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State of Wisconsin
Governor Tony Evers

TO: **Child Care Eligibility and Authorization Workers
and Supervisors
Income Maintenance Supervisors
Income Maintenance Staff
Training Staff
Child Care Coordinators**

DECE/BELP OPERATIONS MEMO

No: 19-16

DATE: 04/01/2019

Wisconsin Shares Child Care

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

SUBJECT: Automated Hardship Denial Notice for Wisconsin Shares Child Care

CROSS REFERENCE: [Wisconsin Shares Child Care Policy and Process Handbook](#),
Section 2.4.9.1
[Administrative Rule DCF 201.039 \(13\) Authorizations](#)
[CSAW Authorizations User Guide](#)

EFFECTIVE DATE: April 1, 2019

PURPOSE: This Operations Memo informs local agency workers of an automation change related to the Hardship Denial Notice for the Wisconsin Shares Child Care Subsidy program.

BACKGROUND: Local agency workers should write a 12-month authorization for a child if there is no known expected change. If there is an expected change, workers should create consecutive authorizations for a 12-month time period. Longer authorization periods promote continuity of care for children by keeping them in a stable child care environment and it helps parents to know the monthly amount they will need to pay their provider.

POLICY: Situations arise when a parent makes a request for an authorization to a new child care provider during the month because continuing to use the originally authorized child care provider would be a hardship for the family. The hardship situations in which a second authorization in the current month for a previously authorized child can be created are outlined in Section [2.4.9.1](#) and Administrative Rule DCF s. 201.039 (13). If a situation does not meet the hardship policy, the request must be denied by the local agency. All hardship requests need to be entered on the Hardship page in Child Care Statewide Administration on the Web (CSAW).

When a hardship request is denied, the local agency must manually generate a Hardship Denial Notice to the parent informing them that the second authorization to a new provider is denied. Instructions were provided to local agencies to generate a Free Format letter in Cares Worker Web (CWW), when an authorization request to a second provider due to hardship is denied, including the specific language that needs to be included in the letter. The Free Format letter is produced in CWW, mailed to the parent, and appears in the Electronic Case File (ECF). If the parent disagrees with the hardship denial, the letter includes how to file an appeal to request a fair hearing.

AUTOMATION: Beginning April 1, 2019, when a local agency worker completes the Hardship Request page in CSAW and selects the Status 'Denied', CSAW will automatically generate a Hardship Denial Notice that is mailed to the parent. Workers no longer need to manually generate the Free Format letter in CWW. The notice will contain the same information that the current Free Format letter contains, including the Received Date of the hardship request, the Primary Reason the request was denied, and whether the request was denied due to being untimely or that it is not one of the hardship situations as included in policy or Administrative Rule. If the parent disagrees with the decision, the notice also includes information on how to request a fair hearing.

The Hardship Denial Notice will be viewable to workers in CSAW, to parents in the Child Care Parent Portal and to workers with access to the case in ECF. This notice will not be viewable in CWW.

Add - Hardship Request	
Received Date *	12/15/2018
Occurrence Date *	12/14/2018
Reported Date *	12/15/2018
Timely *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Primary Reason *	Provider Unenrolls The Child ▼
Secondary Reason	▼
Status *	Denied ▼
Decision Date	12/17/2018
Upload Checklist	<input type="text"/> <input type="button" value="Choose Files"/>
	Choose files to upload (.docx,.pdf)
Comments	<div> Parent has not paid the provider the parent share and provider informed parent the child's last day was 12/14/2018. </div> <div>116 of 500 characters.</div>

CONTACTS:

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at:

BROCCPolicyHelpDesk@wisconsin.gov.

For Child Care CARES/CWW and CSAW 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.

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