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**State of Wisconsin
Governor Scott Walker**

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

FROM: Jim Bates, Director
Bureau of Child Care Administration
Division of Early Care and Education

DECE/BCCA OPERATIONS MEMO					
No: 11-30					
DATE: 6/22/2011					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input type="checkbox"/>		
CC	<input checked="" type="checkbox"/>	W-2	<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	

SUBJECT: Changes to the Child Care Call Center Telephone Number

EFFECTIVE DATE: July 1, 2011

PURPOSE:

The purpose of this memo is to inform Wisconsin Shares Child Care agencies of the new telephone number for the Child Care Call Center.

BACKGROUND:

The Child Care Call Center is currently available by email or phone. The current phone number is 608-261-6317, option 2. The email address is childcare@wisconsin.gov and will not change.

ACTION REQUIRED:

Effective July 1, 2011 the new telephone number is: (608) 264-1657.

Those who call the old number will receive a recorded message providing them with the new number and directing them to call the new number.

Also beginning on July 1st, some calls or emails that have come to the Child Care Call Center will be re-directed as follows:

- Child care providers will be redirected to the local child care coordinators, the list of local child care coordinators can be found at the following link:
<http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf>
- Parents asking for help to locate child care providers in their area will be redirected to the Child Care Resource and Referral agencies, these can be found at the following link:
http://supportingfamielstogether.org/CCR_R.html

CONTACTS:

For child care policy guidance, CWW processing errors or CSAW problems, contact the Child Care Call Center at childcare@wisconsin.gov or (608) 264-1657.

*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, BC+ Core – BadgerCare Plus Core, 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/DECE/BCCA/RMP