



DEPARTMENT OF
CHILDREN AND FAMILIES
Secretary Reggie Bicha
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

State of Wisconsin
Governor Jim Doyle

DEPARTMENT OF HEALTH SERVICES
Secretary Karen Timberlake
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhs.wisconsin.gov

TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Job Center Leads and Managers
Training Staff
Child Care Coordinators

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

DFES OPERATIONS MEMO					
No: 10-18					
DATE: 03/30/2010					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>
W-2	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	
PRIORITY: HIGH					

SUBJECT: ACCESS Interview Timelines for Child Care Applications

CROSS REFERENCE: Child Care Manual Chapter 1.3.1

EFFECTIVE DATE: Immediately

PURPOSE

This Operations Memo is issued to clarify Child Care Administrative agency timelines for scheduling child care intake interviews from applications submitted through ACCESS.

BACKGROUND

Current child care policy states that once an agency receives a child care assistance application, or Request for Assistance (RFA), an intake interview must be scheduled within five (5) business days. Child care assistance applications submitted through ACCESS may present agencies with additional barriers that inhibit the ability to meet the five business day requirement to schedule the child care intake interview.

ACCESS Child Care Application Report Processing Policy Changes

Effective immediately, applications for child care assistance submitted through ACCESS will be allowed ten (10) business days to schedule an intake interview appointment. This change **only** affects applications submitted through ACCESS. Timelines for all other forms of child care applications will remain five business days.

Section 1.3.1 Request for Assistance (RFA) of Chapter 1 of the *Child Care Manual* will include new language that states "If an online application is received by the agency through ACCESS,

an intake interview must be scheduled to take place with the applicant within ten (10) business days.”

Implementation:

The new policy will be in effect immediately following the publication of this Ops Memo.

Child Care Manual web address: <http://dcf.wisconsin.gov/childcare/wishares/default.htm>

CONTACTS

Child Care Help Desk at childcare@wisconsin.gov or 608-261-6317, option 2.

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, *Other EP – Other Employment Programs.

DCF/DFES/BWF/scm//