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DCF/DECE OPERATIONS MEMO

No: 10-60

DATE: 09/07/2010

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 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"/> *
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PRIORITY: HIGH

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, Director
Bureau of Child Care Administration
Division of Early Care and Education

SUBJECT: Preventing Problems with Six Month Reports (SMRFs)

CROSS REFERENCE: NONE

EFFECTIVE DATE: Immediately

PURPOSE:

The purpose of this operations memo is to direct workers' attention to a resource available on the Wisconsin Shares Child Care web site at <http://dcf.wisconsin.gov/childcare/wishares/default.htm>. The resource, "SMRF Processing and Problems" was written to help local eligibility agencies prevent SMRF processing errors that lock up cases, disrupt case processing, prevent timely re-authorization, and, in some instances, cause CARES to fail to properly trigger the SMRF process. These problems also take large amounts of local and state staff time.

POLICY CHANGE: None

BACKGROUND:

Every month, the DCF Child Care Help Desk receives 40 or more requests to re-set SMRF dates. These requests occur when authorizations for a parent who is eligible for Wisconsin Shares are blocked because CARES is signaling CSAW that a six month review form (SMRF) is due. In the instances forwarded to the Help Desk, the agency is convinced that the block is in error.

Most of the time the agency is correct in their assessment of the situation and the help desk works with the Bureau of Information Technology (BITS) to research the problem and re-set the

date; sometimes the required review has not been performed and the case is sent back to the agency for casework completion.

However, even when the agency is correct in their assessment that the required review has occurred, **the problem they are presenting is typically preventable.**

ACTION NEEDED:

Child care coordinators, eligibility supervisors and eligibility workers should read the document at <http://dcf.wisconsin.gov/childcare/wishares/default.htm>. While the entire document is essential to understanding and properly using the SMRF process, the following 5 outcomes are expected:

1. Local agencies will refrain from requesting that SMRF dates be suspended or changed for cases where the SMRF or other 12 month review has not been completed, verified, and properly documented in CWW and ECF. This will require that eligibility workers, authorization workers, and CARES coordinators communicate with each other on the case.
2. Workers will process reviews in the appropriate CWW mode so that SMRF logic is triggered.
3. Workers will generally avoid running with dates. If it appears that a case may require running eligibility with dates, the worker will first run eligibility for the recurring month, which will trigger SMRF logic. If, after running for the recurring month, the worker needs to run with dates for prior months, this will not interfere with SMRF logic.
4. If the case includes both Child Care and FoodShare, workers will confirm both Child Care and Food Share whenever running eligibility. If there are different workers for the two programs, they will communicate with each other timely so that both can confirm on the same eligibility run.
5. The number of preventable SMRF problems referred to the Help Desk will drop substantially, local workers will spend less time on SMRF problems, and customers will get more timely authorizations for Child Care.

CONTACT

Please contact the Child Care Help Desk at childcare@wisconsin.gov if you have questions.