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TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators/Certifiers

FROM: Laura Saterfield, Bureau Director
Bureau of Early Childhood Education
Division of Early Care and Education

| DFES OPERATIONS MEMO | | | | | |
|-----------------------|--------------------------|-------------|--------------------------|--------------|-------------------------------------|
| No: | 09-02 | | | | |
| DATE: | 1/23/09 | | | | |
| FS | <input type="checkbox"/> | MA | <input type="checkbox"/> | BC+ | <input type="checkbox"/> |
| SC | <input type="checkbox"/> | CTS | <input type="checkbox"/> | CC | <input checked="" type="checkbox"/> |
| W-2 | <input type="checkbox"/> | FSET | <input type="checkbox"/> | EA | <input type="checkbox"/> |
| CF | <input type="checkbox"/> | JAL | <input type="checkbox"/> | JC | <input type="checkbox"/> |
| RAP | <input type="checkbox"/> | WIA | <input type="checkbox"/> | Other | <input type="checkbox"/> * |
| PRIORITY: HIGH | | | | | |

SUBJECT: Child Care Subsidy Automation Changes (CCPI.net and CSAW)

CROSS REFERENCE: CCPI user manual, CSAW user guides

EFFECTIVE DATE: 01/25/09

PURPOSE:

The purpose of this memo is to inform the counties and tribes about the upcoming changes in the Child Care Provider Information (CCPI) System and about some administrative functionality that has been moved from CCPI to CSAW.

BACKGROUND:

Child Care Provider Information (CCPI) was developed in 2001 and has been in use statewide since July of that year. CCPI is a web-based system used by all county/tribal workers and many child care providers in the state. The system serves as a portal for child care providers to get information about the children authorized to their site, hours attended for each week and payments made to the provider. Workers and child care providers can also record the attendance against authorizations for eligible children, and also request payment for children who are absent for pre-approved reasons.

CCPI was developed using the web standards in place at the time at the DWD, which was Microsoft Visual Studio, Visual Basic and ASP. Since these software tools are being phased out, CCPI must be converted to Microsoft Visual Studio.NET 2005. Besides conversion, this project includes enhancements to the existing CCPI application based on feedback received at regional meetings.

NEW FUNCTIONALITY

Having to re-program the system into new software offered an opportunity to make some functional changes. The changes include:

Granting Security Clearance to New Users:

Providers/workers who apply for CCPI access after 1/26/09 will not have to submit their Social Security Number (SSN) on the Web Access Request form to gain access to the system. Also, the SSN field will be

eliminated for current users. This applies to the security module only. The providers who use their SSN for tax purposes still will have that number in the system.

Session Timing Out:

New functionality has been added to CCPI that will automatically end the web browser session if the user is inactive for 45 minutes. The reason for this functionality is to protect confidential information in CCPI. Many providers access CCPI using public computers in libraries, etc. The session automatically ending after 45 minutes will help prevent any unauthorized use from accessing the system.

Provider Details:

For licensed child care providers/centers, the new CCPI system will display their licensed details such as facility number, name of their licensor, capacity, hours of operations, etc.

Attendance screen:

The following changes have been made:

New Sort Function

The records on the attendance screen can now be organized by the Authorization Worker. If this sort function is chosen from the "Sort by" pull-down menu, the system displays the records in alphabetical order sorted by the worker ID.

Override

The Override functionality has been changed and the page completely redesigned.

1. **Full-time Authorizations:** Any authorization between 35 and 50 hours is considered full-time. The system does not allow overrides to full-time authorizations between 35 and 50 hours unless the child attends more than 50 hours.

Example:

A child has a 35-hour attendance based authorization to a licensed center. She usually attends 45 hours, but because the authorization is on attendance basis, the system allows only a 35-hour authorization because the full-time weekly ceiling is met at 35 hours (35 x agency hourly rate = weekly ceiling). The new system design will not allow an override for attended hours between 35 and 50. One week, the child attends 55 hours due the parent working over time. The parent requests extra hours to be paid. In this case, the worker can enter an override, but the system will only pay the hours over 50 (5 hours in this case).

See screen print below for an example of the above scenario.

Provider Information:
 Randy's Group Care, Inc
 Location Randy's Group Care #001
 123 Main St
 Anytown WI 52222
 Contact Phone 414-555-6666
 Provider Number 3800036563
 Facility Id 2233445
 Facility Name Randy's Group Care, Inc
 Licensor Id 0000002
 Licensor Name Linnea Dorau

Child's Name: Matson, Maija Case Number: 6700458862 Authorization Number: 5800296305 Authorization Type: Attendance

| Attendance Period 11/16/2008 - 11/22/2008 | Attendance Period 11/23/2008 - 11/29/2008 |
|---|---|
| Authorized Hours 35 | Authorized Hours 35 |
| Authorization Amount \$7.12 | Authorization Amount \$7.12 |
| Regular Attended Hours 60 | Regular Attended Hours 40 |
| Issuance Amount for Regular Hours \$249.20 | Issuance Amount for Regular Hours \$249.20 |
| Override Calculation | Override Calculation |
| Override Reason Increased Work Hours | Override Reason Increased Work Hours |
| Additional Authorized Hours 25 | Additional Authorized Hours 5 |
| Override Hourly Rate \$7.12 | Override Hourly Rate \$7.12 |
| Cutoff 35-50 | Cutoff 35-50 |
| Additional Hours up to Cutoff 0 | Additional Hours up to Cutoff 0 |
| Additional Amount up to Cutoff \$0.00 | Additional Amount up to Cutoff \$0.00 |
| Total Amount up to Cutoff \$249.20 | Total Amount up to Cutoff \$249.20 |
| Provider Price Ceiling \$300.00 | Provider Price Ceiling \$300.00 |
| County Weekly Ceiling \$255.20 | County Weekly Ceiling \$255.20 |
| Override Amount up to Cutoff (After Ceiling Applied) \$249.20 | Override Amount up to Cutoff (After Ceiling Applied) \$249.20 |
| Additional Hours over the Cutoff 10 | Additional Hours over the Cutoff 0 |
| Additional Amount over the Cutoff \$71.20 | Additional Amount over the Cutoff \$0.00 |
| Amount Paid for Override \$50.80 | Amount Paid for Override \$0.00 |
| Total Issuance Amount (Regular+Override) \$300.00 | Total Issuance Amount (Regular+Override) \$249.20 |
| Comment | Comment |

Note: In this case, the system pays 10 hours above 50.

- Part-time Authorizations:** An authorization is considered part-time (PT) if the weekly authorized hours are less than 35 hours. For PT authorizations, overrides are possible up to 35 hours of care and then again above 50. See the screen print below.

Provider Information:
 Randy's Group Care, Inc
 Location Randy's Group Care #001
 123 Main St
 Anytown WI 52222
 Contact Phone 414-555-6666
 Provider Number 3800036563
 Facility Id 2233445
 Facility Name Randy's Group Care, Inc
 Licensor Id 0000002
 Licensor Name Linnea Dorau

Child's Name: Matson, Mary Case Number: 6700458862 Authorization Number: 1800296291 Authorization Type: Enrollment

| Attendance Period 11/16/2008 - 11/22/2008 | Attendance Period 11/23/2008 - 11/29/2008 |
|---|---|
| Authorized Hours 20 | Authorized Hours 35 |
| Authorization Amount \$110.50 | Authorization Amount \$110.50 |
| Regular Attended Hours 75 | Regular Attended Hours 75 |
| Issuance Amount for Regular Hours \$110.50 | Issuance Amount for Regular Hours \$110.50 |
| Override Calculation | Override Calculation |
| Override Reason Increased Work Hours | Override Reason Increased Work Hours |
| Additional Authorized Hours 55 | Additional Authorized Hours 5 |
| Override Hourly Rate \$5.52 | Override Hourly Rate \$5.52 |
| Cutoff 35-50 | Cutoff 35-50 |
| Additional Hours up to Cutoff 15 | Additional Hours up to Cutoff 0 |
| Additional Amount up to Cutoff \$82.80 | Additional Amount up to Cutoff \$0.00 |
| Total Amount up to Cutoff \$193.30 | Total Amount up to Cutoff \$110.50 |
| Provider Price Ceiling \$300.00 | Provider Price Ceiling \$300.00 |
| County Weekly Ceiling \$198.00 | County Weekly Ceiling \$198.00 |
| Override Amount up to Cutoff (After Ceiling Applied) \$193.30 | Override Amount up to Cutoff (After Ceiling Applied) \$110.50 |
| Additional Hours over the Cutoff 25 | Additional Hours over the Cutoff 0 |
| Additional Amount over the Cutoff \$138.00 | Additional Amount over the Cutoff \$0.00 |
| Amount Paid for Override \$189.50 | Amount Paid for Override \$0.00 |
| Total Issuance Amount (Regular+Override) \$300.00 | Total Issuance Amount (Regular+Override) \$110.50 |
| Comment | Comment |

Note: In this scenario, the system pays 15 hours up to cutoff (35 - 20 = 15) and again any hours over 50 (75 - 50 = 25)

- The overrides are now calculated by using the authorized hourly rate instead of the county/tribal hourly rate.
- The Issuance Calculations Details screen in CSAW has also been changed. See the screen print below.

| Standard Issuance | |
|--|-------------------|
| Issuance type | Standard Issuance |
| Authorized Hours | 20 |
| Authorization Amount | \$122.60 |
| Hourly Rate | \$6.13 |
| Regular Attendance Hours | 30 |
| Issuance Amount for Regular Hours | \$122.60 |

| Override Calculation | |
|--|----------------|
| Override Status | Yes |
| Additional Authorized Hours | 10 |
| Cutoff | 35-50 |
| Additional Hours up to Cutoff | 10 |
| Rate | \$6.13 |
| Additional Amount up to Cutoff | \$61.30 |
| Total Amount up to Cutoff | \$183.90 |
| Provider Price Ceiling | \$300.00 |
| County Weekly Ceiling | \$220.00 |
| Override Amount up to Cutoff (After ceiling applied) | \$61.30 |
| Additional Hours Over the Cutoff | 0 |
| Additional Amount Over the Cutoff | \$0.00 |
| Issuance Amount with Override | \$183.90 |
| Amount Paid for Override | \$61.30 |

| School Hours Calculation | |
|--|----------------|
| Issuance Amount for Regular | \$122.60 |
| School Hours | 10 |
| Rate | \$6.13 |
| School Closed Amount | \$61.30 |
| Regular + School Closed Amount | \$183.90 |
| Provider Price Ceiling | \$300.00 |
| County Weekly Ceiling | \$220.00 |
| Amount after Ceiling applied | \$183.90 |
| Amount paid for School Closed Hours | \$61.30 |

| | |
|---|---|
| Total Issuance Amount (Regular+Override+School) | \$122.60 + \$61.30 + \$61.30 = \$245.20 |
| Final paid Amount | \$245.20 |

The [CSAW Issuance User Guide](#) has been updated to show the calculation details on overrides.

The new override logic is effective on overrides entered for attendance periods after 1/26/09. All overrides entered for previous attendance periods are calculated using the old logic.

Attendance Verification

Before submitting attendance, the providers have to confirm that the entered attendance is accurate. The text from the paper Attendance Report Forms (ARFs) has been added to the CCPI attendance page. A scroll-box has been added to the bottom of the page including the text from the paper ARF. The system will not save the entered hours until the provider checks the verification checkbox confirming that s/he has read the text in the scroll box. This functionality does not apply to workers who use CCPI to enter attendance. Below is a screen print of the attendance verification functionality (the worker will not see this text when entering attendance).

| | | | | | | | | | | | | | |
|-----------------------------------|-------------------|------------|---|----|--------|----|-----|--|-----|-----|--------------------------|----|----|
| September, Sam | September, Sandra | 4700456345 | E | 45 | XCTB87 | | | | | N/A | <input type="checkbox"/> | NR | NR |
| September, Cindy | September, Sandra | 4700456345 | E | 45 | XCTB87 | | | | | N/A | <input type="checkbox"/> | NR | NR |
| September, Son | September, Sandra | 4700456345 | E | 45 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Matson, Maija | Matson, Maddy | 6700458862 | A | 35 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Matson, Mats | Matson, Maddy | 6700458862 | A | 20 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Matson, Miriam | Matson, Maddy | 6700458862 | A | 20 | XCTB87 | | | | | N/A | <input type="checkbox"/> | NR | NR |
| Matson, Marquette | Matson, Maddy | 6700458862 | E | 20 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Matson, Mary | Matson, Maddy | 6700458862 | E | 20 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Dane, Danny | Dane, Daniela | 7700455872 | E | 40 | XCTD50 | | | | | N/A | <input type="checkbox"/> | | |
| Johnson, Johnny | Johnson, Johanna | 8700458881 | E | 45 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Johnson, Joan | Johnson, Johanna | 8700458881 | E | 45 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Johnson, Johan | Johnson, Johanna | 8700458881 | E | 45 | XCTB87 | | N/A | | N/A | N/A | <input type="checkbox"/> | NR | NR |
| Johnson, Jane | Johnson, Johanna | 8700458881 | E | 20 | XCTB87 | 21 | | | 21 | N/A | <input type="checkbox"/> | NR | NR |
| Carlson, Cindy | Carlson, Candy | 9700458890 | E | 45 | XCTB87 | 32 | N/A | | 30 | N/A | <input type="checkbox"/> | NR | NR |
| Carlson, Carl | Carlson, Candy | 9700458890 | E | 45 | XCTB87 | 00 | N/A | | 00 | N/A | <input type="checkbox"/> | NR | NR |
| Carlson, Carla | Carlson, Candy | 9700458890 | E | 45 | XCTB87 | 02 | N/A | | 55 | N/A | <input type="checkbox"/> | NR | NR |

Term Auth: R - Termination Requested Authorization Type: A = Attendance NR = Confirmation not required
 T - Authorization Terminated E = Enrollment N/A = Not Applicable

I Understand That I Must Enter The Actual Hours Of Attendance For Each Child In Care On Each Child Care Attendance Report Form, Even If The Authorization Is Based On Enrollment.
 I Understand That I Must Notify The Local Child Care Agency If I Become Aware That A Child Is No Longer Attending The Child Care Center/Home. I Can Notify The Local Agency By Phone, In Writing Or By Entering A "T" In The Special Use Box On The Child Care Attendance Report.

By clicking this Check box You certify that all of the reported information is complete and accurate to the best of your knowledge.

Submit

School Bank hours:

In the past, the system paid school age children at the county/tribal maximum hourly rate. The system has been reprogrammed so that it will use the authorized hourly rate instead of the agency maximum hourly rate. Also, if a school age child has a regular enrollment based authorization, the system will force the provider to claim all regular hours before claiming school bank hours.

The system has also been changed to allow payment for school bank hours even if the provider does not have regular private-rates entered into the system. The system will cap the weekly amount at the agency's maximum weekly rate.

Search by Case

CCPI will now allow the worker/provider to search attendance by case number, child's name or pin number. This functionality will be useful for authorizations that are backdated to previous periods. The user no longer needs to scroll through several pages to find a specific child's attendance record.

Request Paperless Attendance

If a provider wants to stop the Attendance Report Forms (ARF) being mailed to the center, the provider can stop the paper mailings. This will save postage and paper. A new page has been added to CCPI where the provider can stop the paper forms being sent. If the provider later changes his/her mind, the provider can re-activate the paper mailing. The system also has history that shows who has changed the ARF options and when. Also, the provider can always elect to print their own ARF if needed.

Printing ARFs

The system now allows the worker/provider to down load the ARF form if needed. If a provider, who does not have access to CCPI, did not get an ARF in the mail (delay with the US postal service, etc), the worker can down load the ARF form CCPI and email it as an attachment to the provider or fax it.

Provider vacation:

The county/tribal agency may approve one full week of vacation to licensed programs. Instead of approving valid absence for each child in the facility, the new system now allows the worker to authorize vacation to all children with enrollment based authorizations all at once. **The provider vacation is restricted to one week per calendar year.** The vacation request can only be entered by a worker in the county where the center/provider is located. The subsidy program will issue payments for all children authorized on an enrollment basis enrolled in the center even if the authorizations are from a neighboring county. The worker/provider must enter zeroes for the week for the payment to be issued.

Example: Center is located in County A but serves subsidized children from Counties B and C. The center notifies the child care coordinator in County A that they will be closed one week. The child care coordinator enters the vacation approval into CCPI. The payment is issued for all children enrolled in the center with enrollment based authorizations for that week, including children from Counties B and C if worker enters zero hours of attendance.

Note: the system does not pay vacation for attendance based authorizations because those are already calculated 10% above the county/tribal maximum rates to compensate for absences. This means that if a provider's private pay prices are at least 10% higher than the county/tribal maximums, the provider is receiving a 10%-increase in the payments.

If a child is absent the entire week following the week the center is closed, the worker must enter a valid reason for absence. The system will not pay for the 2nd week of 0-hour-attendance without a valid reason.

Current workers who have update access to CCPI have all been given authority to approve provider vacation.

Holding a slot:

The functionality for approving 2 or more weeks of 0-hour attendance for children who have enrollment based authorizations has not changed, however, the time period for approving the payment requests has been extended from 30 days to 60 days allowing more time for the worker to approve the request and reduces positive adjustments having to be made. The Payment Request Approval report has also been modified to allow payment approvals up to 60 days in the past.

Authorization Screens

The main authorization page now has both the Six Month Review Form (SMRF) and the case review dates. This will help the providers to remind parents to have their SMRFs/reviews completed in a timely manner.

Issuance screens

The providers can now view payments by family/child. This functionality will be very useful for both providers and workers when they get questions about a payment for a specific child.

Search options are:

1. If you want to see information for one child in a case, conduct a search by entering the child's first and last name on the search field. The results will display the issuance amounts for that specific child.
2. If you want to view information for all children in a case, enter the case number. On the following page, click on the case number and all children included in that subsidy case are displayed.

Note: The system displays the issuances for the last 6 months, however, the user can adjust the time period on the search page.

Reports

The CCPI reports will be available in both .pdf and MS Excel format. The Excel reports have been requested by large group centers. Excel reports allows the user to import the authorization/payment data into a database.

Announcements:

The child care coordinators listed on <http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf> will be given security clearance so they can enter announcements for their agency. Many agencies use the announcements to alert providers about subsidy-related changes and updates.

The announcements for CCPI are entered in CSAW. The CSAW User Guide – Basic has been revised to include instructions on the new announcement functionality. The guide can be found at <http://dcf.wisconsin.gov/childcare/wishares/CSAW/pdf/basics.pdf>. If you have questions or need help with this functionality, please contact the Child Care Helpdesk at 608-261-6317, option 2.

Overpayments – CSAW change

Negative payment adjustments may be required when an overpayment has occurred and a recovery needs to be implemented. Negative adjustments are offset by other issuances, including positive adjustments and regular payments for attendance. Until 1/24/09, the negative adjustments are collected at a rate of 50% of the issuance amount for active providers. Beginning 1/25/09, the negative adjustments will be collected as follows:

Intentional Program Violation (fraud) - 50%

Provider Error - 25%

Agency Error - 10%

A new field has been created in CSAW payment adjustment page that will categorize negative payment adjustments into one of the three adjustment category above. The codes are:

AE = Agency Error

PE = Provider Error

IV = Intentional Program Violation

When the worker enters a negative payment adjustment into CSAW, the worker must choose the Adjustment Reason and one of the three Adjustment Categories above so the system knows how much to recoup from the future issuances. Please see CSAW Issuance User Guide for more information on the functionality.

Information on overpayment type has been added to the following CSAW screens:

- Provider Return and Recovery
- Return and Recovery History
- Provider Overpayment Returns

Also, the adjustment types have been added to the Provider Overpayment screen and the Overpayments Report in CCPI.

Negative adjustments are made to the issuance in the third Saturday batch cycle from the date entered to allow for a notice.

Multiple overpayment types:

If the provider has more than one type of overpayment, the system will recoup at the highest percentage.

Example: Provider has \$500 overpayment due to provider error. S/he also has a \$1000 overpayment due to agency error. The system will recoup up to 25% of the provider's issuance until the \$500 has been paid. After that, the recoupment will go down to 10% of the issuance amount.

Overpayments created before 1/24/09.

Negative adjustments that were entered into CSAW prior to 1/24/09 will be recouped as follows.

| Description | Type | Notes |
|--|------|-------|
| APPROVED ABSENCE 30 OR MORE DAYS IN THE PAST | PE | |
| CARES CALCULATED THE INCORRECT AUTHORIZED AMOUNT | AE | |

| | | |
|---|----|--|
| CARES CALCULATED THE INCORRECT ISSUANCE CORRECTION TO NEGATIVE ADJUSTMENT | AE | Based on last reason code for the adjustment |
| ON-LINE PROVIDER ENTERED WRONG HOURS OF ATTENDANCE | PE | |
| OTHER | AE | |
| PROVIDER ACCREDITED STATUS CHANGE REPORTED LATE | PE | |
| PROVIDER ENTERED WRONG HOURS OF ATTENDANCE | PE | |
| PROVIDER CATEGORY CHANGE REPORTED LATE | PE | |
| PROVIDER RATE CHANGE REPORTED LATE | PE | |
| PROV FAILED TO REPORT THAT CHILD STOPPED ATTENDING SUPERVISOR AUTHORIZED CORRECTION | AE | |
| PAYMENT FOR UNDER UTILIZED ATTENDANCE | PE | System created |
| WORKER ENTERED WRONG ACCREDITED STATUS | AE | |
| WORKER ENTERED WRONG ADJUSTMENT AMOUNT | AE | |
| WORKER ENTERED WRONG ATTENDANCE | AE | |
| WORKER AUTHORIZED INCORRECT HOURS | AE | |
| WORKER ENTERED WRONG PROVIDER CATEGORY | AE | |
| WORKER USED INCORRECT COPAYMENT TYPE | AE | |
| WORKER ENTERED WRONG IN-HOME RATE | AE | |
| WORKER ENTERED WRONG OVERRIDE/HOURS PAID | AE | |
| WORKER ENTERED WRONG PROVIDER RATES | AE | |
| WORKER ENTERED WRONG RELATIVE STATUS | AE | |
| WORKER ENTERED WRONG SPECIAL RATE | AE | |
| PAYMENT FOR 2 OR MORE WEEKS ZERO HOUR ATTENDANCE | PE | System created |

Administration Functionality

The administration functionality that existed in CCPI has now been moved to CSAW Administration module. The users that have 'worker' profile have been automatically given access to this module.

The following administrative functions have been added:

1. **User Security Information screen:**
Searching CCPI users by provider number: Now the workers can conduct a search to find out the individuals who have access to a provider number. This will be very useful if a provider/center is revoked and the coordinator must end-date CCPI access to users who have access to the provider/location.
2. **List of Provider users:** The workers can now create a report that lists all active CCPI provider users in their county.
3. **Audit Trail:** The workers can now access the system audit trail. They can search either by user id (person who updated CCPC, CCPI or CSAW systems), or by Primary Identifier.
4. **User privileges:** The workers can view the functions that each user privilege can access.

User Guides

The CCPI user guide has been completely revised to explain the changes. The manual is located at: <http://dcf.wisconsin.gov/childcare/ccpi/manual.htm>

The CSAW user guide that explains entering announcements and other administrative related functionality have been added to the "CSAW – Basics" guide. The CSAW user guides are posted at: <http://dcf.wisconsin.gov/childcare/wishares/CSAW/guide.htm>

CONTACTS

Child Care Help Desk at childcare@wisconsin.gov or 608-261-6317, option 2.
Department of Children and Families, Bureau of Early Childhood Education