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Governor Tony Evers
Secretary Emilie Amundson

Division of Early Care and Education

April 2020

Dear Wisconsin Shares Families:

The Department of Children and Families (DCF) supports and cares about your family, especially during this health emergency. Due to COVID-19, we have made some temporary changes in our processes and policies. This letter describes those temporary changes.

Continue to Make Child Care Payments with your MyWIChildCare EBT Card

To help support child care providers during COVID-19, we are asking you to continue making payments to your child care provider, even if your child is not currently attending the center due to the health emergency. This will support providers in returning to business once the COVID-19 health emergency is over.

Payments, using your MyWIChildCare EBT card, should continue as long as the Governor's Safer at Home Order is in place. Please check the DCF Child Care Parent Portal often for updated information related to this order. On April 3, 2020, any remaining balances on your EBT card for March and April was paid directly to your child care provider(s) via ACH Deposit. This payment was transferred by DCF. On May 8, 2020, any balance remaining on your EBT card for March, April, and May will be transferred to your provider.

Note: you will **not** receive an overpayment if your child does not attend child care, but funds are still paid to your provider(s). *Overpayments will not be assessed unless the parent or the provider demonstrates an intentional program violation.*

Making EBT Card Payments

For the month of May, make payments to your child care provider online 24/7 at www.ebtEdge.com or call 1-877-201-7601 (between 6 a.m.-6 p.m.) to make a payment or to speak with FIS Customer Service if you have questions about using your card.

Questions about Wisconsin Shares?

Contact your local agency if you have questions about your subsidy funds or need to change child care providers.

MyWIChildCare Parent Portal Information

Use the Parent Portal to check the balance of your EBT card, to track payments made to your provider, and to check/request changes to your child care authorization.

<https://dcf.wisconsin.gov/childcare/parent-portal/info>

Stay in Touch with DCF

There are several ways for you to stay in touch with DCF and receive important updates (2X/week) related to child care, Wisconsin Shares, and COVID-19.

- Sign up for our Child Care listserv <https://dcf.wisconsin.gov/childcare/email-signup>
- Follow our Facebook page <https://www.facebook.com/wisdcf/>
- Follow us on Twitter <https://twitter.com/WisDCF>
- View the COVID-19-Child Care Resources page <https://dcf.wisconsin.gov/covid-19/childcare>

Thank you,

A handwritten signature in black ink that reads "K. McGurk".

Kath McGurk, Bureau Director
Bureau of Early Learning and Policy
Division of Early Care Education