



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: 23-39
DATE: 10/27/2023
<b>Child Care</b>

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

**SUBJECT: Wisconsin Shares Child Care Provider Closures**

**CROSS REFERENCE:** [Wisconsin Shares Handbook](#),  
Section 14.9 Provider Closures (new)  
Appendix VI Red Flag Reports and Referrals  
Appendix IX Returning Funds  
Operations Memo 21-12 Client Overpayments During COVID-19  
Emergency Declaration (Obsolete)

**EFFECTIVE DATE:** Immediately

**PURPOSE:** This memo announces changes to the Wisconsin Shares child care provider closure policy.

**BACKGROUND:** This memo provides clarification regarding provider closure policy. Further, the policy allowing providers to keep subsidy payments for up to 14 consecutive calendar days of closure due to COVID-19 is being removed. This was a temporary policy during the COVID-19 emergency.

**POLICY:** The following policy will be added to the Wisconsin Shares Handbook with the next release. Policy indicated in ~~red strikethrough~~ will be removed and policy **highlighted in yellow** will be added.

**New Policy**

**Section 14.9 Provider Closures**

Parents may use their subsidy to pay child care providers in the following closure scenarios:

- Two (2) weeks of closures per calendar year
- Closures for state government legal holidays as defined in [Wis. Stat. s. 230.35\(4\)\(a\)](#)

During child care provider closures, parents may request a second authorization to a different provider.

## Appendix VI Red Flag Reports and Referrals

### Provider Referral Examples

Examples of child care provider fraud referrals that local agencies should submit to the Child Care Fraud Mailbox include, but are not limited to:

- Provider receiving payment for closure(s) ~~of more than one (1) week in a calendar year more frequently than outlined in Section 14.9~~

## Appendix IX Returning Funds

### VPA Process FAQ

Question	Answer
When should providers return funds through a VPA?	Providers can voluntarily return funds for the following circumstances, including but not limited to: <ul style="list-style-type: none"> <li>• Child was absent for 30 calendar days or more</li> <li>• Payment was made to an incorrect provider or incorrect provider location</li> <li>• Provider refused to care for the child or disenrolled the child</li> <li>• Provider was closed, except for closures <del>up to 14 consecutive calendar days related to COVID-19 exposure, and closures on legal holidays</del> listed in Section 14.9</li> <li>• Parent was ineligible for the funds paid to the provider</li> <li>• Provider received funds in error</li> <li>• Provider received more funds than the cost of care for the child</li> </ul>
Where should providers return VPAs?	Bureau of Child Care Subsidy Administration (BCCSA), Program Integrity: <a href="mailto:Childcare@wisconsin.gov">Childcare@wisconsin.gov</a> <del>To the local agency in the provider's county.</del>
How should providers return the VPA?	Providers may return a VPA via mail, email, scan, or fax.
What happens when the VPA transaction is not successful?	BCCSA will send providers a <i>VPA Failure Notice</i> with instructions on how to repay the funds to DCF.
Can providers mail the VPA to BCCSA with a manual check?	Yes. See the <a href="#">Contact Us</a> tab for BCCSA's mailing address.
What if the provider refuses to use a VPA?	A VPA cannot be enforced upon a provider. However, the local agency is responsible for determining if a referral or investigation is appropriate.

**PROCESS:** Providers are encouraged to track their closures for vacation and illnesses. The [Child Care Provider Portal](#) can be used to report these closures; however, reporting a closure for these purposes is not required. Providers must continue to report closures that are required to be reported for licensing or certification.

**CONTACTS:**

For Wisconsin Shares policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at [BROCCPolicyHelpDesk@wisconsin.gov](mailto: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](mailto:childcare@wisconsin.gov) or 608-422-7200.

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