



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: 23-23
DATE: 07/07/2023
Child Care

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

SUBJECT: Interview Requirements for Wisconsin Shares

CROSS REFERENCE: [Wisconsin Shares Handbook](#), Section 3.3 Interview

EFFECTIVE DATE: Immediately

PURPOSE: This memo announces a change to the required time frame in which the agency worker must contact the parent for a scheduled interview and to remove the requirement for face-to-face interviews for parents with a prior Intentional Program Violation (IPV).

BACKGROUND:

Agency workers often process applications that include requests for multiple programs with different requirements for contacting the parent to complete the interview. To assist agency workers with processing applications and prevent parents from having to complete multiple interviews, the amount of time in which the worker must attempt to contact the parent to complete the interview has been extended.

The requirement to complete a face-to-face interview for parents with a prior intentional program violation is being removed due to additional challenges for agency workers to identify impacted parents to complete these interviews, as well as for parents to be able to attend a face-to-face interview.

POLICY:

The following new policy **highlighted in yellow** will be added to the Wisconsin Shares Handbook with the next update. Policy with **red-strikethrough** is being deleted. Only affected policy sections within Section 3.3 are indicated below. Other policy within Section 3.3 that is not being revised is not included.

Section 3.3 Interview

When a parent applies for Wisconsin Shares, the agency worker must schedule the interview to occur no later than five (5) business days after the receipt of the application. Parents must complete an interview during the application and renewal process. In a two-parent household, either parent can complete the interview.

Interviews may be held either face-to-face or by telephone. The agency worker must hold a face-to-face interview if requested by the parent. ~~or if the parent has a prior Wisconsin Shares Intentional Program Violation (IPV).~~

For telephone interviews, the agency worker must contact the applicant at the scheduled interview time using the telephone number that was confirmed in the interview appointment notice.

If the first attempt to contact the applicant is unsuccessful, the agency worker must attempt to contact the applicant again within 15 30 minutes of the first call. If the second attempt is unsuccessful, the agency worker must document in case comments (see 12.1) that the applicant was unavailable at the appointment time and indicate when the follow up call was made. A notice must be sent to the parent indicating that the agency worker attempted the interview and the parent was not available. This can be done through the Notice of Child Care Missed Interview (NCMI) when Integrated Client Scheduler (ICS) is used in CWW or through a manual notice.

During the interview, the agency worker must advise the parent of the items that need to be verified and the program reporting requirements. Agency workers must document a summary of the interview and describe any outstanding verification that is needed in case comments (see 12.1).

The interview must be documented in CWW on the Application/Review Interview Details page and a Case Summary must be generated after the interview is completed (see 12.1). Agency workers can wait until outstanding verification, such as income verification, has been received by the local agency before providing the parent with the Case Summary. This ensures that the information on the Case Summary that the parent receives is accurate. The Case Summary is essential for meeting the legal requirement that the parent has an opportunity to review and confirm that the information is accurate.

The agency worker must also provide the parent with a copy of the Child Support and Good Cause publication (DCF-P-5600), regardless of whether the family is intact or if there is an absent parent. If the parent only has out-of-home placement children and there are no biological or adopted children in the household, the agency worker does not need to provide a copy of the Child Support and Good Cause publication to the parent.

CONTACTS:

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