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**State of Wisconsin
Governor Scott Walker**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators**

**FROM: Kath McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families**

DECE/BELP OPERATIONS MEMO					
No: 15-06					
DATE: 02/13/2015					
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: Time Limit for Completing an ACCESS Child Care Intake Interview

CROSS REFERENCE: Sections 1.3.1 and 1.3.2 of the Child Care Policy Manual, [Operations Memo 10-11](#) and [Operations Memo 10-18](#).

EFFECTIVE DATE: MARCH 1, 2015 (concurrent with timelines report)

PURPOSE: This Operations Memo informs Child Care Administrative Agencies of a change in the time limits to conduct interactive interviews for Child Care intake, when the application is submitted online through [ACCESS](#).

BACKGROUND: Child Care eligibility agencies have been required to schedule Child Care intake interviews with customers to occur within five (5) business days of the application date. In January of 2010, Wisconsin Shares implemented an optional on-line application through [ACCESS](#). [Operations Memo 10-11](#) indicated that the same 5-day limit applied to applications that had been submitted online through ACCESS.

In 2010, Child Care eligibility was primarily determined by W-2 agencies through contracts with county economic support agencies. The automated system directs ACCESS applications to county or tribal economic support agencies where eligibility was determined for other programs such as FoodShare and Health Care. This meant that W-2 agencies often received the ACCESS Child Care application after several days had elapsed, making the 5-day requirement

difficult. This was particularly true when the ACCESS application was for multiple programs, some of which had to be processed at the county human services agency.

In March of 2010, DCF issued [Operations Memo 10-18](#) to provide additional time for W-2 agencies to schedule interviews when the application for Child Care was made via ACCESS. Agencies were allowed an additional five (5) business days to account for the time it might take the local W-2 agencies to obtain the ACCESS application from the economic support agency.

W-2 agencies no longer determine eligibility for Wisconsin Shares Child Care and there is no continuing need for the additional five (5) days to schedule interviews when the application is submitted through ACCESS.

PREVIOUS POLICY:

As stated in section 1.3.2 of the Child Care Policy Manual:

When applications are received through ACCESS the intake interview must be scheduled to take place within ten (10) business days. Electronic applications submitted after 4:30 p.m. are recorded as received the next business day, according to the CARES Calendar.

If the applicant contacts the agency to reschedule the interview it may be rescheduled to the next available appointment time with accommodations for the applicant's work schedule.

NEW POLICY:

When applications are received through ACCESS the intake interview must be scheduled to take place within five (5) business days. Electronic applications submitted after 4:30 p.m. are recorded as received the next business day, according to the CARES Calendar.

If the applicant contacts the agency to reschedule the interview it may be rescheduled to the next available appointment time with accommodations for the applicant's work schedule.

CARES CHANGES:

None

AGENCY ACTION REQUIRED:

Local agency management and supervisors must ensure that staff are informed of this change in time limits for scheduling Child Care Interviews when an application is submitted online through ACCESS.

NOTE: DCF is developing a report that will help supervisors monitor success at meeting the new time limit. DCF will inform agencies when the report is available for their use.

CONTACTS:

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your 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 Processing Questions statewide and policy questions in Milwaukee County contact the 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, 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.

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