

Attending Quality Child Care helps with Learning and Development



Early childhood is a very important time in your child's development. During this time, your child develops their mind, body, language, and social skills. Quality child care providers in Wisconsin are ready to help your child grow and achieve!

"Your child's development benefits the most by attending ALL hours you are authorized for by Wisconsin Shares."

In the past year, many changes have come to the Wisconsin Shares program. Some of these changes include 12-month authorizations and policies to allow benefits to continue. Children are also allowed to attend child care even if approved activity comes to an end or changes. Your child should attend all hours they are authorized for through Wisconsin Shares. Of course there are times a child cannot attend, if they are ill or you take a family vacation, but children should attend a child care center as often as possible. If something changes and you do not need to take them to child care, it is important to update your case.

Protect Your Child Care Information in Four Steps



1. Treat your MyWiChildCare card like you would treat your debit card. The only person who should be using it is you! Don't give it to anyone else!
2. Don't share your account number. Remember, this is like your debit card number. If you give it out to someone, they might make a transaction without you knowing it.
3. Pick a unique Personal Identification Number (PIN). Keep your PIN to yourself and keep it secret. If you forget your PIN, contact the FIS Customer Assistance Helpline at (877) 201-7601 or ebtedge.com. If someone tries to get your card or card information, please report it to your local agency or go to dcf.wi.gov and click the red "Report Fraud" button on the home page.

Do You Disagree With Your Child Care Provider About a Payment?



Sometimes mistakes and miscommunication about payments happen between parents and child care providers. Are you looking to resolve an issue with your provider? You may remember a Provider/Parent Payment Agreement form you completed. The form you signed included the price, payment schedule, along with other pieces of information about the provider's policies. This agreement also has information on what to do if you have a payment issue, under the section called, "Provider's Payment Dispute Policy". Review the policy and follow the steps outlined by your child care provider. If you do not have a written payment agreement with your provider, please let your local agency know.

It is important to remember the funds you receive for your child care from the State are **not** intended to cover 100% of your child care needs.

Here are some helpful strategies if you disagree with your provider:

- Know how many hours for you've been approved for.
- Keep track of how many hours you have used.
- Communicate directly with your child care provider to have them explain their payment policies and your responsibilities.

