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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

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

DECE OPERATIONS MEMO					
No: 09-19					
DATE: 3/27/2009					
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"/> *
				EP	
PRIORITY: HIGH					

SUBJECT: Child Care Authorization Letter Redesign

CROSS REFERENCE: Operations Memo 08-03 CARES Notice Re-Engineering Project (CNRE) – Technical Information

EFFECTIVE DATE: March 29, 2009

PURPOSE

The purpose of this memo is to provide technical information and descriptions related to the Client Assistance for Re-employment and Economic Support (CARES) system Notice Re-engineering (CNRE) project Phase Two and to give workers a better understanding of the impact of Child Care Authorization Letters on parents and child care providers.

BACKGROUND

In June 2006, both the Department of Workforce Development (DWD) and the Department of Health and Family Services (DHFS) began a project redesigning Income Maintenance (IM), W-2 and CC eligibility notices. This re-engineering project was based on input from customers, advocates and local W-2, CC and IM agency staff.

On January 14, 2008, CARES began generating the newly redesigned notices. For W-2, this included the Notices of Eligibility, whether they are denial or closure decisions or review completed notices. For CC, this included initial or ongoing approval, denial or closure eligibility decisions and review/Six Month Reporting Forms (SMRF) completed notices.

Beginning March 28, 2009, CARES will begin generating newly redesigned Child Care Family and Provider Authorization Letters.

DESCRIPTION OF LETTER CHANGES

Using the same web technology used by W-2 and Child Care Notices of Eligibility, CARES will produce Child Care Authorization Information Letters that are easy to read and understand. New software gives the notices a cleaner and friendlier look and feel. The new letters communicate, in a manner participants and providers can understand, information about their authorizations.

Parent Authorization Letters

In addition to the return address at the top of the letter, there will be a Contact Box that shows the Case Number as well as the Child Care Authorization Worker name, phone number, fax number, and email address (fax and email are optional for agencies to include).

Authorization information will be listed by child care provider with a large text box for each provider used by the participant. Each text box will contain information about the child care provider and contain a listing of new authorizations, changes in authorizations, and ending authorizations as appropriate. Each authorization listed will show Child's Name, Date of Birth, Authorization Type, Hours per Week, Authorization Begin Date, Authorization End Date, Weekly Amount, Hourly Amount, and Rate Effective Date.

Below the authorization information is a text box describing and defining the different Authorization Types for the authorizations listed.

If there is a school age child with an authorization, there will be a text box explaining how a provider can be paid for School Closed Days.

Below the text boxes will be a statement telling the participant when the next Review or Six Month Report Form (SMRF) is due.

The final page of the letter is a listing of the participant's rights and responsibilities.

See the attached sample Parent Authorization Letter

Provider Authorization Letters

At the top of the letter will be the Provider Number, Location, and Type.

Similar to the Parent Authorization Letters, the Provider Letters will have text boxes summarizing new, changing, and ending authorizations. The information will be sorted by case with each case having a text box describing the authorization changes for each child in the case. Case information, including the case number, primary person name, and next review/SMRF date is included. Authorization Worker information is included in the upper right hand section of each text box. The authorization information listed for each child is the same as in the Parent Authorization Letters.

Below the authorization information is a text box describing and defining the different Authorization Types for the authorizations listed.

If there is a school age child with an authorization, there will be a text box explaining how a provider can be paid for School Closed Days.

Below these boxes, there will be a text box explaining the Accreditation process for child care providers.

The final page of the Provider Authorization Letter lists the child care provider's responsibilities for participating in Wisconsin Shares.

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See the attached sample Provider Authorization Letter

Letter History

Similar to eligibility notices, the Child Care Authorization Letters will now be accessible in CARES Worker Web (CWW). The *Correspondence History Search Page* in CWW allows workers to search for the specific letter. To access this page from *Client Correspondence*, workers must click on the *History Search* link. Workers can search for letters by case/RFA, PIN, or child care provider number and location. Letters created on or after March 27, 2009 will be stored in the Electronic Case File (ECF) in PDF format and viewed under the magnifying glass on this page. Workers will also be able to send duplicate copies of Child Care Authorization Letters from the Correspondence History Search Results Screen in CWW.

SAMPLE CHILD CARE AUTHORIZATION LETTER FOR PARENTS

MILWAUKEE
 MILW CO DSS
 1 W WILSON ST
 PO BOX 7850
 MADISON, WI 53707-7850



State of Wisconsin Case #
 0700452605

Child Care Authorization Worker:
 Coggs Center Office
 (414) 289-6464

Date: 03/04/2009

000001
 ABBY ROSE
 1444 JENIFER
 MADISON, WI 53703-3719

Child Care Authorization Information

Authorized Child Care Provider Information							
Name: PETIE Q'S CHILD CARE Address: 1444 JENIFER ST MADISON, WI 53703 Phone: (608) 255-4411				Location: PETIE Q'S CHILD CARE Number: 5800039225 Type: Public School Program			
New Authorizations							
At least one new authorization has been entered. See below for details.							
Child's Name / Date of Birth	Auth Type	Hours Per Week	Auth Begin Date	Auth End Date	Weekly Amount	Hourly Amount	Rate Effective Date
THEO ROSE 01/01/2006	E	30	01/04/2009	02/28/2009	\$ 95.00	\$ 3.17	01/04/2009

Authorized Child Care Provider Information							
Name: DAKOTA'S DEN Address: 1444 JENIFER ST MADISON, WI 53703-3719 Phone: (608) 222-3212				Location: DAKOTA'S DEN 2 Number: 8800039288 Type: Regular Certified			
New Authorizations							
At least one new authorization has been entered. See below for details.							
Child's Name / Date of Birth	Auth Type	Hours Per Week	Auth Begin Date	Auth End Date	Weekly Amount	Hourly Amount	Rate Effective Date
*ANDREW ROSE 01/01/2003	A	25	03/01/2009	04/18/2009		\$ 3.46	03/01/2009
JODIE ROSE 01/01/2004	A	25	03/01/2009	04/18/2009		\$ 3.68	03/01/2009
POLLY ROSE 01/01/2005	SA	30	03/01/2009	04/18/2009		\$ 19.99	03/01/2009
THEO ROSE 01/01/2006	SA	10	03/01/2009	04/18/2009		\$ 19.99	03/01/2009

Authorization Types

A (Attendance Authorization): Your provider will be paid only for the actual hours that your child is in care.

E (Enrollment Authorization): Your provider will be paid the regular weekly amount shown.

SA (Special Needs Attendance Authorization): Your provider will be paid a special hourly rate based on the specific needs of your child for the actual hours that your child is in care.

Payment for School Closed Days

*This child has been identified as a school-age child. This means that extra hours of child care can be paid when the school is closed for holidays, bad weather, or other unexpected reasons and the child attends child care. The extra hours can only be used after the regular authorized hours for that week have been used and while you are in an approved activity.

Your next Six Month Report Form will be due by 06/30/2009.

The above information is also being sent to your child care provider.

RESPONSIBILITIES OF FAMILIES RECEIVING CHILD CARE FUNDING

You must report changes in your circumstances that may affect either your eligibility or authorization for child care to your worker within 10 calendar days from the date the change took place. All changes in circumstances must be reported timely in order to avoid an overpayment or possible fraud investigation.

You must report the following changes to your child care eligibility worker:

- Change in household income.
- Change in the number of work hours or hours of approved activity. Report either an increase or decrease in hours. Report when you are no longer employed.
- Changes in individuals who live in the household. Report individuals who move into or out of the household.

IMPORTANT: You are not eligible for child care benefits when you are in job search outside of the W-2 or FSET programs.

You must report the following changes to your child care authorization worker:

- Change in provider. (Note: An authorization to a new provider will not be issued until the authorization to the current provider has ended.)
- Child is no longer attending the authorized provider.
- Change in authorized hours needed for child care. This includes both an increase or decrease in the hours needed for care as a result of a change in the parent's schedule or the child's schedule.

CHILD CARE OVERPAYMENTS, RECOUPMENT AND SANCTIONS

- If an overpayment is caused because you did not accurately report information used to determine eligibility at the time of application or review for eligibility, or because you did not report a change in circumstances within 10 days, you will have to pay back the overpayment.
- If an overpayment is caused because you did not attend your approved activity and your child was in day care, you will have to pay back the overpayment. (Note: The eligibility worker can determine on a case by case basis if there is good cause for a parent's failure to attend their approved activity when their child is in day care.)
- Overpayments will be collected directly from you through a monthly voluntary repayment agreement.
- You may be referred for fraud investigation if information used to determine eligibility is not reported accurately and timely or if changes in circumstances are not reported within the 10-day change reporting requirement.

CHILD CARE APPEAL RIGHTS

You should first attempt to resolve disagreements regarding eligibility determination, authorization amounts, overpayment issues or any other decision regarding child care funding with the local agency.

If the issue has not been resolved to your satisfaction, you may request a fair hearing through the Division of Hearings and Appeals (DHA). You must submit a written request for a fair hearing of a child care decision to DHA. That request must be received by DHA by 04/20/2009. This request must be separate from any fair hearing request for Medical Assistance or Food Stamps benefits.

The written request for a fair hearing must be mailed to: Division of Hearings and Appeals, PO Box 7875, Madison WI 53707-7875.

You may represent yourself or be represented at a hearing or conference by an attorney, friend, relative, or anyone else you choose. We cannot pay for your attorney; however, free legal services may be available. See the Rights and Responsibilities pamphlet for a list of agencies that can provide free legal services. If you fail to appear, or your representative fails to appear at the hearing without good cause, your appeal is considered abandoned and will be dismissed.

CHILD CARE COSTS ABOVE THE SUBSIDY PAYMENT

You are responsible for all child care costs not paid by Wisconsin Shares child care subsidy program. Costs not paid by Wisconsin Shares include but are not limited to:

- Provider prices that exceed the county/tribal maximum rate
- Unauthorized hours of child care
- Costs not included in the child care price such as transportation, meals, registration fees, art supplies, diapers, etc.

Payments cannot start until the child actually begins to attend the provider's facility. This authorization remains in effect until the authorization end date or until a new authorization is issued.

SAMPLE CHILD CARE AUTHORIZATION LETTER FOR PROVIDER

DANE
 DANE CO HSD
 1202 NORTHPORT DR
 MADISON, WI 53704



Date: 03/19/2009

Provider Location: 004
 Provider Type: Licensed Family

000005
 LINDA BAUER
 1313 MAIN SHL
 MADISON, WI 53703

For help with getting this letter explained in your language, please call (608) 266-3400.

Child Care Authorization Information

Case Information				Worker Information			
Case Number: 1000788415 Primary Person: CASEY COCHRANE Review Date: 05/31/2009				Contact your Child Care Liaison.			
New Authorizations							
At least one new authorization has been entered. See below for details.							
Child's Name / Date of Birth	Auth Type	Hours Per Week	Auth Begin Date	Auth End Date	Weekly Amount	Hourly Amount	Rate Effective Date
NICOLE COCHRANE 01/01/2006	E	25	01/04/2009	05/30/2009	\$116.25	\$ 5.12	01/04/2009
JORIE COCHRANE 01/01/2004	A	35	01/04/2009	05/30/2009		\$ 3.19	01/04/2009
Rate Changes							
The payment rate has changed for the following authorizations. See below for details.							
Child's Name / Date of Birth	Auth Type	Hours Per Week	Auth Begin Date	Auth End Date	Weekly Amount	Hourly Amount	Rate Effective Date
JORIE COCHRANE 01/01/2004	A	35	01/04/2009	05/30/2009		\$ 3.43	03/15/2009
NICOLE COCHRANE 01/01/2006	E	25	01/04/2009	05/30/2009	\$105.60	\$ 4.64	03/15/2009

Authorization Types
A (Attendance Authorization): You will be paid only for the actual hours that the child is in care.
E (Enrollment Authorization): You will be paid the regular weekly amount shown.

Accreditation

Higher rates can be paid to child care programs that are recognized by an approved accreditation body. Accredited programs can receive authorization rates up to 10% higher than the maximum agency rate. In order to be eligible for the higher rate, programs must be accredited as follows:

- National Association for the Education of Young Children (NAEYC) - Licensed Group Centers
- National Association for Family Child Care (NAFCC) - Licensed Family Child Care Programs
- Child Development Associate (CDA) credential from the National Council for Early Childhood Professional Recognition - Family Child Care Programs
- National AfterSchool Association (NAA) - School Age Programs (Family and Group Centers)
- Madison City Accreditation from Satellite Family Child Care - Dane County providers

Accredited child care programs that charge above the maximum agency weekly rate are eligible for the higher rate. The provider's price must be at least 10% greater than the maximum agency weekly rate in order for the authorized amount to be increased the full 10%. Child care programs who are accredited must notify the Department of Children and Families, Bureau of Early Childhood Education when they earn, renew, or lose accreditation. The accreditation certificate must be sent to the Child Care Subsidy Unit by faxing it to (608) 267-2200 or mailing it to PO Box 7935, Rm A100, Madison, WI 53707-7935. Upon receipt of the accreditation certificate, the Bureau of Early Childhood Education will have 5 working days to enter the accreditation status into the system. The authorization payment rates will be changed to reflect the new accreditation status the second Sunday from the date the new status was entered.

NOTE: Neither the local child care agency nor the Bureau of Early Childhood Education will backdate the higher payment rate.

The above information is also being sent to the families.

CHILD CARE PROVIDER RESPONSIBILITIES

You are responsible for adhering to the rules and requirements that are listed on the Child Care Attendance Report Form as well as the CARES Child Care Web Access Request form. You must adhere to these rules in order to avoid an overpayment or possible fraud investigation. These rules include, but are not limited to:

- You must report the **actual** hours of attendance for each authorized child in care, even if the authorization type is enrollment.
- You must notify the local child care agency immediately upon becoming aware that a child will no longer be attending your child care center/home.
- You are not allowed to care for more children than the regulation rules allow. This includes private pay and subsidized children. This will result in an overpayment.
- You must be certified or licensed in order to receive payment from Wisconsin Shares child care subsidy program.

CHILD CARE PROVIDER OVERPAYMENTS, RECOUPMENT AND SANCTIONS

- If an overpayment is caused as a result of not reporting attendance accurately, not notifying the local child care agency immediately when a child is no longer attending, the day care center/home no longer being certified or licensed, or caring for more children than your license or certification allows, you will have to repay the overpayment.
- Overpayments are deducted from your future issuances, up to 50% of each issuance, until the overpayment is paid in full. If no future issuances will be made, you must pay the overpayment directly to the local child care agency. Overpayments may also be collected through wage garnishment or tax refund intercept.
- You may be referred for fraud investigation if attendance is not reported accurately.
- The child care local agency may authorize payments to a licensed provider based on attendance rather than enrollment if the agency has documented 3 separate occasions where the provider significantly over-reported the attendance of a child. "Significantly over-reported attendance" is defined as:
 - the child being reported as being in care when they did not attend
 - the child being reported as being in care full time hours when they were in care part time hours

CHILD CARE PROVIDER APPEAL RIGHTS

You should first attempt to resolve disagreements regarding payment and overpayment issues with the local agency. If the issue has not been resolved to your satisfaction, you may request a fair hearing through the Division of Hearings and Appeals (DHA). You are limited to requesting a fair hearing on the following:

- The child care local agency refusal to issue new child care authorizations, the revocation (ending) of existing child care authorizations, or the refusal to issue payment to the provider for one of the following reasons: false attendance reporting, refusal to provide attendance documentation, submission of false provider prices, or not correcting a regulation violation timely
- determination of the provider's issuance amount (this is limited to the payment amount and not the amount authorized)
- determination of the amount of an overpayment (a single hearing either at the time of the overpayment determination or during the collection process)
- recovery of the overpayment by referral to the Wisconsin Department of Revenue for tax intercept.

You may make only one request for appeal on the basis of an overpayment claim. Any subsequent appeals must be limited to questions of your having made prior payment of the debt or whether your identity has been mistaken.

The written request for the fair hearing must be received by DHA by 05/04/2009. The request for the fair hearing must be made by you or by someone with legal authority to act on your behalf. The written request must be mailed to: Division of Hearings and Appeals, PO Box 7875, Madison WI 53707-7875.

You may represent yourself or be represented at a hearing or conference by an attorney, friend, relative, or anyone else you choose. We cannot pay for your attorney; however, free legal services may be available. If you fail to appear, or your representative fails to appear at the hearing without good cause, your appeal is considered abandoned and will be dismissed.

CHILD CARE COSTS ABOVE THE SUBSIDY PAYMENT

The parent is responsible for all child care costs not authorized by Wisconsin Shares child care subsidy program. Costs not paid by Wisconsin Shares include but are not limited to:

- provider prices that exceed the county/tribal maximum rate
- unauthorized hours of child care
- costs not included in the child care price such as registration fees, transportation, meals, art supplies, diapers, etc.

CONTACTS

Child Care Help Desk at childcare@wisconsin.gov or 608-261-6317, option 2.

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, *Other EP – Other Employment Programs.

DCF/DECE/BECE/jwb