agency If I Become Aware That A Child Is No Longer Attending The Child Care Center/Home. I Can Notify The Local Agency By Phone, In Writing Or By Entering A "T" In The Special Use Box On The Child Care Attendance Report.

By clicking this Check box you certify that all of the reported information is complete and accurate to the best of your knowledge.

Submit

**Daily and In/Out Mode only:** After entering attendance, the provider must first mark the attendance completed on Attendance Completed page. Then access this page to certify that the attendance is accurate by clicking in the check box. Then click Submit.

#### ATTENDANCE CONFIRMATION

Counties/tribes that are non-confirmation agencies, the functionality has not changed. Below are the changes for agencies that confirm the attendance before the payment is issued:

##### Weekly Mode:

No change from current design.

##### Daily and In/Out Modes:

After the provider has completed attendance for an attendance period as described under "CCPI Attendance entry process" above, the provider will appear on the "Attendance to be Confirmed" report in CCPI. To confirm the attendance, click on the "Biweekly Summary" link in the left-side navigation menu. Then click on the Confirm Attendance check boxes on the right.

NOTE: The new system allows providers to enter attendance as of today's date, however, the attendance cannot be confirmed until the attendance period has ended.

**Child Care: Provider Attendance** Current Date: 4/5/2010

Accredited Child Care Location: Accredited Child Care #001, 999 Quality Lane, Anytown WI 53713. Provider Number: 8800036548

Search: Attendance Period Date: 3/27/2010. Sort by: Case Number, PIN. Authorization Worker ID (Optional): [ ]

Check here  to confirm all entries on this screen for which you have confirmation authority. [Click Here](#) to go to location details page without saving attendance information.

Attendance for the Period 03/21/2010 to 04/03/2010															
Child's Name	Primary Person's Name	Case Number	Auth Type	Auth Hrs	Auth Worker	Reg Hrs	Sch Hrs	Override	Reg Hrs	Sch Hrs	Override	Del Attd	Term Auth	Conf Wk1 Attd	Conf Wk2 Attd
<a href="#">March, Mandy</a>	March, Mary	1700483315	E	45	XCTD50	36	N/A	[ ]	18	N/A	[ ]	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Term Auth: R - Termination Requested, T - Authorization Terminated. Authorization Type: A = Attendance, E = Enrollment. NR = Confirmation not required, N/A = Not Applicable.

Provider Overrides and Confirmations are done on the Biweekly Summary page for providers who report in the Daily and In/Out modes.

**OVERRIDES**

The override functionality has not changed for the providers reporting in the Weekly mode.

The override functionality is now on the 'Biweekly Summary' page for those who report on Daily and In/Out mode (see the screen print above under 'Attendance Confirmation'). After completing attendance for the provider (or the provider has submitted the attendance online) as described under "CCPI attendance entry process" above, the worker must access the attendance period on Biweekly Summary page. This page allows the worker to override the attendance.

**ZERO-HOUR ATTENDANCE**

If the child does not attend during a week, the providers reporting in Daily and Weekly modes enter zeroes in the system. If the provider reports in In/Out mode, no arrival and departure times can be recorded because they do not exit. In these situations, the provider/worker must click on the 'Absent' check box above the 'in/out' fields for the days that the child was scheduled to be in care but did not attend. See screen print below:

Provider Daily Check-In/Out Time - Windows Internet Explorer

https://acc.dwd.wisconsin.gov/DWSCCPI/Secure/ProviderUpdate/DailyAttendance/EnterDailyCheckInCheckOutTime.aspx?PROVIDER\_NUM=8800036548&LOCATION\_SEQ\_NUM=1&qsh=8

Child Care: Provider Daily Check-In/Out Time

Logout

Change SPA Settings

Home | Provider Information | Announcements | FAQ | Reports | Admin

Accredited Child Care  
Location Accredited Child Care #001  
999 Quality Lane  
Anytown WI 53713

Provider Number 8800036548

Search

Attendance Week 3/28/2010 Sort by Case Number, PIN Authorization Worker ID (Optional) Search >

Click Here to go to location details page without saving attendance information.

Attendance Week 03/28/2010 To 04/03/2010						
Sunday (03/28)	Monday (03/29)	Tuesday (03/30)	Wednesday (03/31)	Thursday (04/01)	Friday (04/02)	Saturday (04/03)
Child's Name: <b>March, Mandy</b> PP Name: March, Mary Case # 1700483315 Auth Type: Enrollment Auth Hours: 45						
Absent <input type="checkbox"/>	Absent <input type="checkbox"/>	Absent <input type="checkbox"/>	Absent <input type="checkbox"/>	Absent <input type="checkbox"/>	Absent <input type="checkbox"/>	Absent <input type="checkbox"/>
In	In	In	In	In	In	In
Out	Out	Out	Out	Out	Out	Out
6:00 AM - 3:00 PM	6:00 AM - 3:00 PM					

Submit

If the child did not attend on a scheduled day, click the 'absent' check boxes.

NOTE: If the child is absent due to a valid reason (illness, temporary layoff, etc) and the worker has approved the absence, the subsidy will pay the 0-hour attendance if the authorization is on enrollment basis. The functionality for approved absence has not changed.

### **ROUNDING**

The system now automatically calculates the daily totals for providers reporting in In/out mode and also calculates the weekly totals for those who report on Daily mode.

#### **Weekly Mode:**

The current rounding policy is in place for these providers as described in the Child Care Manual, Chapter 3, 3.10.2. The current rules require the provider to round the daily hours to the nearest full or half-hour and after tallying the daily hours into a weekly total, the provider rounds up to the nearest full hour. Section 3.10.2 will be expanded to include the following rounding policies for the Daily and In/Out modes:

#### **Daily Mode:**

The provider can enter/report attendance listing actual hours and if the provider does not want to round as described above, they can report the child's attendance by minute. If the provider reports hours and minutes, the system will total the daily hours and minutes into a weekly total. If there are 1-15 minutes left over in the weekly total, the system will round it down to the closest full hour. If there are more than 15 minutes left over, the system will round it up to the closest full hour.

#### **In/Out Mode:**

When the provider reports arrival and departure times, the system will calculate the daily hours with minute's accuracy. When summarizing the daily hours into a weekly total, the system rounds up any minutes above 15 into the next full hour.

### **PROVIDER CHECK STUFFER**

A check stuffer will be mailed to providers with 4/12 and 4/19 checks and EFT remittances. A copy of the check stuffer is attached to this memo.

**CCPI USER MANUAL**

The CCPI user manual will be modified to include detailed instructions on the new screens and the attendance entry process. The CCPI user manual is located at <http://dcf.wisconsin.gov/childcare/ccpi/manual.htm>

**CONTACT**

Questions on the new attendance functionality should be sent to [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov)