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State of Wisconsin
Governor Tony Evers

TO: **Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Training Staff
Child Care Coordinators**

DECE/BPI OPERATIONS MEMO

No: 19-17

DATE: 04/16/2019

Child Care

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

SUBJECT: Voluntary Repayment Agreement (VPA) Procedure Update

CROSS REFERENCE: Chapter 4.12.1.1 Voluntary Repayment Agreement (VPA)
Operations Memo [17-13](#)
Operations Memo [17-58](#)

EFFECTIVE DATE: 04/16/2019

PURPOSE:

This Operations Memo provides a process update for how local agencies are to submit a Voluntary Repayment Agreement (VPA) request.

BACKGROUND:

Operations Memo [17-13](#) introduced two new abilities to recover funds that were either loaded to MyWICChildCare EBT cards or spent when the client was not eligible for those funds. These processes are referred to as Retractions and Voluntary Repayment Agreements (VPAs).

Operations Memo [17-58](#) provided updates to the Retraction and Voluntary Repayment Agreement (VPA) policies as outlined in Chapter 4 of the Wisconsin Shares Child Care Policy and Process Handbook. Operations Memo [17-58](#) also provided additional clarification to local agencies regarding the process for submitting these requests to the Bureau of Program Integrity (BPI) for processing. This Operations Memo provides an update to the Voluntary Repayment Agreement (VPA) procedure for local agencies.

UPDATED VOLUNTARY REPAYMENT AGREEMENT (VPA) PROCEDURE:

STEP 1: If the local agency needs to determine the amount of funds that should be recovered for the VPA, complete a Case Post Load Benefit Correction (PLBC) request in the Child Care Statewide Administration on the Web (CSAW) following the instructions listed in Ops Memo [17-58](#) or the Post-Load Benefit Correction (PLBC) User

Guide. This calculation is only required to determine the appropriate amount of funds that need to be recovered from the provider.

Once the calculation has been completed and the adjustment amount has been added to the VPA form, the local agency must delete the Case PLBC request from CSAW.

Note: If the provider has already stated the amount of funds that they wish to return to the Department, there is no need to create a Case PLBC request to calculate the VPA amount. BPI no longer needs a Case PLBC request to process a VPA.

STEP 2: The local agency must contact the child care provider that was incorrectly paid and discuss the error. The agency worker must ask the child care provider if they are willing to voluntarily return the funds. The agency worker must also explain that if the provider agrees to return the funds, the funds will be withdrawn from the bank account that is on file with the EBT card vendor, Fidelity National Information Services (FIS).

If the provider agrees, the local agency must complete the VPA form ([DCF-F-5178-E](#)) and send the form to the child care provider for completion and signature. Any person associated with the child care provider who has the legal authority to enter into an agreement can complete and sign the form. The provider must return the form to the local agency within 30 days. If the provider does not return the form within 30 days, the local agency should process a client overpayment for the entire amount that was incorrectly paid if the client was in violation of Wisconsin Shares rules and regulations.

If the provider offers to return a portion of the funds, but not the calculated amount, that is acceptable. Document the amount the provider wishes to return on the VPA form and process a client overpayment for the remaining calculated overpayment.

Example: A child did not attend their authorized provider location from May through July. According to the PLBC calculation, the overpayment amount is \$150 for May, \$200 for June, and \$150 for July. The total overpayment would be \$500 (\$150+\$200+\$150). The local agency contacts the provider and the provider is only willing to return \$300. The local agency must complete the VPA for \$300 and subtract this amount from the total overpayment. The \$200 remaining must be recovered and created as a client overpayment in the Benefit Recovery (BV) subsystem of CARES.

STEP 3: The local agency must contact the Bureau of Program Integrity Technical Assistance Mailbox using the Technical Assistance Form located at <https://dcf.wisconsin.gov/progintegrity/bpi-technical-assistance-form> and include the following information in the request:

- Case #
- Child(ren)'s Name
- Removal Amounts for Each Child
- Impacted Provider and Location Number
- Benefit Month(s)
- Brief Description of the Reason for the Voluntary Repayment Agreement (VPA)
- Completed Voluntary Repayment Agreement (VPA) Form Signed by the Provider

STEP 4: BPI will process the VPA. Any PLBC requests created for the purposes of calculating an amount for the VPA must be deleted by the local agency. The local agency must not leave a PLBC request in CSAW when submitting a VPA request.

CONTACTS:

For any questions surrounding this Operations Memo or Chapters 3 and 4 of the Wisconsin Shares Child Care Policy and Process Handbook, please contact the Bureau of Program Integrity (BPI) via the Technical Assistance Form located at <https://dcf.wisconsin.gov/progintegrity/bpi-technical-assistance-form>.

For referrals regarding alleged fraud or other program integrity concerns, please submit a referral to the Child Care Fraud Mailbox via the Report Fraud Form located at <https://dcf.wisconsin.gov/reportfraud>.

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

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