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

DECE/BCCSA OPERATIONS MEMO
No: 21-14
DATE: 06/07/2021
Child Care

FROM: Junior Martin, Director
Bureau of Child Care Subsidy Administration
Division of Early Care and Education
Department of Children and Families

**SUBJECT: Child Care Subsidy and Technical Assistance Line and Program Integrity
Technical Assistance Mailbox Merge**

CROSS REFERENCE: Wisconsin Shares Handbook Sections:
4.2.4 Technical Assistance
4.3.1 Referrals
Operations Memos 16-32, 18-09

EFFECTIVE DATE: July 1, 2021

PURPOSE: This Operations Memo informs local agencies that the Child Care Subsidy and Technical Assistance Line and the Program Integrity Technical Assistance (TA) Mailbox will be combined to a single mailbox beginning on July 1, 2021. This memo also provides new procedures for requesting technical assistance.

BACKGROUND: In 2020, the Division of Early Care and Education (DECE) within the Department of Children and Families made changes to its organizational structure. These changes included merging the Wisconsin Shares Section of the Bureau of Early Learning Policy (BELP) and the Bureau of Program Integrity (BPI) to form the Bureau of Child Care Subsidy Administration (BCCSA). As a result of this change, the Child Care Subsidy and Technical Assistance Line and the Program Integrity TA Mailbox will be combined into one resource referred to as the Child Care Help Desk.

Previously, the Child Care Subsidy and Technical Assistance Line and the Program Integrity TA Mailbox were separate resources that provided technical assistance regarding system issues, policy clarification, and program integrity questions. Questions were delivered to each mailbox depending on the topic's relevancy to each section. Previously, both help desks shared the same phone number but had separate options in the phone tree, and each help desk had its own email address and procedures for submitting requests.

NEW PROCEDURE: The information below details the new procedures for submitting requests to the Child Care Help Desk.

Email Requests: The Child Care Help Desk will be a combined technical assistance resource and will use the existing email address childcare@wisconsin.gov. Local agencies should continue to use this email address to send questions regarding systems issues and Milwaukee child care agency staff should continue to use this email address to send policy questions. All other county agencies should continue to email their Bureau of Regional Operations (BRO) Regional Child Care Coordinator for child care policy questions.

Local agencies should not email questions regarding program integrity issues to DCFBPITArequest@wisconsin.gov or use the Wisconsin Shares Program Integrity Technical Assistance Request website. Beginning July 1, 2021, all Wisconsin Shares related technical assistance requests must be sent to childcare@wisconsin.gov. The Program Integrity Technical Assistance Request website and Program Integrity Technical Assistance Mailbox will no longer be available effective July 1, 2021. Any requests sent to the DCFBPITArequest@wisconsin.gov email address will receive an automatic reply telling the sender to email your requests to childcare@wisconsin.gov. The automatic reply will be available for 30 calendar days.

 The types of requests to send to the Child Care Help Desk are:
- Questions and issues on Child Care automated systems including CARES Worker Web (CWW), Child Care Statewide Administration on the Web (CSAW), Child Care Provider Portal, and MyWIChildCare Parent Portal
- Wisconsin Shares policy questions from Milwaukee County only
- Investigation and overpayment assistance
- Program integrity subject matter expert (SME) requests
- Intentional Program Violation (IPV) approval requests
- Program Integrity SharePoint access requests
- Retraction requests
- Voluntary repayment agreement (VPA) requests

All requests should include the following relevant information if applicable:
- In the Subject line include the county/tribal agency name and the general topic (e.g. Dane County—Activity Break Period or Oneida Nation—Retraction Request)
- Case number
- Provider and location number
- A description of the issue
- Time frame impacted by issue
- Referral number
- The system(s) in which the issue is occurring
- Any relevant screenshots
- The whole email chain if multiple individuals have been involved

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Note: The DCF Bureau of Regional Operations (BRO) Child Care Policy Help Desk is not impacted by this change and will remain unchanged. Local agencies outside of Milwaukee County should continue to contact their Bureau of Regional Operations (BRO) Child Care Coordinator for policy questions by sending an email to the DCF BRO CC Policy Help Desk at BROCCPolicyHelpDesk@wisconsin.gov.

Phone Number and Prompts: The phone number 608-422-7200 will not change but the phone tree options will change. Previously, the phone tree provided three (3) options with two (2) sub-options under the option for child care fraud. The new phone tree will still have three (3) options but no sub-options. The three (3) options include:

- Press 1 for the Child Care Help Desk. Callers who select option 1 will hear: "You have reached the Child Care Help Desk. Please leave a detailed message including your name, phone number including area code, case number, and information about your request. If you prefer, you can email the information to childcare@wisconsin.gov. You will receive a response within one (1) to two (2) business days."
- Press 2 for the Department of Children and Families Fraud Line. Callers who select option 2 will hear: "Thank you for contacting the Fraud Mailbox. To report possible child care fraud you have witnessed or to report suspicious child care related activities, 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 the 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 callback related to the referral or a question about child care fraud, please clearly state your name and phone number and the best time to reach you. You may also submit questions or report fraud by emailing the department at DCFMBchildcarefraud@wisconsin.gov."
- Press 3 for the Bureau of Early Care Regulation (BECR) Main Line. Callers who select option 3 will be transferred to BECR's main line 608-266-9614 and may speak with person or leave a message.

> **Note:** The Child Care Fraud Mailbox is not impacted by this change. The Child Care Fraud Mailbox and phone option will remain unchanged. Fraud referrals should continue to be sent to DCFMBchildcarefraud@wisconsin.gov.

CONTACTS:

For Wisconsin Shares policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at BROCCPolicyHelpDesk@wisconsin.gov.

For Program Integrity technical assistance, Child Care CARES/CWW and CSAW Processing Questions statewide, and policy questions in Milwaukee County, contact the Child Care Help Desk at: childcare@wisconsin.gov or 608-422-7200.

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