



DEPARTMENT OF  
CHILDREN AND FAMILIES  
Secretary Reggie Bicha  
201 East Washington Avenue, Room G200  
P.O. Box 8916  
Madison, WI 53708-8916  
Telephone: 608-266-8684  
Fax: 608-261-6972  
www.dcf.wisconsin.gov

State of Wisconsin  
Governor Jim Doyle

DEPARTMENT OF HEALTH SERVICES  
Secretary Karen Timberlake  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhs.wisconsin.gov

**DCF/DECE OPERATIONS MEMO**

**No: 10-11**

**DATE: 01/22/2010**

<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>CC</b>	<input checked="" type="checkbox"/>
<b>W-2</b>	<input type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
				<b>EP</b>	

**PRIORITY: HIGH**

**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

**SUBJECT:** Child Care in ACCESS and Approved Activity Code Change

**CROSS REFERENCE:** Operations Memos 09-49, 09-60 And 10-05, Child Care Policy Manual  
<http://dcf.wisconsin.gov/childcare/wishares/manual.htm>

**EFFECTIVE DATE:** 01/25/2010

**PURPOSE:**

The purpose of this memo is to expand on Child Care information provided in Operations Memo 10-5 (entitled "Online Renewals and Six Month Reports in ACCESS") and to provide Child Care specific direction for submitting Child Care applications, renewals and change reports through ACCESS online. This memo also shows an update in CARES and CWW approved activity codes implementing current policy.

**BACKGROUND:**

As of January 23, 2010, customers will be able to:

- Screen household for Wisconsin Shares eligibility
- Apply for Wisconsin Shares online via ACCESS
- Report changes via ACCESS
- Check eligibility and authorizations via ACCESS. This information is displayed on the client's MyAccess page, and a worker view is available through CWW.
- Initiate annual reviews and submit Six Month Review Forms (SMRFs) via ACCESS

These submittals will be available to agencies for processing on as of January 25, 2010.

**POLICY CHANGE:**

With the inclusion of Child Care in ACCESS, the Department will accept ACCESS electronic signatures as valid for establishing the RFA date and other submission deadlines.

**CHILD CARE IN ACCESS**APPLICATIONS

Beginning January 23, 2010, members of the public will be able to apply for Wisconsin Shares online through [www.access.wisconsin.gov](http://www.access.wisconsin.gov). ACCESS submissions will be available in CARES Worker Web (CWW) for processing on Monday, January 25, 2010.

As with applications currently submitted in ACCESS for other programs,

- Applications include electronic signatures. These signatures are considered legal signatures. The Department recommends that the worker pursues additional verification during the application or authorization process for program integrity purposes.
- Applications are recorded as received the business day submitted if submitted before 4:30 and the next business day if submitted after 4:30.
- All timelines for processing begin with the business day received. All timelines for processing applications remain the same.
- All verification and interview requirements are unchanged.

Customers can still apply for Wisconsin Shares in person. All eligibility criteria remains unchanged for Wisconsin Shares. Customers who are applying for other programs using a personal representative should apply for Wisconsin Shares separately in ACCESS or in person or by mail, since Wisconsin Shares does not accept applications prepared or signed by personal representatives.

Local Income Maintenance agencies will receive the application into the Economic Support inbox in CWW.

- IM agencies that perform Child Care eligibility will need to assure that the application gets to the Child Care eligibility worker the same day it arrives. Unlike other programs, the Child Care (CC) agency has only 5 business days to schedule an interview with the application.
- If the function is split within the agency, the agency must review its business process to be sure the eligibility worker has time to meet these deadlines.
- If the CC agency is not the economic support agency, there will need to be a local agreement between the two agencies on how to process the applications in a timely manner in accordance with Wisconsin Shares regulatory guidelines. The CC agency will be granted security access to the Economic Support inbox in CWW to carry out these requirements.

Processing an ACCESS Child Care application in CWW

The application will arrive in the county CWW inbox as an unassigned item. If the county Income Maintenance (IM) agency is the same as the Child Care (CC) agency, the agency's business process will determine how the item will be assigned to comply with timelines. If the IM and CC agencies are separate, the CC agency will have access to the inbox, but the agencies should also agree on a plan for processing joint cases.

When a CC worker receives the item, they have five (5) business days to schedule a face to face or telephone interview with the applicant. The worker should print the ACCESS application

in PDF, either from CWW (by clicking on the magnifying glass on the ACCESS Application line on the RFA Summary) or from Electronic Case Files (ECF).

During the interview, the worker will open the ACCESS application in CWW and go through the interview the same as with in-person or paper applications. However, information supplied in ACCESS will be pre-entered into CWW for the worker to accept or alter. Employment detail will need to be entered, and the worker should make sure they click on the "Calculate" button after entering it. This will make sure that the earned income is properly calculated for eligibility determination.

The worker requests verification and any incomplete information as they would with an in-person application.

When verification is complete, the worker runs eligibility and confirms as usual.

Workers should continue to use Front End Verification strategies when the application warrants special attention. Nothing in this process should reduce the scrutiny a worker gives each submission.

**Note: To ensure that future ACCESS alerts on a case get to the Child Care Worker, Child Care eligibility workers should make sure that they enter their worker ID in the Approved Activity page in CWW. This will help get future ACCESS submissions on the case to the correct worker.**

### CHANGE REPORTS

Beginning January 23, 2010, participants in Wisconsin Shares will be able to report changes in household composition, address, income, approved activity, etc. via ACCESS. Beginning January 25, 2010, agencies will need to process changes that arrive in the CWW in-box from ACCESS.

- Reporting on ACCESS meets program requirements for reporting changes if timelines are met. Reports are recorded as submitted the same business day they are completed and sent by 4:30 p.m. Otherwise, they are recorded as submitted the next business day.
- The Change Report is sent to the CWW inbox for the Income Maintenance agency with an alert to the eligibility worker of record. A sample alert is:

```
1000865819 C G SEAVER      455 PROCESS CC CHANGE REPORT      123009
123009 2
```

- Workers can decline to process a change report by entering a reason for not processing (e.g., duplicate). When workers receive an ACCESS-generated Change Report, they should handle it the same as a mailed, FAXED or phone-in report, except that the information in the Change Report will be drawn into CWW and presented to the worker for confirmation or rejection.

### SIX MONTH REVIEW FORMS (SMRFS)

Beginning January 23, 2010, participants in Wisconsin Shares will be able to submit SMRFS on ACCESS. Beginning January 25, 2010, agencies will need to process SMRFS that arrive in the CWW in-box from ACCESS.

- Participants with an ACCESS account will be reminded on their "MyACCESS" page that a SMRF is due. This information is posted after the CARES-generated SMRF has already been sent.

- Participants can then complete the SMRF by responding to ACCESS questions. The SMRF will be signed electronically and submitted. The SMRF is sent to the CWW inbox for the Income Maintenance agency with an alert to the eligibility worker of record. Participants completing their SMRF in ACCESS are reminded that they should **not** mail the agency a duplicate SMRF.
- Workers receive SMRFs the same way as Change Reports. The SMRF is sent to the CWW inbox and an alert is sent to the Child Care worker. A sample of an alert is:

4000865846 C H ARIF 451 PROCESS ONLINE CC SMRF 123009  
123009 2

When workers receive an ACCESS-generated SMRF, they should handle it the same as a mailed or FAXED SMRF for verification and processing, except that the information in the SMRF will be drawn into CWW and presented to the worker for confirmation or rejection. When verification is complete, the SMRF can be processed in CWW.

### ANNUAL REVIEWS

Beginning January 23, 2010, participants in Wisconsin Shares will be able to initiate annual reviews on ACCESS. Beginning January 25, 2010, agencies will need to process annual reviews that arrive in the CWW in-box from ACCESS.

- Participants with an ACCESS account will be reminded on their “MyACCESS” page that a review is due. This information is posted after the CARES-generated reminder letter has already been sent.
- Participants can then complete intake information on ACCESS. The form is signed electronically and submitted. The SMRF is sent to the CWW inbox for the Income Maintenance agency with an alert to the eligibility worker of record.
- Workers receive Annual Reviews the same way as Change Reports. The Annual Review is sent to the CWW inbox and an alert is sent to the Child Care worker. A sample of the alert is:

6000865163 C I JABLONSKI 450 PROCESS ONLINE CC REVIEW 123009  
123009 2

- The worker receives the review form and schedules an interview—either face to face or by telephone. During the interview, the worker will go through the information with the participant, confirming the data that has been pulled into CWW from ACCESS.

### SECURITY

Agencies, including CC agencies, must assure that the appropriate staff have security clearance to retrieve child care applications from the county economic support inbox. If there are staff who need access to perform their jobs, the employing agency should request security clearance through their security officer. Once approved locally, the request should be sent to [dcfsecurity@wisconsin.gov](mailto:dcfsecurity@wisconsin.gov).

### PROGRAM INTEGRITY

Implementing ACCESS for child care does not lessen program integrity efforts or undermine the Department's emphasis on compliance with Wisconsin Shares program rules. The Department believes that improved access to information can both help customers and strengthen program integrity efforts.

One area that the Department is emphasizing with making Child Care available in ACCESS is that the applicant or participant must make all inquiries themselves, they should never share their security information, and that anyone who logs on as someone other than themselves is violating Department policy, and state and federal law. Other than warnings included in the online script, the Department's efforts have been targeted toward providers who often have a stake in their customer's eligibility and authorizations. We have informed them that they must never ask their clients for confidential log-on information or pose as a client online. Confidentiality and computer security are protected by state (Wisconsin State Statute 943.70) and federal laws.

### ***Training Materials***

Training materials are available on the Wisconsin Shares website at <http://dcf.wisconsin.gov/childcare/wishares/default.htm>. The "Worker Resources" section has a new entry entitled "Child Care in ACCESS". You can choose to view the material as a webcast, or you can go through the Power Point material at your own pace.

## ***Self Employment Type Changed To Distinguish Unregulated Babysitting From Regulated Child Care***

In ACCESS, applicants and clients who are self-employed designate a "type" of self employment from a list offered on-line. Workers who are processing applications, changes and reviews also make this selection in CWW if the case includes self-employment. Until now, both were able to select "BS" for Babysitting/Child Care as an employment type.

Beginning January 23, 2010, the "BS" code will no longer be available for selection. Instead, ACCESS customers and workers will have to choose either "RC" for Regulated Child Care or "UB" for Unregulated Babysitting.

This code change makes no difference for eligibility purposes. Income from either type of self employment is earned income. However, child care policy classifies unregulated babysitting as an ineligible activity for a Wisconsin Shares authorization.

### ***CONTACT***

Contact the Child Care Help Desk at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) if you have questions.