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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: 17-04 **AMENDED**

DATE: 01/23/2017

Child Care

SUBJECT: Child Care Enhancement When Running With Dates after Adverse Action to Confirm Child Care Closures (for Specific Reasons) for the Next Consecutive Month

CROSS REFERENCE: Wisconsin Statutes sections 49.145(2)(f) and 49.153(1m); Wisconsin Shares Child Care Subsidy Policy Manual sections 1.4.3, 1.4.4, 1.4.7, and 1.6.5; Operations Memos 15-13 and 15-J5

EFFECTIVE DATE: ~~January 23, 2017~~ January 30, 2017

PURPOSE: The purpose of this Operations Memo is to inform county, tribal, and state staff about CARES Worker Web (CWW) enhancements that will allow agency staff to confirm Child Care closures for the next consecutive month when eligibility is run with dates after adverse action for any of the specific reasons listed in this memo. This Operations Memo also covers the process agency staff will use to confirm the Child Care closures in CWW.

BACKGROUND: Currently, CWW does not allow an agency worker to confirm Child Care assistance group (AG) closures after the adverse action date of the current month when running with dates for the current month or the next consecutive month.

On March 23, 2015, Child Care and Wisconsin Works (W-2) enhanced CWW to require each parent in a W-2 and/or Child Care AG to cooperate with Child Support in order to continue eligibility. As part of this enhancement, Child Care and/or W-2 are required to

end eligibility at the end of the current month when a parent is not cooperating with Child Support. While Child Care initially made enhancements only in Child Care Administration on the Web (CSAW) in order to close authorizations at the end of the current month, W-2 does not follow adverse action and could confirm the W-2 AG closed regardless of when eligibility was confirmed closed in the month. This current enhancement to CWW will now allow Child Care to confirm Child Support non-cooperation closures in CWW for the next consecutive month when running with dates after adverse action in the current month. In addition, CWW will now allow agency workers to confirm closures for the next consecutive month when eligibility is run with dates for the other specific reasons listed below.

No changes have been made to running eligibility with dates for the current or previous months. The system will continue to not allow confirmation of Child Care closures when the agency worker is running with dates for the current month or past months.

POLICY: (Please note that this policy has not been updated in the current Wisconsin Shares Child Care Subsidy Policy Manual, but will be updated in the next published version of Chapter 1 of the Manual.)

Section 1.9.4 Running with Dates after Adverse Action to Confirm Child Care Closed for the Next Consecutive Month

Workers must run eligibility with dates after adverse action to confirm Child Care closures for the next consecutive month for the following specific reasons:

- Any instance of Child Support non-cooperation
- When the parent no longer resides in Wisconsin
- When there are no eligible children in the household
- When the required verification was not returned within the seven (7) business day time frame from the date the Notice of Verification Needed was mailed

When any of these above reasons occur, the agency worker must use the following process to close the Child Care AG for the next consecutive month when running eligibility after adverse action:

- First, the agency worker must run without dates for recurring months and confirm;
- Next, the agency worker must change the Child Care request on the Child Care Request page in CWW back to “Yes” (leaving the dates as they appear);
- Finally, the agency worker must run with dates (using the begin date of the first day of the next consecutive month) to close the Child Care AG for the next consecutive month.
 - Note: If the agency worker accidentally runs for recurring and forgets to change the Child Care request to “Yes,” then when the agency worker runs with dates to confirm the Child Care closure for the next consecutive month, Child Care will fail for “054” reason code and the agency worker will not be able to confirm the Child Care AG closed. To fix this, the agency worker will need to change the Child Care request to “Yes” and

then run with dates again to confirm the Child Care closure for the next consecutive month for the correct closure reason.

CARES Worker Web (CWW): The following pages and processes in CWW have been enhanced:

- **Confirm Eligibility:** This page has been enhanced to allow an agency worker to run with dates after adverse action and confirm Child Care closures for the next consecutive month when eligibility is for one of the specific reasons listed above.

Confirm Eligibility

Health Care / CTS Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

FoodShare Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

Child Care Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
CC - CHILD CARE	1	02/01/2017	02/28/2017	N/A	CLOSED	FAIL	112	Yes

W-2 Results

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

Confirmed Assistance Group Eligibility Summary

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons
CTSZ - CARETAKER SUPPLEMENT - DID NOT APPLY	1	03/01/2017	03/31/2017	\$0.00	DENIED	FAIL	054
FS Z - FOODSHARE - DID NOT APPLY	1	03/01/2017	03/31/2017	\$0.00	DENIED	FAIL	054
CC - CHILD CARE	1	03/01/2017	03/31/2017	N/A	CLOSED	FAIL	112
WW Z - W-2 DID NOT APPLY	1	03/01/2017	03/31/2017	N/A	DENIED	FAIL	054
MA Z - MEDICAL ASSISTANCE - DID NOT APPLY	1	03/01/2017	03/31/2017	N/A	DENIED	FAIL	054

- **Child Care Program Request:** This page has been enhanced to change the Child Care Program Request to “No” upon closure confirmation of the next consecutive month when the recurring month for Child Care Eligibility is closed or denied. A history will be maintained on the Program Request page. The effective month will be updated to the next consecutive month and the update date will be the current date.

- **Notice of Decision (NOD) Trigger:** The NOD trigger has been enhanced to occur when the agency worker runs with dates after adverse action and confirm a Child Care closure for the next consecutive month for one of the specific reasons listed above.
- **Closure Reason Codes:** The following closure reason codes will close a Child Care AG when an agency worker is running with dates after adverse action to confirm a Child Care closure for the next consecutive month:

Reason Code	Short Description
005	Failed to cooperate with the Child Support agency
050	Primary person does not reside or intend to reside in WI
112	Did not verify answers
211	You have failed to cooperate with child support
212	You have failed to cooperate a 2nd time with child support
213	You have failed 3 times to cooperate with child support
238	The Primary person does not reside in Wisconsin
250	There is no eligible child in the home
263	Failed three times to cooperate with child support
267	There is no eligible adult caring for an eligible child
352	The target is not in a qualifying living arrangement
354	The minor is no longer under the care of the PP/PP spouse
366	PP/PP spouse no longer filling a parental role for target
370	There is no minor in the Assistance Group

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/regionaloperations/pdf/bro-contacts.pdf>

For Child Care CARES/CWW, CSAW and CCPI Processing Questions statewide and policy questions in Milwaukee County contact the Child Care Subsidy and Technical Assistance Line at: childcare@wisconsin.gov or (608) 422-7200.

DCF/DECE/BELP/AO