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

FROM: Erik Hayko, Section Chief
Bureau of Child Care Administration
Division of Early Care and Education

**BEPS/DFES/DECE OPERATIONS
MEMO**

No: 13-34

DATE: 10/25/2013

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"/> *
				EP	

PRIORITY: HIGH

SUBJECT: Client Overpayment Notice Requirements

CROSS REFERENCES: DCF 101.23(2)(b) and (c) Overpayment Determination and Notice;
DCF 201.04(5)(a) Parent Overpayments;
Child Care Manual Chapter 2A- section 2.1.5.2 Overpayments – Recovery;
Child Care Manual Chapter 2A- section 2.1.5.3 Overpayments – Client Overpayment Merit Appeal Process;
Child Care Manual Chapter 2A- section 2.1.6.3 Collections – Delinquency Collections Appeal Process;
Ops Memo 02-16 W-2 and Child Care Overpayment Dispute Resolution;
Child Care (CC) Client Overpayment Notice (DCF-F-DWSW11250-E);
Child Care Overpayment Worksheet (DWSW-11192-E, DCF-F-2698 and DCF-F-452-E);

EFFECTIVE DATE: Immediately

PURPOSE

This Operations Memo describes updated policies and procedures for notification to a client when a child care overpayment has been established by the Department or local agency. This Operations Memo also announces updated versions of the Child Care (CC) Client Overpayment Notice and the Child Care Overpayment Worksheet.

BACKGROUND

The overpayment determination and notice requirements for a client under DCF 101.23(2) (c) states “The notice shall include the reason for the overpayment, the time period in which the overpayment occurred, the amount of the overpayment, and notice of the right to appeal the overpayment determination”.

[Operations Memo 02-16](#) with the subject of “W-2 and Child Care Overpayment Dispute Resolution”, released on February 27, 2002 states “For Child Care, the worker must manually send out the Overpayment Worksheet. The Child Care Overpayment Worksheet (DES-11192) can be found in the DWS Forms Repository. This form must be filled out by the worker and sent to the client at the same time the Child Care client overpayment notice is generated”.

When the Department of Children and Families was created, the Child Care Overpayment Worksheet (DES-11192) was renamed to DWSW-11192-E and then became obsolete in 2011. Later in 2011, the Milwaukee Early Care Administration (MECA) created the current worksheet which was named DCF-F-2698.

PROPER CLIENT NOTICE

To properly notify a client of a child care overpayment, three (3) documents must be sent by the Department or local agency:

1. A system generated notice is automatically mailed when an overpayment is entered on the Benefit Recovery Claim Screen (BVCL). This notice satisfies the notice requirements under DCF 101.23(2) (c);
2. The Child Care (CC) Client Overpayment Notice ([DCF-F-DWSW11250-E](#)) which provides a more detailed reason for the overpayment; and,
3. The Child Care Overpayment Worksheet ([DCF-F-452-E](#)) or its functional equivalent that shows the calculation of the overpayment.

REVISED FORMS

The Child Care (CC) Client Overpayment Notice ([DCF-F-DWSW11250-E](#)) has been updated to include new and revised overpayment reasons and are the same reasons that are available on BVCL when the overpayment claim is established. The ‘Other’ reason has been removed from this form.

The Child Care Overpayment Worksheet ([DCF-F-452-E](#)) has been created and is available for state-wide use. The worksheet is a fillable Excel document and can contain up to 12 months of overpayment calculations. The worksheet also contains formulas to calculate monthly and total overpayment amounts. The worksheet renders the Child Care Overpayment Worksheet created for MECA (DCF-F-2698) obsolete.

These updated forms should be used by all local agencies and are available at the DCF Internet Forms Repository.

CHAPTER 2 POLICY MANUAL UPDATES

The following Chapter 2A: Program Integrity Client Policy Manual sections have been updated to reflect this operations memo:

- 2.1.5.2 Overpayments- Recovery
- 2.1.5.3 Overpayments- Client Overpayment Merit Appeal Process
- 2.1.6.3 Collections- Delinquency Collections Appeal Process

LINKS TO TRANSLATED FORMS

Child Care (CC) Client Overpayment Notice

Spanish- <http://dcf.wisconsin.gov/forms/doc/11250s.doc>

Hmong- <http://dcf.wisconsin.gov/forms/doc/11250h.doc>

Child Care Overpayment Worksheet

Spanish- <http://dcf.wisconsin.gov/forms/xls/452s.xls>

Hmong- <http://dcf.wisconsin.gov/forms/xls/452h.xls>

CONTACTS

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at

http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf

For Child Care CARES/CWW, CSAW and CCPI IT systems processing questions statewide, program integrity questions and policy questions in Milwaukee County: Child Care Help Desk 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, 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/MS