



DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Eloise Anderson
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

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

**State of Wisconsin
Governor Scott Walker**

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

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: 16-12					
DATE: 04/27/2016					
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: CWW Enhancements for Child Care Interviews

CROSS REFERENCE: Wisconsin Shares Child Care Subsidy Policy Manual sections 1.3.4 and 1.3.5; See also Operations Memo 14-47 on a similar FoodShare CWW enhancement

EFFECTIVE DATE: March 28, 2016

PURPOSE: The purpose of this Operations Memo is to inform county, tribal, and state staff about the new Child Care (CC) interview enhancements to CARES Worker Web (CWW).

BACKGROUND: On October 24, 2015, the Department of Health Services (DHS) implemented the Automated Case Processing (ACP) function in CARES to provide real-time, online eligibility results for certain individuals that qualified for BadgerCare Plus and/or Family Planning Only Services (FPOS). The implementation of this new real-time eligibility process created a strong need for CC to enhance CWW so that CC interviews were occurring for each new application and renewal, as required by policy.

Previous to this enhancement, if eligibility was run prior to the completion of the CC interview, CWW pended CC for information that had not yet been reported. In addition, if eligibility was run prior to the completion of the CC interview, CC failed for eligibility information that caused CC to be ineligible.

Prior to implementing this enhancement, the CC budget information would populate on the Child Care Budget page when eligibility was run in CWW, regardless of whether a CC interview occurred to confirm the budget information.

Finally, previous to this enhancement, CC eligibility failed prior to CC interview, regardless of the entries on the Manual Child Care Eligibility page in CWW, if eligibility was pending for non-financial verification and had an income that was higher than the allowed federal poverty level guidelines.

POLICY: There are no policy changes for this CWW enhancement.

CARES Worker Web (CWW): CWW has been enhanced to pend CC only for interview when eligibility is run prior to the completion of the interview, regardless of any other pending verifications or failure reasons. In addition, CWW has been enhanced to ensure that CC will not be denied prior to the CC interview for any reason other than the failure to complete the interview. To pend CC for interview, the worker will need to enter a “?” in the “Interview Type” field on the Application/Review Interview Details page. CWW will then generate the verification checklist (VCL) when eligibility is run to indicate that a CC interview is needed.

As part of the CC interview enhancement to CWW, when the CC “Interview Type” field is “?” on the Application/Review Interview Details page, the budget information for CC will default to either \$0 or blank until the CC interview is completed and eligibility is run.

In addition, the “Activity” and “Activity Type” fields on the Child Care Activity Status page in CWW have been enhanced to display a “?” during a CC renewal. The “Effective Month” field will remain unchanged during renewal.

Upon completion of the CC interview and after eligibility is run, CWW will issue a VCL to request the pending verification(s) or will send out a denial or closure notice if the information provided by the participant fails the CC assistance group (AG). Further, CWW has been enhanced to pend CC eligibility when all of the following conditions occur:

- Non-financial verification is pending;
- The “Eligibility Result” field on the Manual Child Care Eligibility page (used for foster care and specific kinship relative situations) is “S” or “E”; and
- The participant’s income is greater than the allowed federal poverty level guidelines

Finally, CWW was enhanced to schedule the following pages in the driver flow, depending on what is entered in the “Interview Type” field on the Application/Review Interview details page in CWW:

- When the CC “Interview Type” field was a “?” on the Application/Review Interview details page and is changed to “Telephonic” or “Face-to-Face” during a CC application, the following pages will schedule in the CWW driver flow:
 - Household Relationships
 - General Case Information
 - Representatives Gatepost
 - Permanent Demographics
 - Current Demographics
 - Benefits Received
 - Individual Non-Financial Gatepost
 - Employment Queries

- Employment Gatepost
 - Unearned Income Gatepost
 - Child Care Activity Status
 - Generate Summary
 - Initiate Eligibility
 - Absent Parent (if applicable)
 - Manual Child Care Eligibility (if applicable)
 - School Enrollment (if applicable)
 - Child Support Income (if applicable)
- When the CC “Interview Type” field is a “?” on the Application/Review Interview details page during a CC renewal the following pages will schedule in the CWW driver flow:
 - Case Information Summary
 - Case Comments
 - Program Requests
 - Household Relationships
 - General Case Information
 - Representatives Gatepost
 - Individual Demographics Summary
 - Current Demographics
 - Benefits Received/School Enrollment Summary
 - Benefits Received
 - Individual Non-Financial Gatepost
 - Employment Queries
 - Employment Gatepost
 - Unearned Income Gatepost
 - Child Care Activity Status
 - Generate Summary
 - Initiate Eligibility
 - Absent Parent (if applicable)
 - Manual Child Care Eligibility (if applicable)
 - School Enrollment (if applicable)
 - Child Support Income (if applicable)
- When the CC “Interview Type” field was a “?” on the Application/Review Interview details page and is changed to “Telephonic” or “Face-to-Face” during a CC renewal, the following pages will schedule in the CWW driver flow:
 - Program Requests
 - Household Relationships
 - General Case Information
 - Representatives Gatepost
 - Individual Demographics Summary
 - Current Demographics
 - Benefits Received/School Enrollment Summary
 - Benefits Received
 - Individual Non-Financial Gatepost
 - Employment Queries
 - Employment Gatepost
 - Unearned Income Gatepost
 - Child Care Activity Status
 - Generate Summary
 - Initiate Eligibility
 - Absent Parent (if applicable)
 - Manual Child Care Eligibility (if applicable)

- School Enrollment (if applicable)
- Child Support Income (if applicable)

CONTACTS:

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at <https://dcf.wisconsin.gov/files/wishares/pdf/coordinators.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.

DCF/DECE/BELP/AO