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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: Junior Martin, Acting Director  
Bureau of Program Integrity  
Division of Early Care and Education  
Department of Children and Families

**DECE/BPI OPERATIONS MEMO**

No: 17-08

DATE: 2/3/2017

Child Care

**SUBJECT: Wisconsin Shares Policy Chapters 3 and 4 Revision**

**EFFECTIVE DATE: WITH IMPLEMENTATION OF MYWICHILDCARE**

**PURPOSE**

This Operations Memo introduces revisions to Chapters 3 and 4 of the Wisconsin Shares Child Care Subsidy Policy Manual.

**BACKGROUND**

Wisconsin Shares Policy Chapters 3 and 4 has been revised to include policy and procedure due to the implementation of [MyWICildCare](#). Chapter 3 contains policy regarding MyWICildCare payments, and Chapter 4 now contains all program integrity information in an A-B Format. Part A focuses on client policy and Part B focuses on child care provider policy.

The chapters are available in RoboHelp and at the following links:

- Chapter 3:  
<http://dcf.wisconsin.gov/files/wishares/pdf/policymanuals/chapter3/chapter3-ebt-payments-02032017.pdf>
- Chapter 4:  
<http://dcf.wisconsin.gov/files/wishares/pdf/policymanuals/chapter4/chapter4-proginteg-02032017.pdf>

**CHANGES TO CHAPTER 3:**

The updated version of Chapter 3 includes:

- MyWICildCare EBT cards
  - Mailing information
  - Activation information

- Parent policies
- Provider policies
- Lost or stolen cards
- Payment practices
- [Parent](#) and [Provider](#) Portals

#### **CHANGES TO CHAPTER 4:**

The updated version of Chapter 4 includes:

- All program integrity information in an A-B format
- Overview of Program Integrity Principles
- Front End Verification
- Red Flag Reports
- Client and Provider Investigation Tools
- Required Provider Investigation Documentation
- Voluntary Repayment Agreement
- Data Tracking Requirements
- Overpayments
- Sanctions

*Note: The Chapters will be built in RoboHelp to make them searchable in the future.*

#### **SECTIONS WITH SIGNIFICANT POLICY CHANGE**

All of the sections in Chapter 3 are new. Several sections that warrant additional attention are listed below.

#### **CHAPTER 3**

Chapter 3 focuses on MyWICChildCare policies and procedures as it relates to the proper administration of the Wisconsin Shares program. Much of the chapter focuses on how parents and providers can accomplish various tasks; however, it is vital that agencies have this information in order to answer questions as they arise from Wisconsin Shares participants.

##### **3.2.1 How the MyWICChildCare EBT Card Works**

This section introduces the new MyWICChildCare EBT card and how the card functions.

##### **3.3.3 PIN Selection and Activation**

This section introduces the processes for activation of MyWICChildCare cards and how parents can select their PIN.

##### **3.3.4 Parent Payment Procedures and Policies**

This section provides an overview of the three payment methods available to Parents and how a transaction can be completed in each method.

##### **3.3.8 Lost or Stolen Cards**

This section provides policy and procedure for lost or stolen MyWICChildCare EBT cards.

### **3.3.10 Parent Portal**

This section introduces the Parent Portal and the tasks that can be completed in the Portal.

### **3.4.2.4 YoungStar Adjustment**

This section describes how the YoungStar adjustment will be sent to participating providers.

### **3.4.3.5 Never Possess a Clients' MyWICChildCare EBT Card, Account Number, and/or PIN**

This section provides policy that providers should never hold any of their clients' MyWICChildCare EBT Cards, Account Numbers, and/or PINs, or any representation of these items. Sanctions for doing so are discussed in Chapter 4.

### **3.4.5 Provider Portal**

This section introduces the Provider Portal. It covers the information available in the Provider Portal and the tasks that can be completed in the Provider Portal.

## **CHAPTER 4**

Due to the combination of former Chapters 3 and 4, all of the sections in Chapter 4 have been renumbered. Sections with considerable policy change are listed below.

### ***Part A: Client***

#### **4.2.1 Front End Verification**

This section discusses the process of Front End Verification for clients. It includes a refined process, a list of required characteristics for an agency's Error Prone Profile, and suggestions for additional characteristics for agency's to consider.

#### **4.4 Client Investigation**

This section discusses evidence, tools, and information to verify during client investigations.

#### **4.4.3 Data Tracking Requirements**

This section provides an overview of all data that agencies will be required to track for clients and to provide on their annual Agency Fraud plan.

#### **4.5 Sanction**

This section provides a detailed list of sanctions, including overpayments, administrative errors, client errors, and intentional program violations (IPVs). It provides a detailed overview of how to establish and calculate an overpayment for clients, and a list of what errors are considered administrative errors, client errors, or intentional program violations (IPVs).

#### **4.5.4.3 Client Intentional Program Violations**

This section introduces a revised intentional program violation policy and procedure. Agencies should note that the subsequent IPV policy has been designed to mirror that of W-2's. This section also introduces a new IPV approval process, including presenting IPV requests at a bi-weekly meeting, which will become effective immediately.

The Client Intentional Program Violation Request Form ([DCF-F-2893-E](#)) has been updated. Please begin using this form immediately. Instructions for how to complete the Request have been added to the form.

#### **4.5.5 Collusion**

This section provides a list of possible red flags for collusion, and how to refer collusion cases to BPI for investigation or assistance.

### ***Part B: Provider***

#### **4.9.4 Data Tracking Requirements**

This section provides an overview of all data that agencies will be required to track for child care providers and to provide on their annual Agency Fraud plan.

#### **4.10 Provider Investigations**

This section provides an overview of the BPI process for conducting a provider investigation. It also provides detailed information on the required documentation for any provider investigations conducted.

#### **4.11 Sanction**

This section provides a detailed identification of sanctions, including overpayments, administrative errors, provider errors, stipulations, and permanent suspensions.

#### **4.12.1 Voluntary Repayment**

This section introduces a new provider repayment process to be used in limited circumstances. The Voluntary Repayment process will allow for a return of funds to the Department by a willing provider. This will primarily be used in scenarios of authorizations to the incorrect provider with payment.

### ***CONTACTS***

For any questions regarding material in Chapters 3 and 4 of the Wisconsin Shares Policy Manual, please contact the Bureau of Program Integrity (BPI) at:  
[DCFBPITArequest@wisconsin.gov](mailto:DCFBPITArequest@wisconsin.gov).

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](mailto:childcare@wisconsin.gov) or (608) 264-1657.

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