

# Annual Report

## Division of Early Care and Education



**2015**



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# Division of Early Care and Education Annual Report:

## Early Childhood in Wisconsin

The *Division of Early Care and Education Annual Report: Early Childhood in Wisconsin* summarizes data related to children and families supported by programs in the Wisconsin Department of Children and Families' Division of Early Care and Education (DECE). This report highlights information about regulated child care programs serving Wisconsin families and the activities throughout the Division that support program quality improvement, fraud reduction, and improved access to affordable high-quality child care.

Information highlighted in this report has been collected from bureaus and programs within the DECE including: the Bureau of Early Care Regulation (BECR), the Bureau of Early Learning and Policy (BELP), the Bureau of Program Integrity (BPI), and Milwaukee Early Care Administration (MECA). Please refer to Attachment 1 for an Organization Chart of the DECE.

### Report Interpretation

The DECE Annual Report focuses specifically on data relating to regulated child care providers and the families and children supported by programs within the Division. This report is produced using data collected and stored in DCF automated information systems including: Child Care Statewide Administration Web (CSAW), Cares Worker Web (CWW), Wisconsin Child Care Regulatory System (WISCCRS), and YoungStar Case Management. These automated information systems are designed for use by child care eligibility workers, authorization workers, licensing specialists, certification specialists, YoungStar technical consultants, and program integrity staff to support and connect program-wide staff activities and to supply information and documentation regarding services provided to families and children. Not all data fields in these systems are mandatory for eligibility and authorization development.

This report is available on the Internet at <http://dcf.wisconsin.gov/childcare/rptplangrants>



**Vision**

All Children have access to high-quality early care and education

**Mission**

To support low-income working families by sharing the cost of child care and promote the social well-being of all children and families through safe, high-quality early education experiences

**Values**

- Respect* Treat others with the highest degree of dignity and fairness
- Accountability* Deliver transparent, fiscally responsible, and programmatically sound services
- Collaboration* Work in synergy with stakeholders to deliver quality services
- Consistency* Continually deliver reliable services to customers
- Effectiveness* Ensure that services strengthen the economic and social well-being of families
- Efficiency* Systematically share resources to optimize services



# Early Learning and Policy

## Bureau of Early Learning Policy

The Bureau of Early Learning and Policy (BELP), administers the Wisconsin Shares Child Care Subsidy Program (Wisconsin Shares) and oversees YoungStar, the child care quality rating and improvement system. The Bureau also provides support to the Race to the Top - Early Learning Challenge grant that aligns Wisconsin's resources to improve the quality of care provided to Wisconsin's children.

## Mission

The mission of the BELP is to provide access to high-quality child care and early education experiences, to enhance children's development, to support their families in work and parenting roles, and to effectively manage the Wisconsin Shares program.

## Wisconsin Shares Child Care Subsidy Program

The Wisconsin Shares Child Care Subsidy Program helps low-income families with the cost of child care while they are working or preparing to enter the workforce. Wisconsin Shares is implemented at the local level by counties and tribes. The DCF contracts with 71 counties and nine Wisconsin tribes to administer Wisconsin Shares. In Milwaukee County, Milwaukee Early Care Administration (MECA) provides direct services for child care authorizations, and the Department of Health Services' Milwaukee Enrollment Services determines financial and non-financial eligibility. In 2013 the Western Region for Economic Assistance, consisting of La Crosse, Monroe, Vernon, Jackson, Clark, Trempealeau, Buffalo, and Pepin counties, implemented the delivery of Wisconsin Shares through the Income Maintenance Consortium model. In 2014 the Northern Consortium, consisting of Ashland, Bayfield, Florence, Forest, Iron, Lincoln, Price, Rusk, Sawyer, Taylor, Vilas, and Wood counties, was created with services beginning in 2015.

## Children and Families in Wisconsin Shares 2015

To be eligible for the child care subsidy, a parent, foster parent, relative, or person acting in place of a parent must require child care to be able to participate in one of the following activities: unsubsidized work, high school (if a teen parent is under 20 years of age), Wisconsin Works (W-2) placement, approved employment skills training while employed in unsubsidized work, FoodShare Employment and Training (FSET) work search or work experience activities, or be a W-2 applicant participating in job search, training, or orientation activities.

During 2015:

- Wisconsin Shares supported 26,906 families (unduplicated counts).
- During each month, Wisconsin Shares supported an average of 45,414 children.
- Wisconsin Shares served 76,582 unique children (unduplicated counts).

A breakdown of children by their age groups is found in the table below.

<b>Ages of Children Served by Wisconsin Shares in 2015</b>				
<b>Age Groups*</b>	<b>Age</b>	<b>Number</b>	<b>Percent</b>	<b>Total Number</b>
00 - <02 Years	0	6,273	8.19	6,273
	1	7,784	10.16	14,057
02 - <06 Years	2	8,651	11.18	22,618
	3	9,563	12.49	32,181
	4	8,873	11.59	41,054
	5	7,372	9.63	48,426
06 - <09 Years	6	6,370	8.32	54,796
	7	5,869	7.66	60,665
	8	4,956	6.47	65,621
09 - <13 Years	9	4,068	5.31	69,689
	10	3,189	4.16	72,878
	11	2,213	2.89	75,091
	12	1,446	1.89	76,537
13 - <14 Years	13	27	0.04	76,564
14 - <15 Years	14	9	0.01	76,573
15 - <16 Years	15	7	0.01	76,580
16 - <17 Years	17	2	0	76,582

\* Color-coded groups detail how the CC Warehouse Data is combined into age "groups".  
Additional Note: There were six children with an invalid date of birth (DOB)

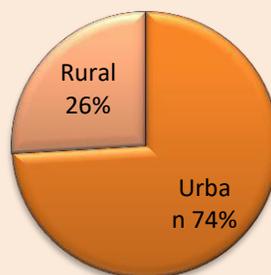
### Families Served: Rural versus Urban Areas

"Urban" includes: Dane, Brown, Rock, Milwaukee, Waukesha, Racine and Kenosha Counties.

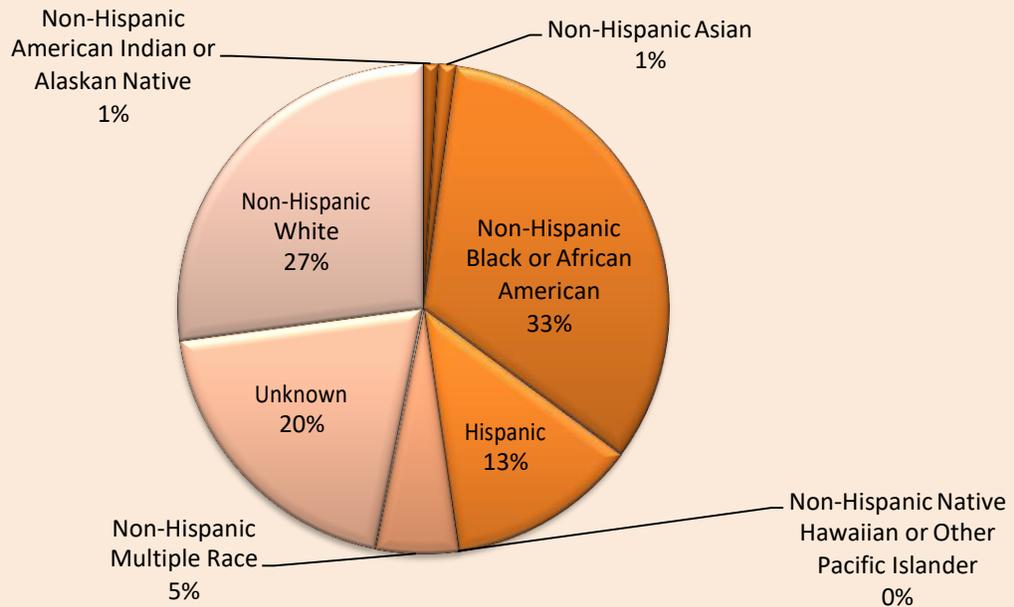
In CY 2015:

- An average of 33,753 children living in urban areas benefited from child care subsidy each month.
- An average of 11,805 children living in rural areas benefited from child care subsidy each month.

### Wisconsin Shares Families Supported in Urban vs. Rural Areas



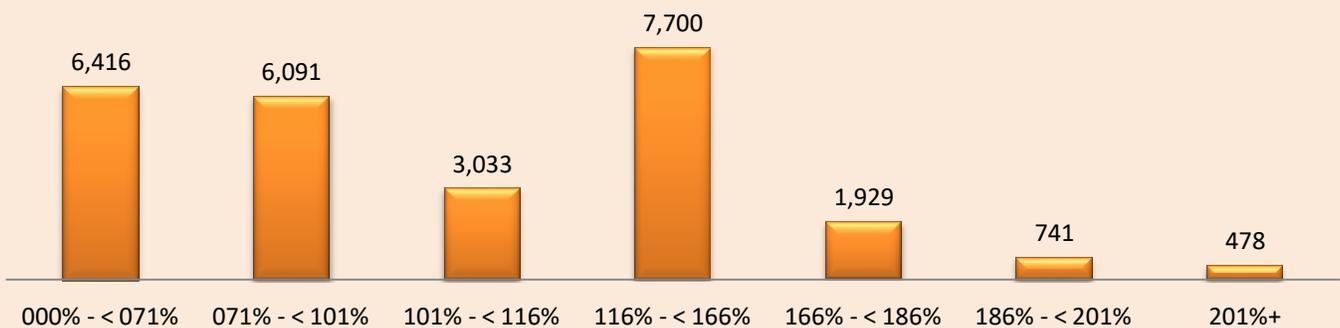
## Race/Ethnicity of Children in Wisconsin Shares in 2015



## Wisconsin Shares Families by Income as Percent of Federal Poverty Level (FPL)

To be initially eligible for Wisconsin Shares, the family's gross monthly income must be equal to or less than 185% of the Federal Poverty Level (FPL) for the corresponding family group size. Families continue to be eligible up to 200% of the FPL. Families in the 201%+ range may be served for a month after their family income exceeds the eligibility limit depending on when income changes. Foster parents, kinship relatives who receive a kinship benefit and have a court order for their placement, and subsidized guardians have different income eligibility requirements.

## Number of Families Receiving Wisconsin Shares by Income as %FPL



## Wisconsin Shares Expenditures

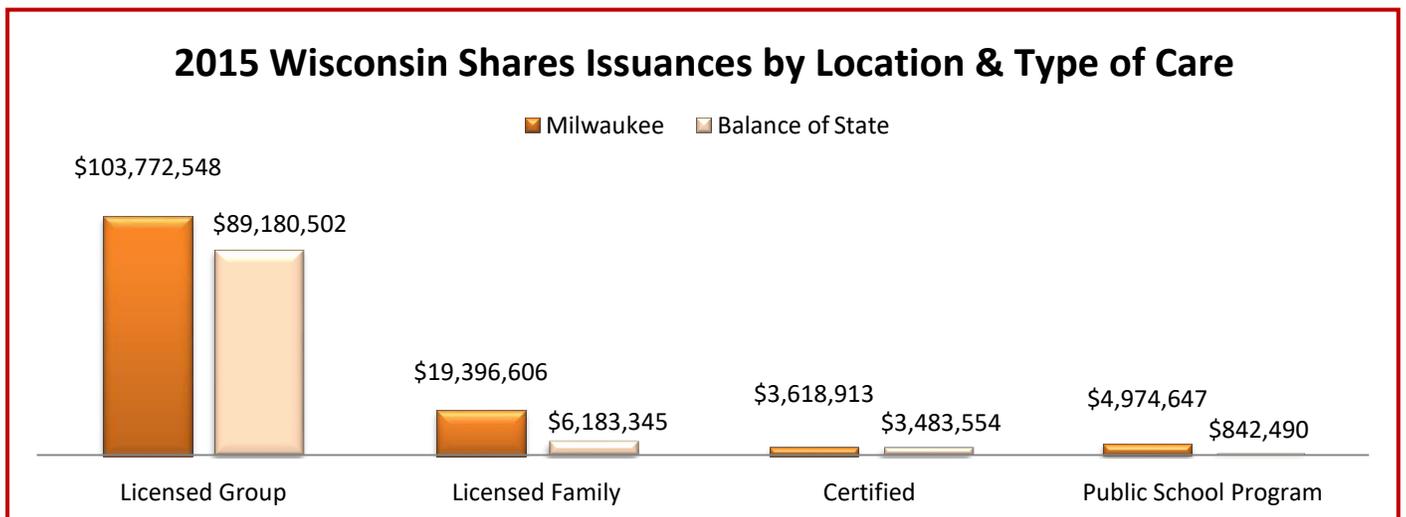
Wisconsin Shares reimburses child care providers for a portion of the cost of care based on the family's monthly income and number of children in subsidized care. Families are responsible for paying the difference between the Wisconsin Shares subsidy payment and the total cost of care.

2015 Wisconsin Shares Expenditures by Quarter				
Calendar Year	2015	Milwaukee County Issuances	Balance of State Issuances	Statewide Issuances
1 <sup>st</sup> Quarter		\$29,555,452	\$22,811,115	\$52,366,568
2 <sup>nd</sup> Quarter		\$33,378,484	\$27,235,764	\$60,614,248
3 <sup>rd</sup> Quarter		\$38,622,317	\$28,336,015	\$66,958,332
4 <sup>th</sup> Quarter		\$32,821,843	\$25,863,854	\$58,685,697
<b>TOTAL</b>		<b>\$134,378,096</b>	<b>\$104,246,718</b>	<b>\$238,624,845</b>

## Wisconsin Shares Issuances by Type of Care

Types of regulated care that are eligible for Wisconsin Shares reimbursement include:

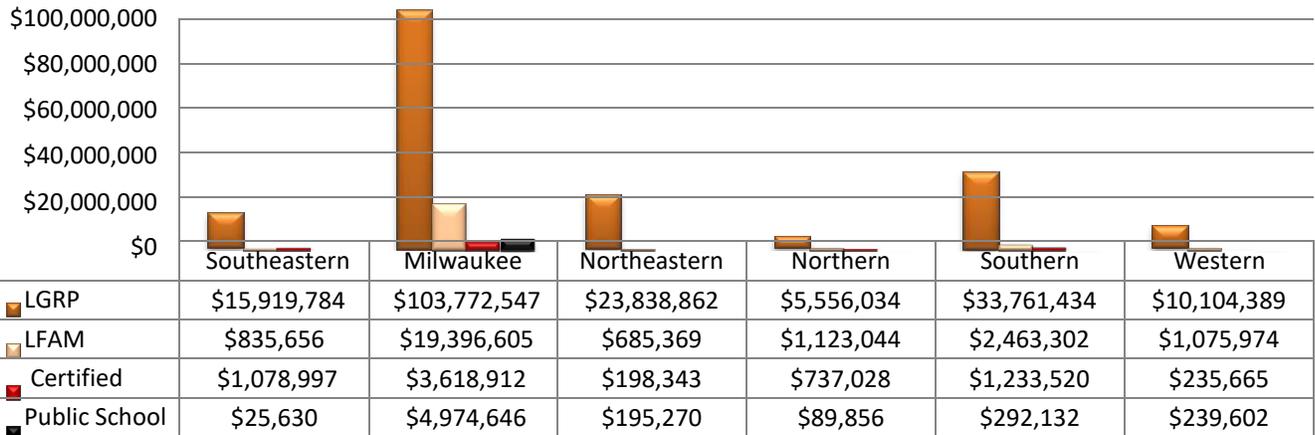
- Certified Care (3 or fewer children under age 7 in care)
- Licensed Family Child Care (up to 8 children under age 7)
- Licensed Group Child Care and Licensed Day Camps (9 or more children under age 7)
- Public School Program



## Wisconsin Shares Expenditures by YoungStar Region

Regions listed below are identified by YoungStar regional designations. For additional information on the counties included in the regions, please visit: <http://dcf.wisconsin.gov/youngstar/program/localoffice>

### 2015 Wisconsin Shares Issuances by YoungStar Region





## Wisconsin’s Quality Rating and Improvement System

Wisconsin’s Quality Rating and Improvement System (QRIS), was developed to improve the quality of child care for Wisconsin children. YoungStar establishes a consistent standard for measuring child care quality, based on the quality components of educational qualifications, learning environment and curriculum, business practices, and health and well-being of children. Programs are evaluated and rated using a 5 Star rating scale.

YoungStar addresses several key issues in Wisconsin’s child care system. YoungStar:

- Improves the overall quality of child care
- Creates a clear, understandable tool for parents to choose quality child care
- Creates incentives for providers to improve services, particularly for low-income children
- Establishes a connection between child care quality and the rate of Wisconsin Shares payments, and helps prevent fraud in the Wisconsin Shares Child Care Subsidy Program

YoungStar offers child care providers technical assistance, grants, professional development counseling, and a variety of training opportunities to support quality improvements. YoungStar offers parents resources and the Child Care Finder application to help them identify key elements of quality in child care so they can choose the best program for their children.

Celebrate Children Foundation, Supporting Families Together Association (SFTA), and Wisconsin Early Childhood Association (WECA) administer YoungStar across the state. These three organizations combined are recognized as *The YoungStar Consortium*.

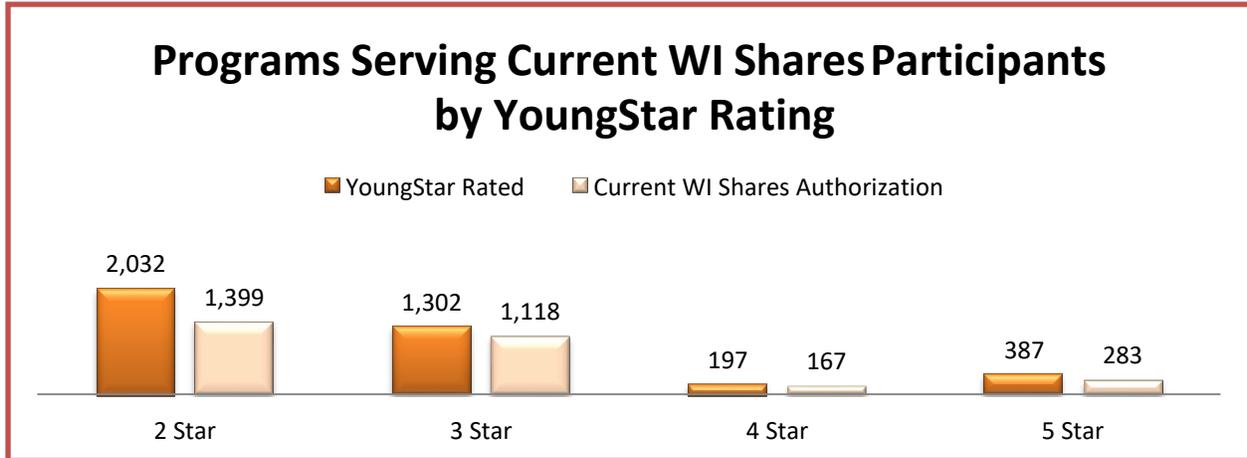
Child care programs must be regulated or exempt from regulation and must participate in YoungStar to be eligible for Wisconsin Shares funds. All technical assistance and quality rating services are offered through the YoungStar Consortium and its local YoungStar offices.

The table below details the number of children receiving Wisconsin Shares by the YoungStar rating the child care program had earned as of Dec. 31, 2015.

Children Participating in Wisconsin Shares by YoungStar Level					
Region	2 Star	3 Star	4 Star	5 Star	Total
Kenosha/Racine	711	2,273	83	409	3,476
Milwaukee	7,100	11,369	1,153	2,866	22,488
Northeastern	1,085	2,180	638	1,084	4,984
Northern	607	973	121	237	1,938
Southern	1,617	2,444	404	2,125	6,590
Western	868	1,158	265	305	2,596
<b>TOTAL</b>	<b>11,988</b>	<b>20,397</b>	<b>2,664</b>	<b>7,023</b>	<b>42,072</b>
Wisconsin Shares does not reimburse providers rated 1 Star.					

As of December 31, 2015, there were 5,163 regulated programs in Wisconsin. Of those:

- 4,102 (80%) were participating in YoungStar and therefore eligible to accept Wisconsin Shares payments.
- 3,076 (60%) had a Wisconsin Shares authorization at that time.



Note: As of Dec. 31, 2015 there were 10 YoungStar programs that were rated 1 Star. Wisconsin Shares does not reimburse programs rated 1 Star. 174 programs were in the process of being rated.

### YoungStar Rating - Quality Incentive Payments and/or Reductions

Wisconsin Shares subsidy reimbursement levels are based on the provider's star rating.

#### 5 Star Provider

Meets highest level of quality standards. Wisconsin Shares reimbursement is increased by up to 25%.

#### 4 Star Provider

Meets elevated levels of quality standards. Wisconsin Shares reimbursement is increased by up to 10%.

#### 3 Star Provider

Meets proficient level of quality standards. No impact on Wisconsin Shares subsidy reimbursement amount.

#### 2 Star Provider

Meets health and safety standards. Wisconsin Shares subsidy reimbursement reduced by 5%.

#### 1 Star Provider

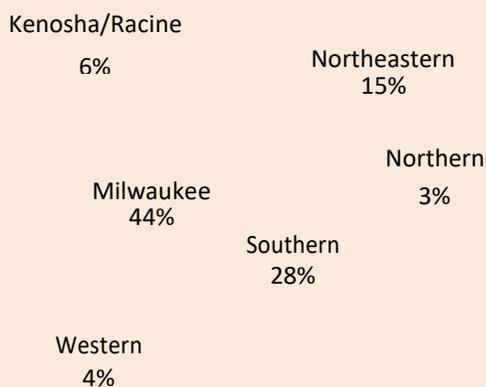
Providers rated 1 Star are not eligible for Wisconsin Shares reimbursement. These providers' child care licenses or certifications have been revoked, denied or suspended, or their Wisconsin Shares payments have been ended due to fraud/suspected fraud.

## Wisconsin Shares Payment Adjustments Based on YoungStar Ratings

### Positive Adjustments to WI Shares Payments for 4 & 5 Star Programs by Region

Region	Positive Adjustment	Total
Kenosha/Racine	\$681,721	6%
Milwaukee	\$5,522,309	44%
Northeastern	\$1,893,376	15%
Northern	\$386,024	3%
Southern	\$3,544,823	28%
Western	\$549,775	4%
<b>TOTAL</b>	<b>\$12,578,028</b>	<b>100%</b>

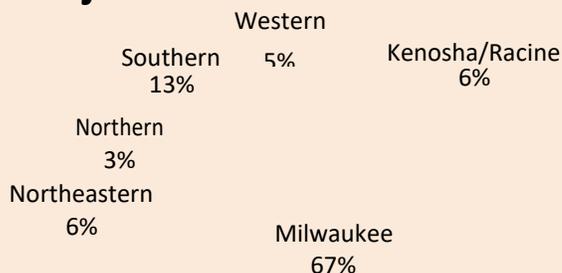
### Adjustments for Programs Rated 4 & 5 Star



### Negative Adjustments to WI Shares Payments for 2 Star Programs by Region

Region	Negative Adjustment	Total
Kenosha/Racine	-\$231,615	6%
Milwaukee	-\$2,708,319	67%
Northeastern	-\$237,489	6%
Northern	-\$116,336	3%
Southern	-\$523,729	13%
Western	-\$195,727	5%
<b>TOTAL</b>	<b>-\$4,013,215</b>	<b>100%</b>

### Negative Adjustments for Providers Rated 2 Star

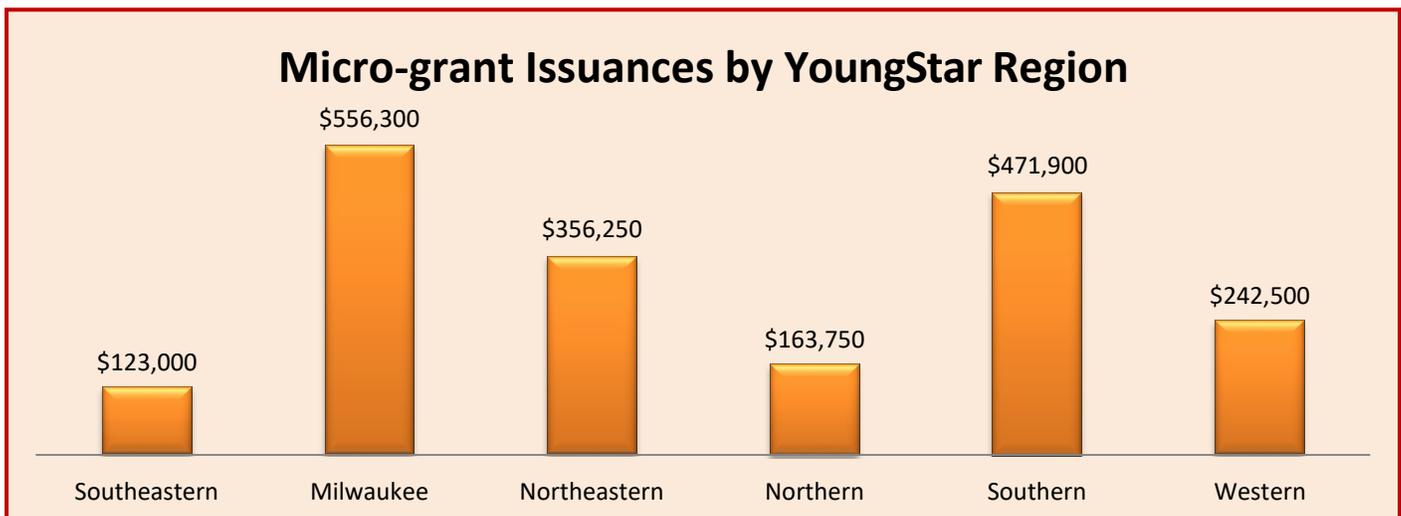


## YoungStar Micro-Grant Program

YoungStar micro-grants are funds provided to support program quality improvement. The YoungStar Consortium administers the tracking, eligibility determination, and distribution of micro-grants to child care programs/providers. YoungStar participants must actively engage in quality improvement efforts with their YoungStar Technical Consultant or be accredited and provide required documentation to be eligible for a micro-grant. Eligible YoungStar participants are awarded a micro-grant every year in the following amounts:

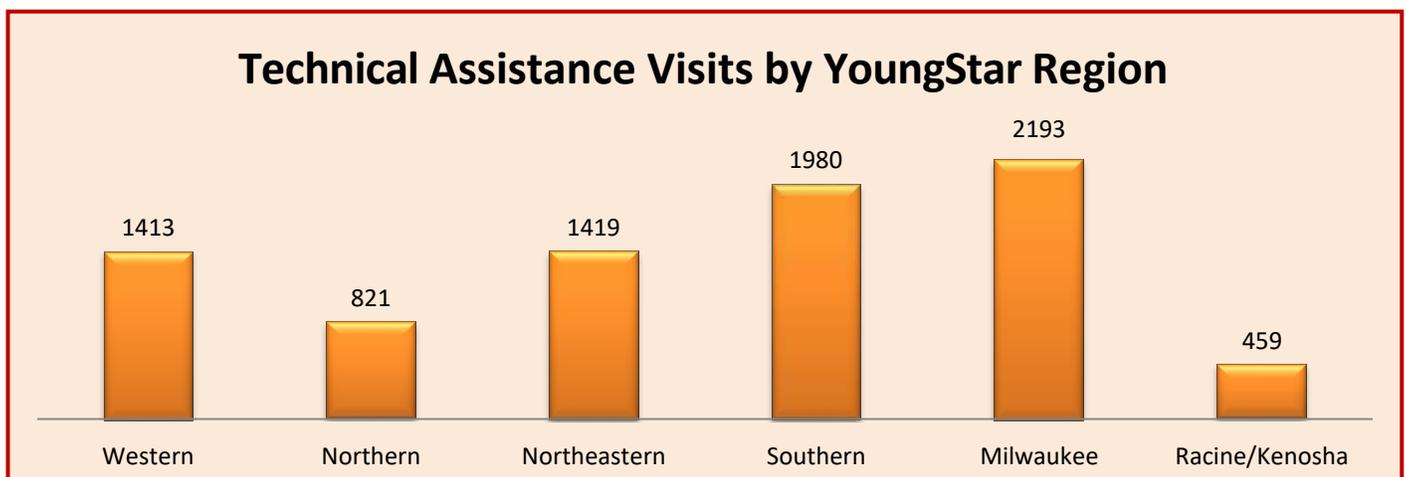
- \$1,000 for a licensed Group Child Care or School-Age program
- \$500 for a licensed Family Child Care program
- \$250 for a certified Family Child Care program
- \$200 for a Licensed Day Camp program

During calendar year 2015, over \$1.9 million in micro-grants were awarded to YoungStar participants.



## YoungStar Technical Assistance

YoungStar technical assistance is provided to child care programs (when requested) to work on collaborative Quality Improvement Plans and support defined steps for program enhancement. Technical consultation support is provided on-site to programs for an average of ten hours per program, per year. YoungStar provided 8,285 Technical Assistance visits to over 2,800 child care programs.



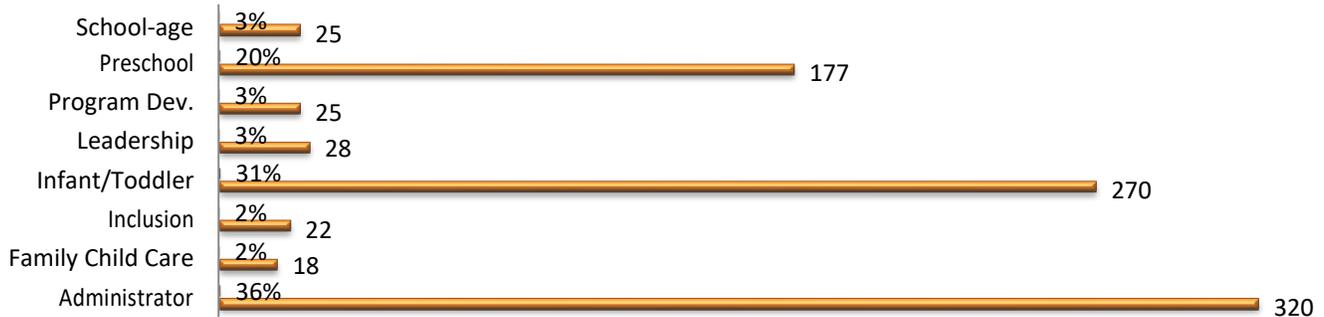
## T.E.A.C.H. Early Childhood® Wisconsin

T.E.A.C.H. Early Childhood® Wisconsin is a statewide scholarship program designed to help teaching staff in child care centers and afterschool programs, Head Start teachers, family child care providers, and center directors and administrators advance their educational qualifications while continuing their current employment in regulated early childhood and school-age care settings. T.E.A.C.H. links education, compensation and commitment to improving the quality of early education.

There are a variety of scholarship models designed to meet the diverse needs of the workforce. All models support credit-based education in Wisconsin institutions of higher education. There are a total of 1,973 active contracts. By working in partnership with programs and scholarship recipients, T.E.A.C.H. pays the largest share of expenses related to the completion of an educational path towards a credential, degree, or coursework related to improving a YoungStar rating. T.E.A.C.H. also provides counseling and administrative support, and a contract completion bonus.

T.E.A.C.H. Early Childhood® Wisconsin – Fiscal Year 2015		
Scholarship Type	Description	Number of Active Contracts
9-18 Credits	A 1-time opportunity to complete 9-18 credits of early childhood coursework	30
Regional Support	Supports engagement in one technical college course (3 credits)	56
Bachelor's Degree 19+ Credits	Scholarship for providers interested in earning 19 or more credits.	60
Associate's Degree 19+ Credits	Scholarship for providers interested in earning 19 or more credits.	64
Bachelor's Degree	A 1-year (3-semester) renewable scholarship for providers interested in earning 9 or more credits.	123
3 to 8 Credits	A flexible scholarship designed for providers interested in earning 3-8 credits over 3 semesters.	374
Associate's Degree	A 1-year (3-semester) renewable scholarship for providers interested in earning 9 or more credits.	381
The Wisconsin Registry Credential	A 2-year scholarship awarded for <i>The Wisconsin Registry Credential Program</i> (additional details below).	885

## T.E.A.C.H. Early Childhood Scholarships by Registry Credential Type



### REWARD Wisconsin

The REWARD Wisconsin Stipend Program is a compensation and retention initiative for members of the early care and education workforce who are at Registry Level 9 or higher. Incremental salary supplements are awarded based on one's educational attainments and longevity in the field. This program encourages increased education and retention through increased compensation.

#### REWARD Wisconsin Activity for Fiscal Year 2015

Active Agreements during the Fiscal Year	3,346
Recipients active during the Fiscal Year	2,452
Agreements/Recipients Awarded during the Fiscal Year	2,020
First Time recipients	612
Average Years of Experience	12.4
Average Years at Program	8.2
Turnover rate	47, 2.3% <sup>1</sup>
Revocation rate	69, or 3.4% <sup>2</sup>
Average Stipend	\$554
Recipients who have received T.E.A.C.H.	533, or 26.4%
Programs Represented	1056
Children Served	67,000
Counties Served – by Employment	69
Counties Served – by Residence	70

<sup>1</sup>. Of the 47 turnovers, 35 went to other childcare programs. 12 left the profession.

<sup>2</sup>. Of the 69 revocations, 48 were because program no longer met program eligibilities. 21 because of unreturned materials.

## Early Care Regulation - Licensing and Certification

### Bureau of Early Care and Regulation

The Bureau of Early Care Regulation (BECR) is responsible for the licensing and regulation of child care. The Bureau regulates family and group child care centers, and day camps.

### Mission

The mission of BECR is to promote and protect the health, safety and welfare of children in child care by ensuring the quality and safety of care in the licensed facilities through monitoring for compliance with licensing standards.

## Early Care Regulation - Licensing and Certification

Requirements for family child care, group child care and day camps protect and promote practices that are intended to enhance the health, safety and welfare of children. The Department's BECR works to ensure licensing and certification requirements are met through inspections of child care facilities.

Types of regulated child care include:

- Certified Care (Care for up to 3 children under age 7, but may care for a group maximum of 6 that includes day care children 7+ and/or their own/related children under the age of 7)
- Licensed Family Child Care (up to 8 children under the age of 7)
- Licensed Group Child Care (9 or more children under the age of 7)
- Day Camp (seasonal program for 4 or more children ages 3 and up)

### Licensed Providers, Capacity and Estimated Enrolled Children

As of December 31, 2015, there were 4,149 licensed child care centers and day camps in Wisconsin. An estimated 226,536 children were served in licensed child care centers and day camps in 2015.

Daytime and night-time capacity overall remained about the same between 2014 and 2015. Daytime capacity for all licensed care in 2015 was 158,563, compared to 158,286 in 2014. The total night-time capacity for all licensed care was 11,765 in 2015, compared to 11,613 in 2014.

An estimated 226,563 children were served in licensed child care centers and day camps in 2015.

Licensed Child Care				
	Total No. of Providers	Total Daytime Capacity	Total Night-time Capacity	Estimated Number of Enrolled Children*
Licensed Group	2,267	136,122	9,519	193,702
Licensed Family	1,793	14,223	2,246	21,903
Licensed Day Camps	89	8,218	0	10,929
<b>TOTAL</b>	<b>4,149</b>	<b>158,563</b>	<b>11,765</b>	<b>226,536</b>
*The estimated number of enrolled children in licensed care is calculated by multiplying licensed capacity by 1.33. Due to part-time care, licensed slots are often filled by more than one child.				

## Monitoring of Licensed Centers

Licensing specialists are responsible for monitoring licensed group and family child care centers and day camps. Each licensing specialist's caseload includes a mix of group and family centers and day camps. Throughout the year, BECR staff is involved in opening new and relocated licensed child care centers, closing licensed centers and conducting routine monitoring of all licensed programs.

Licensed centers are visited a minimum of once per year by a licensor to review each center's compliance with the administrative rules. In practice, licensors are visiting centers, on average, at least two times per year and more. Over a two-year period, all applicable administrative rules must be reviewed for each center. Approximately ninety seven percent (97%) of administrative rules reviewed by BECR in 2015 were met by licensed centers, with only three percent (3%) resulting in a violation.

<b>2015 Administrative Rule Compliance Check Results</b>			
	<b>Rules Met</b>	<b>Rule Violations</b>	<b>Total Rules Reviewed</b>
Group Child Care	418,835	16,472	435,307
Family Child Care	268,040	6,986	275,026
Day Camp	18,501	541	19,042
<b>TOTAL</b>	<b>705,376</b>	<b>23,999</b>	<b>729,375</b>

The information collected at the child care monitoring visits is readily available to parents and others who visit the DCF child care public search website. Results are posted as soon as the next day following a visit. During 2015, Wisconsin's public search website received 173,515 visits and these visits resulted in nearly 1.5 million webpage views of child care center information such as hours of operation, capacity, YoungStar rating, compliance and noncompliance statements, correction plans, and enforcements.

In addition to monitoring visits, licensors provide technical assistance and consultation to centers, conduct complaint investigations and license new centers. BECR licensors made over 9,000 visits in 2015 to licensed centers. The following table shows the reasons for visits to licensed child care centers in 2015:

<b>Purpose of Visit</b>	<b>Number of Visits</b>
Complaint Regarding Licensed Center	1231
Complaint Regarding Unlicensed Center	241
Enforcement Action Compliance Verification	191
Initial Licensing Study	556
License Amendment	118
Monitoring for Licensing	5,758
Pre-licensing Technical Assistance	25
Technical Assistance for Licensed Facility	355
Verification of Correction Plan Compliance	701
<b>Total Number of Visits</b>	<b>9,176</b>

## Complaint Investigations

In 2015, BECR staff investigated approximately 1,400 complaints concerning licensed centers and allegations of persons operating child care centers illegally. When violations are documented as a result of a complaint investigation in a licensed center, the licensor cites the violation and follows up to ensure that the licensee's correction plan is implemented. In the case of substantiated unlicensed child care, BECR regional staff informs the individual of statutory requirements for licensure and will issue stop operating orders and additional enforcement to assure the unlicensed provider stops violating licensing law.

Only 11% of all licensed facilities had complaints filed against them and BECR substantiated about half of those complaints. Unlicensed complaints were substantiated about 30% of the time. The following chart reflects complaint results for 2015.

2015 Complaint Investigation Results				
	Received	Closed	Substantiated	Unsubstantiated
Licensed Complaints	1,116	1,140	562	578
Unlicensed Complaints	284	270	87	183

## Self-Reports

Administrative rule requires licensees to report to BECR any child deaths, incidents and injuries that occur in licensed care and licensors review these reports to determine whether rule violations may have been a factor. BECR reviewed and closed 1,335 self-reports from licensees of incidents and injuries involving children in licensed care. Of those self-reports requiring additional investigation, 32 resulted in one or more violations. Thirty-six of these investigations were unsubstantiated.

## Licensed Provider Satisfaction Survey

On September 22, 2015, BECR launched three customer satisfaction surveys through *SurveyMonkey* to gather feedback on an ongoing basis from child care license applicants, current child care licensees, and closed providers. Over 200 applicants and licensees have completed the survey since it was initiated and periodic summary reports of survey results are reviewed and shared with staff to improve BECR customer service.

### Results of Licensing *Feedback* Survey through 1/8/16

- 68.9%** (151 responses) came from Licensed Group child care programs; **31.1%** (68 responses) came from Licensed Family child care providers
- 60.9%** (134 respondents) indicated they had been licensed to provide child care for over 10 years. 15.9% (35) had been licensed 5-10 years, 12.3% (27) 2-5 years, 10.9% (24) less than 2 years.
- 94.9%** indicated their licensing specialist clearly explained the purpose of the visit before arriving.
- 98.6%** indicated their licensing specialist was professional and courteous.
- 96.7%** indicated their licensing specialist clearly explained the results of the visit.

### Results of Licensing *Applicant* Survey through 1/8/16

- Out of **17 total responses**, 3 came from Dane Co., 5 from Milwaukee Co., and one (1) each from Sauk, Kenosha and Columbia County. The rest of the respondents skipped the question.
- Nine responses were from family child care applicants and eight were group applicants.
- Six respondents took less than 3 months to complete the application process, seven took 3 – 6 months and one took more than 6 months.
- Nine respondents assessed the pre-licensing experience with the technical advisor as extremely helpful and 6 indicated helpful. Two did not respond.
- Fifteen respondents assessed the application materials as either extremely helpful (7) or helpful (8). Two did not respond.
- Fifteen respondents assessed their experience with DCF licensing staff as extremely helpful (7) or helpful (8). Two did not respond.

### Results of Licensing *Closure* Survey through 1/8/16

- Of **3 total responses**, 1 response was from Kenosha, 1 from Washington and the third is unknown.
- One response was from a family provider, one was from a group provider and the other was unknown.
- Two providers responded, both indicated that they were licensed for more than 10 years.
- One respondent indicated the reason for closure was business and/or financial reasons. The second respondent indicated the reason was challenges related to licensing requirements.
- Two respondents indicated that s/he would never become licensed again; the third indicated yes but more than one year from now.

## Certified Child Care Centers and Capacity

As of December 31, 2015, there were 1,008 certified family providers and six certified school age programs. An estimated 6,424 children were served in certified child care in 2015. The following table shows the number and capacity of certified child care centers and estimated number of children enrolled in certified care in 2015.

Certified Child Care				
	Total No. of Providers	Total Daytime Capacity	Total Nighttime Capacity	Estimated Number of Enrolled Children*
Certified Family	1,008	Up to 6 Children	Up to 6 Children	6,048
Certified School-Age	6	283	N/A	376
<b>Total</b>	<b>1014</b>	<b>***</b>	<b>***</b>	<b>6,424</b>

\* The estimated number of enrolled children in certified family care is calculated by multiplying the number of providers by 6.  
 The estimated number of enrolled children in certified school age care is calculated by multiplying capacity by 1.33.  
 Due to part-time care, slots are often filled by more than one child.

## Monitoring of Certified Child Care Centers

Monitoring of certified family child care and certified school age care is conducted by certifiers employed by the counties, tribes, subcontracted agencies and the Milwaukee Early Care Administration (MECA). Certifiers conducted 1,988 visits to certified centers in 2015 to monitor, provide technical assistance, verify compliance and conduct complaint investigations. All certified providers must be visited once every two years in order to renew their certification and all certification agencies completed at least one required visit to certified providers during the 2013 - 2015 time frame.

Purpose of the Visit	Number of Visits
Annual Visit/Monitoring/294 Verification/Other	1,239
Complaint Visit	27
Expired Re-Certification Visit	11
Initial Provider Visit	262
Re-Certification Visit	333
Relocation Visit	49
Technical Assistance Visit	67
<b>Total</b>	<b>1,988</b>

## Enforcement Actions to Gain Compliance with Administrative Rules

Licensing and certification staff may initiate enforcement actions when, because of the severity of violations and/or a pattern of repeated violations, the health, safety and welfare of children in care is at risk. Progressive enforcement refers to a series of actions taken to gain compliance with administrative rules, when previous efforts such as citing the violation or providing technical assistance, have not have worked. Enforcement actions are authorized in statute, are posted on the public website and can ultimately lead to revocation of a license.

The following identifies enforcement actions initiated with licensed centers in 2015.

Type of Enforcement	Total
Denial – DHS-12/Other	16
Forfeiture/Direct Forfeiture	195
Orders/Stop Operating Orders	214
Revocation – DHS-12/Other	19
Summary Suspension	5
Warning Letter/Warning Letter No Access	167
2nd Probationary License Due to Noncompliance	22
<b>Total</b>	<b>638</b>

The following summarizes enforcement actions initiated with certified centers in 2015.

Type of Enforcement	Total
Denial – DHS-12/Other	19
Revocations	15
Suspensions	36
Warning Letter	46
<b>Total</b>	<b>116</b>

## Caregiver Background Checks

During 2015, the BECR Caregiver Background Unit (CBU) completed 5,298 Department of Justice background checks and 2,211 FBI background checks. In addition, the BECR CBU fielded nearly 5,252 phone inquiries related to background checks in 2015, compared to 3,000 in 2014. This increase in the volume of calls is due to provider questions related to the new one time FBI fingerprint-based background check.

# Program Integrity

## Bureau of Program Integrity

The Bureau of Program Integrity (BPI) was created as part of the Division's reorganization in 2014 to better allocate resources to oversee program integrity for the Division's programs.

### Mission

The Bureau of Program Integrity's mission is to enforce compliance and integrity of the Wisconsin Shares and YoungStar programs by monitoring, investigating, and recovering misapplied funds. BPI actively protects taxpayer dollars, combats the misuse of funds, prevents and detects fraud and abuse through the use of multiple tools and application of enforcements.

## Program Integrity Productivity Summary

BPI pursues a variety of remedies including establishing and applying overpayments, automatic reduction to child care provider issuances, and pursuing collection activities in collaboration with DCF Finance. The BPI enforces other actions as well, such as stipulations and permanent suspensions. The BPI also provides oversight, monitoring, and guidance for counties, tribes, child care provider programs, and Wisconsin Shares clients.

### Productivity Outcomes – Wisconsin Shares Child Care Provider

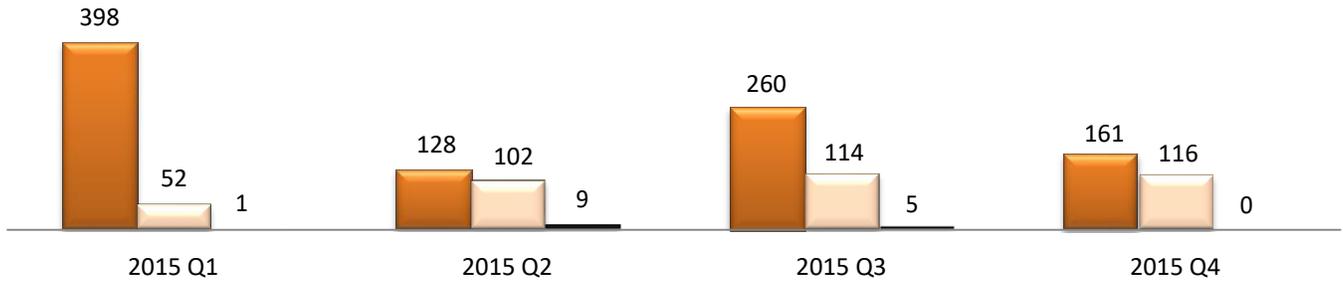
The BPI received 3,200 referrals from the fraud mailbox and the quarterly red flag report produced over 11,500 flags providing approximately 2,800 referrals. All referrals are screened resulting in one of the following actions:

- (1) **Closed** – the referral was unsubstantiated and does not warrant any further investigation
- (2) **Technical Assistance Letter (TA)** – the referral identified an error correctable with technical assistance being provided to the child care provider
- (3) **Preliminary Investigation** – the referral identified potential risks and requires further investigation

The BPI handled over 1,300 investigations – including 947 preliminary, 384 formal investigations, and 15 criminal investigations.

## Investigations Completed

■ Preliminary Investigations completed 
 ■ Formal Investigations completed 
 ■ Criminal Investigations completed

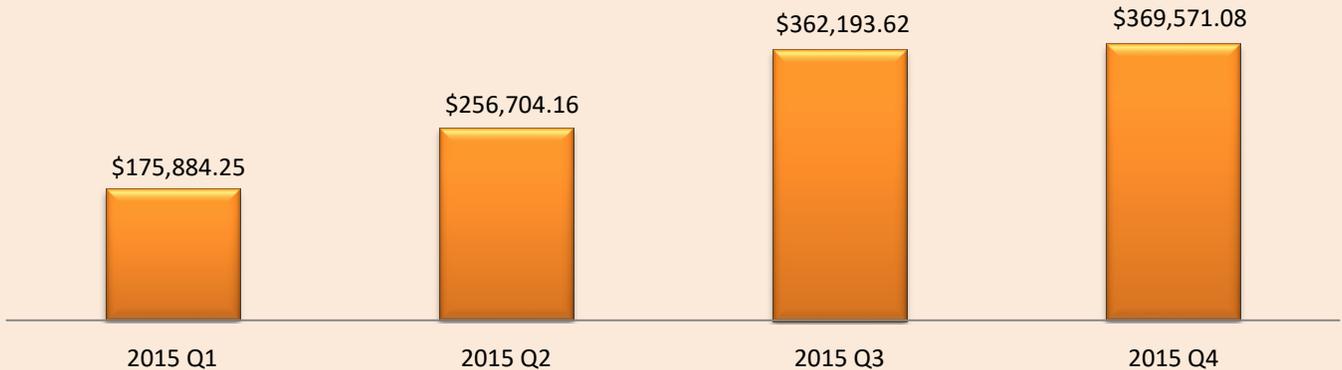


Of the 384 formal investigations, a summary of the outcomes is in the table below:

Formal Investigation Outcomes	
No Overpayment	36
Overpayment Only	244
Overpayment and Stipulation	67
Termination (with or without overpayment)	37
<b>Total</b>	<b>384</b>

The BPI established over \$900,000 in child care provider overpayments due to formal investigations. County agencies established over \$200,000 in child care provider overpayments due to errors and/or inadequate billing practices. Overpayments established in 2015 total just over \$1.1M.

## Provider Overpayments Established



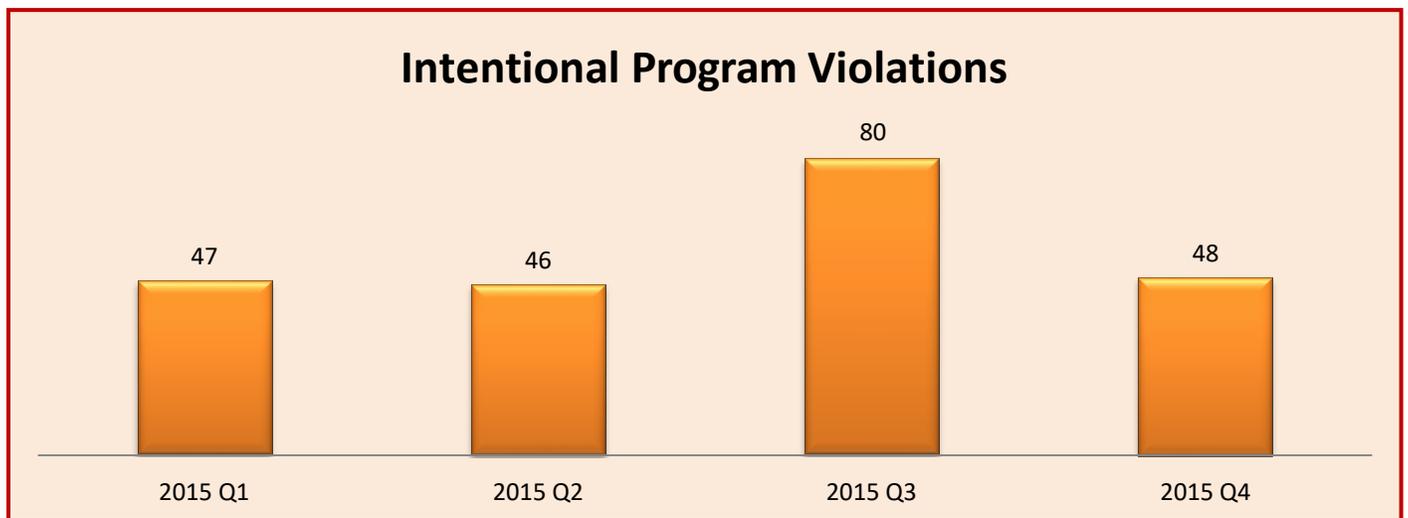
The BPI Task Force aids in the criminal prosecution child care providers. During 2015, BPI assisted in the prosecution of two providers resulting in \$49,600 of ordered restitution.

When an overpayment is established, monies are recouped from both active and inactive child care providers. This year, \$293,000 was recouped from active child care providers and just over \$263,500 was collected from inactive child care providers.

### Productivity Outcomes – Wisconsin Shares Parent

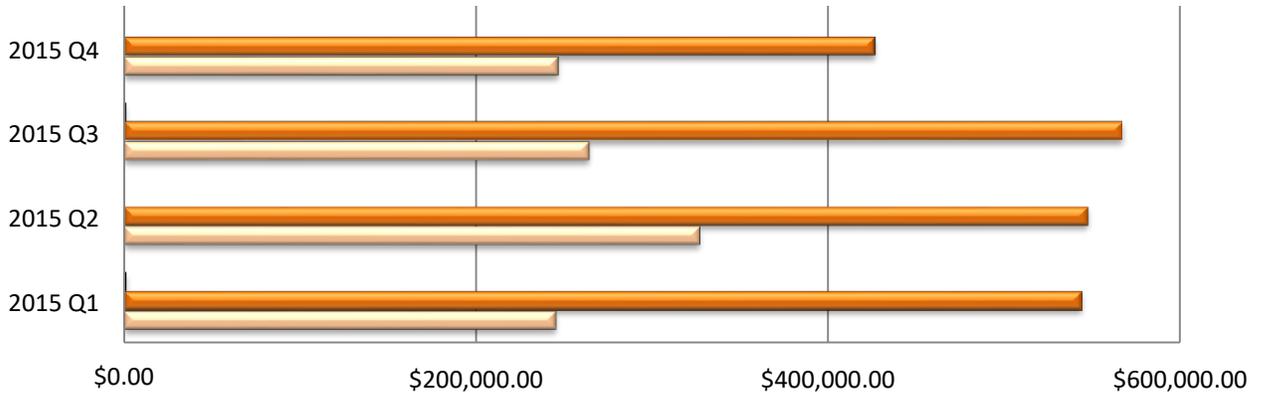
The BPI reviews and approves intentional program violation (IPV) activities throughout Wisconsin. An intentional program violation is when an individual is found to be intentionally providing false or misleading statements, withholding information or committing an act that violates the state or federal laws for the purpose of using, presenting, transferring, acquiring, receiving, possessing, or trafficking benefits.

A total of 221 IPVs were established in 14 counties in 2015 for a total amount of \$996,337. Milwaukee encompassed 75% (166) of these, and the Balance of State attributed to 25% (55) of all IPVs established.



The BPI provides guidance and technical assistance to local and tribal agencies responsible for establishing overpayments for clients. A client overpayment occurs when they receive benefits for which they are not eligible. A total of 1,566 client overpayment claims were established, totaling over \$3,100,000.00. Milwaukee encompassed 65% of these, and the Balance of State attributed to 35% of all client overpayments established.

## Client Overpayments Established -Statewide



	2015 Q1	2015 Q2	2015 Q3	2015 Q4
■ Tribes	\$1,314.64	\$0.00	\$1,005.47	\$0.00
■ Milwaukee	\$542,968.03	\$546,436.00	\$566,225.93	\$425,721.58
■ Balance of State	\$245,329.23	\$326,994.75	\$264,189.00	\$246,596.43

# Milwaukee Early Care Administration

## Bureau of Milwaukee Early Care Administration

Child care provider certification, authorization for child care subsidies, and certain program integrity activities for Milwaukee County are provided by the Bureau of Milwaukee Early Care Administration (MECA). The Department contracts with the Department of Health Services for basic eligibility determination for residents applying for Wisconsin Shares child care subsidy assistance.

## Mission

The mission of MECA is to promote excellence in early childhood care and education in Milwaukee County, and to ensure that Milwaukee residents have access to affordable, high-quality child care that enhances children's development and supports low-income families' ability to work.

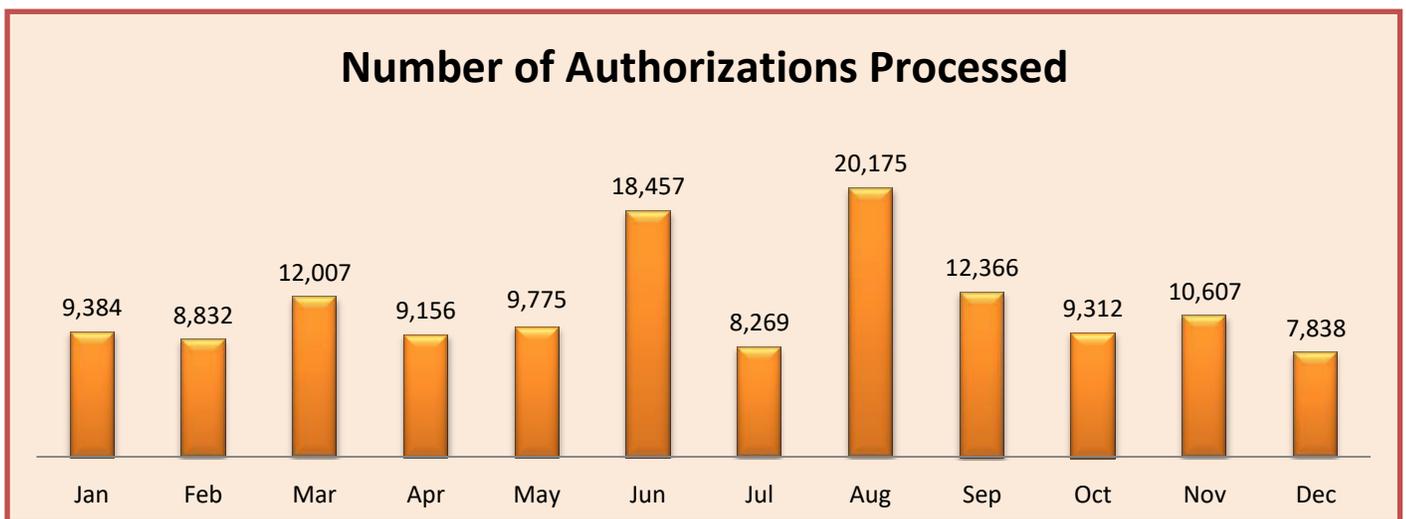
Milwaukee Early Care Administration (MECA) is responsible for providing access to affordable, high-quality child care and early education experiences, enhancing the development of children and supporting their families in work and parenting roles in Milwaukee County. MECA provides multiple services to Milwaukee County including:

- Authorization services for Wisconsin Shares recipients;
- Provider services to ensure timely subsidy payments to child care providers;
- Child Care Certification; and,
- Client Program Integrity of the Wisconsin Shares program.

MECA works in combination with Milwaukee Enrollment Services (MIES) to determine and manage participant eligibility and services of the Wisconsin Shares program. MIES manages all aspects of Income Maintenance, determining eligibility and issuing benefits to Milwaukee County residents.

## Number of Authorizations Processed

In 2015, there were a total of 136,178 authorizations processed in Milwaukee County.



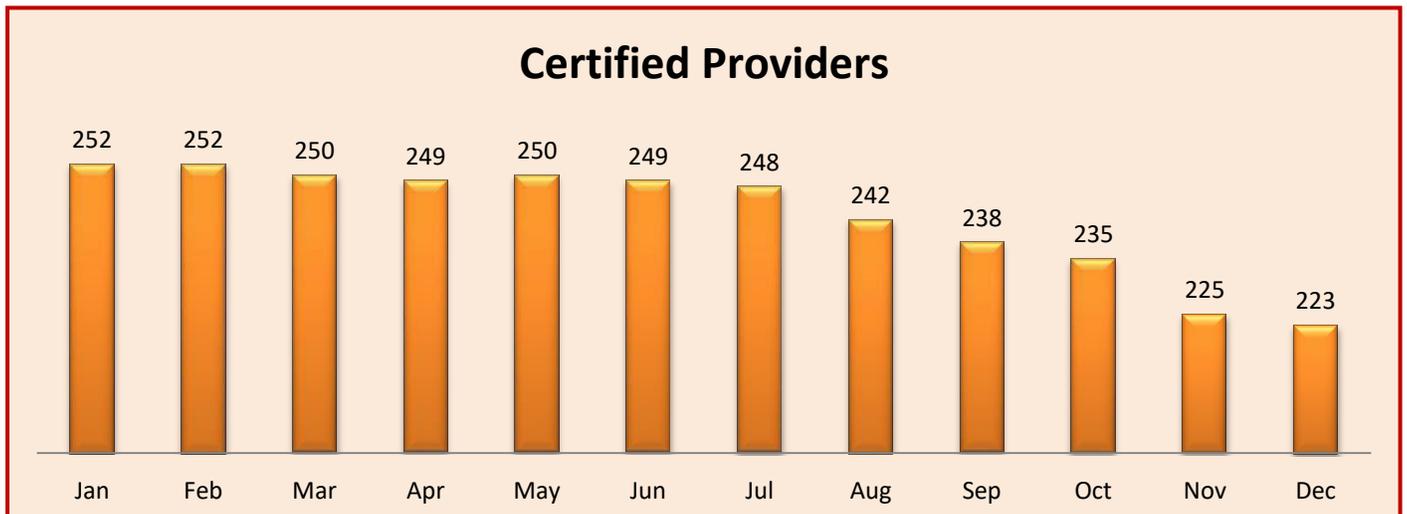
## Number of Walk-In Services

Milwaukee County offers services and information to families through the Internet, over the phone, and face-to-face with walk-in services. In 2015 Milwaukee County served 32,243 individuals through walk-in services, an increase from 25,091 in 2014.



## Number of Certified Providers in Milwaukee County

In 2015, Milwaukee County experienced a loss of 29 certified providers. In January 2015, Milwaukee County had 252 certified providers; by December 2015, there were 223.



## Fraud Referrals Received

A total of 2,856 client fraud referrals were received by MECA in 2015, up from 1,726 in 2014.

## Fraud Referrals



## Client Overpayments Established

MECA established \$2,081,350 in client overpayments in 2015, which is \$54,468 more than in 2014.

## Client Overpayments Established



## Race to the Top Early Learning Challenge

Race to the Top Early Learning Challenge (RTT- ELC) is a federal grant awarded to Wisconsin in 2013 in order to enhance the system of early childhood. RTT- ELC is a cross-departmental grant that uses the talent, experience, vision, and programs of three state departments: Children and Families (designated as the lead agency by the Governor), Public Instruction, and Health Services.

**Project 1:** Under the Grant Manager's leadership, the state will develop a public-private partnership to enhance resources available and sustain the activities of this grant.

- After a Public-Private Partnership RFP was issued, grants were awarded to 6 local early childhood coalitions from around the state in the Fall of 2015. The purpose of the grants is to build the capacity of the local coalitions to increase public and private investment in early childhood. The local coalitions are participating in a statewide network of public private partnerships.
- A brand name, logo, website, and marketing materials were created as part of the network of early childhood coalitions. The website will house resources and tools that can be used to increase investment in early childhood.

**Project 2:** The goals of Project 2 are to expand child care provider knowledge of comprehensive child screening and communication with parents about screening findings and to strengthen training and technical assistance for providers serving special populations of children with high needs.

- 70 child care providers received a total of 277 hours of onsite technical consultation specific to screening with the Ages and Stages Questionnaire in addition to their standard YoungStar hours.
- Planning began for an Inclusion Institute, which will take place in the fall of 2016. The Inclusion Institute will bring together early childhood professionals for all sectors to create networking and professional development opportunities.

**Project 3:** The goal of Project 3 is to provide guidance for further collaboration and coordination with the Department of Public Instruction (DPI) Superintendent's 4-Year-Old Kindergarten (4K) Task Force.

- Created an annual collaborative report between DCF and DPI compiling key data on 4K and 4K Community Approach (4KCA).
- Supported annual meetings between 4K and other early childhood partners.

**Project 4:** The goal of Project 4 is to increase the number of high-needs families informed about and understanding the importance of high quality child care programming and selecting 3, 4, and 5 Star rated YoungStar child care settings. This project also includes activities targeted to improve the YoungStar formal rating process.

- All YoungStar formal raters continued to use Branagh software to conduct all formal ratings.
- The YoungStar media campaign, which included, educational videos, paid advertising, website revisions, and grassroots outreach was completed.

**Project 5:** The goals of Project 5 are to expand T.E.A.C.H. scholarships, provide training and technical assistance to expand competencies of the early care workforce in YoungStar, and provide incentives to providers that progress to higher YoungStar Star ratings.

- 129 child care providers received a total of 1,336 hours of on-site technical consultation on the Wisconsin Model Early Learning Standards in addition to their standard YoungStarhours.
- 55 child care providers received a total of 531 hours of on-site technical consultation on the Wisconsin Pyramid Model for Social and Emotional Competence in addition to their standard YoungStarhours.
- 281 child care providers received Challenge Awards for increasing their Star rating during 2014.
- Over 800 child care providers have received free credit-based instruction through the Educational Opportunities Grant.

**Project 6:** The goal of Project 6 is to answer the following research questions: (1) Determine if higher-rated programs provide higher quality care than lower-rated child care programs, and (2) Assess if children participating in higher-rated care gain more in school readiness than children in lower-rated care.

- Results from analyses of the first part of the study were released.

**Project 8:** The goals of Project 8 are to develop a progression of standards for family engagement to determine a mandatory quality indicator point in YoungStar, provide training and technical assistance on YoungStar family engagement standards, target a media outreach campaign to hard-to-reach families, and integrate family engagement strategies into other early learning and development programs.

- The enhanced Family Engagement indicator for YoungStar was completed. In addition, a training was developed to help prepare providers to earn the point and additional on-site technical consultation is now available.
- Supporting Families Together Association was awarded a contract to implement Parent Cafés statewide. A total of 30 Parent Cafés will be held in 11 counties across Wisconsin.

**Project 10: Early Childhood Integrated Data System (ECIDS) Development**

The goal of Project 10 is to develop an early childhood integrated data system with information from the three state agencies. In addition, DCF is building a data warehouse, LIFT (Longitudinal Information on Family TouchPoints), in order to increase DCF’s capacity to match data across programs.

- The first iteration of LIFT is nearly complete, including a distinct count dashboard and a number of corporate reports.

# Appendix 1: Division of Early Care and Education Organizational Chart:

