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**State of Wisconsin  
Governor Scott Walker**

**TO: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
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: 16-32**

**DATE: 10/04/2016**

**Child Care**

**SUBJECT: Changes to the Child Care Help Desk**

***EFFECTIVE DATE: OCTOBER 11, 2016***

***PURPOSE:*** To inform local agencies and staff that as of October 11, 2016, the Child Care Subsidy Help Desk is being renamed the Child Care Subsidy and Technical Assistance Line and will have a new phone number.

***BACKGROUND:*** The Child Care Subsidy Help Desk is changing from using Call Center Anywhere (CCA) software, to Cisco Unity software as of October 11, 2016. As a result of this change, the phone number is changing to **(608) 422-7200** and the help desk is being renamed the Child Care Subsidy and Technical Assistance Line. Callers who dial the old phone number, (608) 264-1657, after October 11, 2016, will receive a message with information on the new phone number to call for assistance. This message will be available for 30 days.

In addition to the new phone number, callers will be able to select from three options that have been streamlined to make it easier to reach the staff member who can assist with the issue or question.

**New Options for Callers:**

The new main message prompt will inform callers that if they are a child care provider with questions about child care subsidy they should contact their local county or tribal child care coordinator or liaison. Callers with questions regarding child care subsidy eligibility and authorization policy will be instructed to contact their Bureau of Regional Operations (BRO) Child Care Coordinator. Option 1 will be for automated systems issues and will bring the caller to staff of the Wisconsin Shares Policy Section, option 2

will be to report child care fraud, or for fraud technical assistance, and option 3 will be for child care regulation (certification and licensing).

**Option 1:**

Callers who select option 1 for questions regarding automated systems issues will hear the following prompt:

*“You have reached the Child Care Subsidy and Technical Assistance line. Please leave a detailed message including your name, phone number including area code and information about your concern. If possible, state the case number you are working with. If you prefer, you can email the information to [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov). Your message will be responded to within 1 to 2 business days.”*

**Option 2:**

Callers who select option 2 to report child care fraud, or for fraud technical assistance will hear the following prompt:

*“Thank you for contacting the Department of Child and Families fraud line. To report a case of fraud please press 1. For county and tribal agencies seeking technical assistance please press 2”.*

- Pressing 1 will take callers to the following prompt: *“Thank you for contacting the Fraud Mailbox. To report possible child care fraud you have witnessed or to report suspicious child care related activity please state the name of the provider or parent, along with any other important details, such as the parent’s case number, provider number, address of a provider, and your concern. As a caller, you may remain anonymous; however, the Department may need to speak with you about your referral. To receive a call back related to the referral or a question about child care fraud, please clearly state your name, phone number and the best time to reach you. You may also ask your questions or report fraud by emailing the department at [dcfmbchildcarefraud@wisconsin.gov](mailto:dcfmbchildcarefraud@wisconsin.gov).”*
- Pressing 2 will take callers to the following prompt: *“Thank you for contacting the Bureau of Program Integrity. If you are a tribal or county agency in need of technical assistance we are available to provide guidance regarding potential red flags, referrals, the investigation process, or assessing overpayments. Please include your name, contact number, and a detailed question you need assistance with. You can also email Program Integrity at [DCFBPITArequest@wisconsin.gov](mailto:DCFBPITArequest@wisconsin.gov).”*

**Option 3:**

Callers who select option 3 for questions related to child care regulation (certification and licensing) will be transferred to the main line for the Bureau of Early Care Regulation (BECR), 608-266-9614.

**POLICY:** There are no policy changes with this memo.

**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](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](mailto:childcare@wisconsin.gov) or (608) 422-7200.

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