Wisconsin Shares

EBT CSAW User Guide

Authorizations

March 19, 2018

Division of Early Care and Education
Contents
Background Information on the CSAW Electronic Benefit (EBT) Module ............................................. 4

Accessing EBT CSAW .......................................................................................................................... 5

Creating a New EBT Authorization ..................................................................................................... 5

Case Summary Screen ........................................................................................................................ 6

Left-Side Navigation Menu ................................................................................................................ 7

Parent Messaging .............................................................................................................................. 8

Documents ......................................................................................................................................... 10

Case Tasks .......................................................................................................................................... 11

Case Comments Summary .............................................................................................................. 12

Step 1: Parent Approved Activities .................................................................................................. 13

Parent Approved Activity Screen ..................................................................................................... 14

New Parent Activity Schedule – Add Period ...................................................................................... 15

Step 2: Child Copay/Special Needs Information ............................................................................. 24

Step 3: Creating an Authorization .................................................................................................... 27

Parent and Child Schedule Overlap Screen ..................................................................................... 36

Full-Time and Part-Time Prices and Full and Part-Time Authorizations ........................................... 40

School Closed Hours ........................................................................................................................ 44

Adding Scheduled School Closed Hours for a Child who already has an Authorization .................. 51

Scheduled School Closed Hours – Deleted/Modified Authorizations ............................................. 51

Inclement Weather ............................................................................................................................ 53

Zero Hour Authorization ................................................................................................................... 54

Provider Closures .............................................................................................................................. 55

Adding an Authorization for a Second Child in the Case ................................................................. 55

Third Shift Care .................................................................................................................................. 58

Child with Special Needs ................................................................................................................... 59

Hardship ............................................................................................................................................ 61

Child in Shared Placement ............................................................................................................... 63

Multi-Week Schedule – Calculating Average Weekly Authorized Hours ......................................... 66

Benefit Calculations .......................................................................................................................... 66

Calculate Benefits ............................................................................................................................. 66

Confirm Benefits ................................................................................................................................ 67
Confirm Benefits – Part-Month Authorizations ................................................................. 68
Calculation Details .................................................................................................................. 70
Case Benefit Quarterly Summary ............................................................................................. 81
Transactions ............................................................................................................................ 82
EBT Case/Card Details .............................................................................................................. 83
90-Day Drop-Off of Benefits .................................................................................................... 84
New Benefit Load ....................................................................................................................... 85
EBT Case Account – Replace/Reissue Card Request ................................................................. 85
EBT Vendor Case Data Exchange – Replace/Reissue Card ..................................................... 86
EBT Vendor Case Data Exchange – Maintenance Request ....................................................... 86
Documents ................................................................................................................................. 86
History Screens ......................................................................................................................... 87
Background Information on the CSAW Electronic Benefit (EBT) Module

This user guide explains the process of entering EBT authorizations into the new EBT CSAW module.

To establish an authorization in the EBT CSAW module, the worker must follow these steps:

1. Complete a Parent Approved Activities screen for the parent(s) in the case (work, education, and other approved activity). This screen collects the times and days the parent attends the activity (excluding travel times).
2. Complete the Child Copay/Special Need screen to collect the copayment type and indicate if the child has special needs.
   NOTE: This is only for information collection. This is a separate function from approving a higher rate.
3. Finally, complete the Authorization screen to create an authorization to a provider location (child care center). Once the provider has been identified, the process flow will require the worker to enter the child care need schedule (times when the child attends the center). Finally, the worker must indicate the provider price type.
4. After the parent(s)’ approved activity and the child’s schedule for child care has been entered into EBT CSAW, and the worker marks the authorization Completed, the system calculates the average weekly hours for each child.
5. For authorizations that span over the current or past month, the worker must calculate the benefit amounts. For authorizations with a begin date in the next month, the system automatically completes the calculation of the benefit amounts.

Each screen’s functionality is described in detail later in this user guide.

The child care authorization in EBT CSAW can be up to 12 months in length, up to the review date.

The parent can request hours for scheduled school closures, or when the school is closed due to inclement weather.

Scheduled School Closures
Scheduled school closures are full or partial days when the school is scheduled to be closed, such as on holidays, school breaks, etc.

For a school-age child with a regular before and/or after school authorization, school closed hours can be added to the authorization based on the parent(s)’ participation in an approved activity and the need for child care when school is closed.

Authorizations for school-age children who need child care only during school closures are created by assigning the requested number of hours for each day when the school is scheduled to be closed, and the parent is participating in an approved activity, and needs child care. These authorizations do not have weekly hours. Instead, the worker will add school closed hours for each month based on the parent’s request for additional authorized hours. It is best practice for workers to review the school calendar information to ensure that the requested hours match scheduled school closed days.
Inclement Weather Hours
If a parent requests additional authorized hours for their school-age child for days when school is closed due to inclement weather, the worker must select ‘Yes’ for the school closed hours indicator. The system will automatically add 10 hours to the authorization for each month from November through March (if the authorization spans over this period). If more hours are needed, or if inclement weather occurs during months other than November through March, the Child Care Subsidy and Technical Assistance Line staff can authorize additional hours. Please contact ChildCare@wisconsin.gov for assistance.

If a child has two authorizations in place that span over the winter months, EBT CSAW will allocate 10 hours to the authorization that was created first.

If a child attends two different providers, EBT CSAW will apply the 10 hours allocated for inclement weather to the first authorization that is created for the month.

Accessing EBT CSAW
To access the EBT CSAW module, click on the EBT CSAW tab in the top left of the navigation bar.

EBT CSAW Case Search, Provider Search, and School Calendar links are available below the Announcement section.

Creating a New EBT Authorization
Conduct a search on the Case Search screen using the client’s case number, name, Social Security number, or PIN.
Case Summary Screen

After searching the case, the client’s Case Summary screen displays.
This screen summarizes the information needed for the case. Records that have an orange checkmark surrounded by a circle must be completed before an authorization can be completed.

- Information needed to add authorization for selected period.
- To proceed with authorization complete the above information.

You can search past records by entering a time period in the *Begin Date* and *End Date* fields under the *Search* Section.

**NOTE:** The begin date is defaulted to the first of the current month. If an adult or a child has recently been removed from the case, change the *Begin Date* to reflect the date of the month the authorization begins.

**Left-Side Navigation Menu**

The new module has a navigation menu on the left side that shows the current screen.

Any EBT CSAW Menu item in blue and underlined is a link to that page; any Menu item in gray cannot be clicked on.

Like all CSAW screens, mandatory fields are marked with an asterisk.
**Parent Messaging**

Agency workers may send messages to a parent via EBT CSAW. Parents will be able to view messages in the *Child Care Parent Portal* but will not be able to respond through the portal. Messages can be as long as 500 characters; if a message is longer than 500 characters workers will need to send two messages.

At this time, parents will see that they have a message in the portal when they log in. A future enhancement will include the ability to send a text message to the parent to alert them of a message in the Parent Portal.

To view the message history, select the “Updated Date” link.

The message to the parent could include a list of pending items that are needed in order to complete the authorization, instructions for the parent to contact the agency, or information on the status of the parent’s child care authorization request (see below for further examples).

Suggested information to include in messages:

- Additional information on pending eligibility
- Additional information needed for the Authorization Assessment
  - Specific to which authorization period
  - Specific to which child
  - Specific to which child’s authorization (child care provider), if one child has multiple authorization requests
  - Specific to which authorization request, including the tracking number
- How the parent should submit the information needed
Via the **Child Care Parent Portal**, if possible. This will depend on the Authorization Request status in the portal (see Dashboard User Guide pages 53-59 for additional information on the statuses).

Vi an in-person visit or a phone call to the local agency (including addresses, phone numbers, or links to that information)

- If the worker intends to call the parent for the information
  - Include what time/date the phone call will take place
  - Include what telephone number will appear on their caller ID

All unread messages in the **Child Care Parent Portal** will be highlighted in yellow. Once the parent reads the message in the **Child Care Parent Portal** and selects the “I Read It” button, the message status will automatically change to **Processed**. The message status will not change to **Processed** unless the parent selects the “I Read It” button.

A worker can cancel a message as long as the parent has not selected the “I Read It” button; cancelling a message will cause it to disappear from the **Child Care Parent Portal**. A worker may cancel a message because it is no longer needed, for example, or if the message was sent to the incorrect parent.

To view **Processed** or **Cancelled** messages, check the box for “Include Processed and Cancelled.”
Documents

Parents are now also able to upload documents through the Child Care Parent Portal. Uploaded documents can be found in the Documents link in the left-side navigation menu.

The Documents link will open a new page in EBT CSAW that lists all of the documents uploaded to the case from the Child Care Parent Portal. Parents may upload school schedules or grade/progress reports. File size is limited to 4 MB and must be JPEG or PDF.

Click on a hyperlinked document to open or save the file.
There is a new Case Tasks link in the navigation menu. This link navigates to a new page in EBT CSAW titled Tasks-Case. This page allows the worker to process all of the tasks associated with the specific case.

In addition, there is now a Case Header, which is a yellow banner that is visible in EBT CSAW on all the pages that have the Case Details section. The Case Header will inform the worker that this specific case has at least one unprocessed task in the EBT CSAW Dashboard.

For example: Case number 4150905240 is pulled up in EBT CSAW. The first thing a worker sees on all cases in EBT CSAW is the Case Summary page. The Case Summary page includes the Case Details, which means that the Case Header is visible on this page. The Case Header indicates that there are 2
unprocessed tasks associated with this specific case. The Unprocessed Tasks link will navigate to the Tasks-Case page. From this page, the worker can process all of the tasks associated with this specific case.

NOTE: Any worker can process a task using either one of the above enhancements regardless of whether the worker has been assigned a role within the Dashboard. However, they will still not be able to access the Dashboard without being assigned a role (agency worker or Dashboard Administrator).

Case Comments Summary

This screen displays comments entered on all EBT CSAW screens, except notes entered in the parent and child schedules. The comments can be filtered by the dates they were entered by modifying the Begin and End Date fields.

Click Expand All to view all comments entered for the case. To view comments entered for a specific screen, click on the arrow next to the screen.
When Expand All is selected, the Child’s Name, Date of Birth, Effective Period, Type, Comments and Date are displayed.

### Step 1: Parent Approved Activities

The first step in the authorization creation process is to enter approved activity schedules for the parent(s) in the case.

The following approved activities need schedules:

- a. Work
- b. Self-Employment
- c. Education (parent attending school/training, teen parent attending high school)
- d. Other (to be used to enter W-2, approved gap time, or other approved activity schedules)

To access the Parent Approved Activities screen, click on the Add Schedule link next to the parent’s name on the Case Summary screen or in the left-side navigation menu.
**Parent Approved Activity Screen**

By clicking on the link in the navigation menu, a summary for all parents in the case appears on the screen.

The *Search* section on the *Parent Approved Activities* screen lists details from the last three months. By changing the dates, you can search for past schedules.

The screen lists current schedules for all parents in the case. However, there is an option to click *Include activity details for all individuals* that includes schedules for parents who might have had activity details in the past but no longer have an activity.

*Include deleted details* allows you to view activity schedules that have been deleted.

To add a schedule for an individual, click on the *Add Schedule* link.
New Parent Activity Schedule – Add Period
The Add Activity Schedule section collects detailed information about the parent(s) schedules.

**Effective Begin Date**
When adding a new activity schedule, the effective period needs to be entered. For new cases, the earliest date should be the RFA date. For ongoing cases, enter the expected begin date of the new EBT authorization. The filing date/RFA date is the date the agency receives the signed Wisconsin Shares Child Care Registration Form (DCF-F-2835), signed CWW Application/Registration form, or a telephonic signature.

**NOTE:** For Foster Care/Subsidized Guardianship and Court-Ordered Kinship Care cases where the parents are receiving the kinship payment, certain exceptions to the Effective Begin Date may apply. Authorizations for Court-Ordered Kinship cases can begin before the RFA date; only Child Care Coordinators can enter an authorization with a begin date before the RFA date. In these cases, the Coordinator would need to enter a Parent Begin Date with a date that is before the RFA date. Please see Operations Memo 17-26 for more information.

**Effective End Date**
Enter the end date for the parent’s approved activity. If the schedule is ongoing and no changes are expected in the future, enter the Review Date. For new self-employment, enter the last day of the sixth month as the end date, at which time you will reassess the authorization eligibility and need for child care.

Click Next to save the screen.

**New Parent Schedule**
The upper portion of the screen displays the approved activity type that is in CWW on the Approved Activity screen for the time period entered. If there are multiple approved activity types in CWW for a parent, the EBT CSAW screen shows the type that was in effect as of the begin date entered.

**Example:** A parent’s approved activity is employment and attending school until February 28, 2018. On June 1, the parent’s new activity is employment only. One Parent Schedule needs the Begin and End date, and schedule, for the school and work activity. The other Parent Schedule needs the Begin and End
date, and the schedule, for the employment activity. These are needed because when an activity changes, the schedule will also most likely change.

On the lower portion of this screen, enter details on the calendar about the times and days the parent(s) is participating in the approved activity. If the parent has two approved activities (e.g. work and school), enter a schedule for both activities on the same calendar.

A single, two- or four-week schedule can be collected.
Single Week Schedule
The Parent Schedule screen is defaulted to show a Single Week schedule (above screenshot). Use this schedule if the parent’s approved activity is the same from week to week.

Two-Week Schedule
If the parent’s schedule alternates/rotates every other week, choose Two Weeks as the Schedule Type. The Week Number field will appear on the right. Enter the schedule for each of the weeks. You can change the week you are looking at by using the Week Number radio buttons.

Four-Week Schedule
If the parent’s schedule has a lot of fluctuation and does not simply alternate biweekly, choose the Four Weeks option. Please review the Wisconsin Shares Policy Manual 2.2.8: Approved Activity Schedules for instructions on what information to use for the Four Weeks Schedule type.

After the Schedule Type is chosen, double-click on the time the parent’s schedule starts for any day of the week.

The Edit Event window will pop up where one week’s schedule can be entered. If the schedule differs every day during the week, start and end times need to be entered one day at a time.

Subject
Enter the name of the Employer, Self-Employment, Educational facility or other activity.

Start Time/End time
When you access the time field, a Time Picker pops up.
The start time can be manually modified if a value does not appear in the Time Picker window.

**Helpful hint:** When manually typing the times, you can enter 0530 for 05:30. The system will automatically insert the colon and will default to AM time. When entering PM times, type 7p for 07:00PM.

**Activity Type**

There are four options for the Activity Type; select one. If the parent has two approved activities (for example work and education), select Work first and enter the work schedule. Then click on the calendar again and select Education to enter the education/school schedule.

If the parent requests that gap time be included in the authorization, see the Wisconsin Shares Policy Manual 2.2.8.6: Authorizing for Gaps between Approved Activities. If the gap time is approved per Chapter 2, the worker may enter the gap time as an event in the new parent schedule. The Activity Type must be “Other,” and the Subject must be “Approved Gap Time.” Also, the worker must document the gap time determination process in EBT CSAW Case Comments (click the Add Comments button at the bottom of the New Parent Activity Schedule page to open).

**NOTE:** Sleep hours for parents who work third shift must not be included in the approved activity schedule. See the Authorization – Weekly Hours section of this guide for instructions on entering sleep hours.

Below are approved activity values from CWW, if EBT CSAW requires a schedule, and which option to select.

<table>
<thead>
<tr>
<th>CWW Approved Activity</th>
<th>Description</th>
<th>Corresponding EBT CSAW Activity Schedule Type that you will select</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>NOT YET PROVIDED</td>
<td>Not applicable</td>
</tr>
<tr>
<td>CANT</td>
<td>CANT PROV CARE AND CANT WORK</td>
<td>Not applicable. There is no need to capture schedule</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Status</td>
</tr>
<tr>
<td>-------</td>
<td>--------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>EMGE</td>
<td>EMP &amp; APPR BASIC ED</td>
<td>Work and/or Self-employment and Education</td>
</tr>
<tr>
<td>EMPL</td>
<td>EMPLOYMENT</td>
<td>Work or Self-employment</td>
</tr>
<tr>
<td>EMTS</td>
<td>EMP &amp; APPR POST SEC ED</td>
<td>Work and/or Self-employment and Education</td>
</tr>
<tr>
<td>FSJS</td>
<td>FSET JOB SEARCH</td>
<td>Other</td>
</tr>
<tr>
<td>FSWE</td>
<td>FSET WORK EXPERIENCE</td>
<td>Other</td>
</tr>
<tr>
<td>OPWE</td>
<td>OTHER PARENT WORK EXPER</td>
<td>Other</td>
</tr>
<tr>
<td>TPHS</td>
<td>TEEN PARENT ATTD HS/EQUIV</td>
<td>Education</td>
</tr>
<tr>
<td>TRNJ</td>
<td>TRANSITIONAL JOB</td>
<td>Work</td>
</tr>
<tr>
<td>WWEM</td>
<td>W-2 PLACEMENT</td>
<td>Other</td>
</tr>
</tbody>
</table>

**NOTE:** If a new case is pending for verification but not yet confirmed eligible, a parent’s activity schedule can be entered but the child care need information cannot be entered until the case is in open status in CWW. If the case has previously been open and ongoing and is then pended for verification, the authorization worker must be careful not to mark a new authorization as ‘completed.’ No authorization can be written when CC eligibility in CWW is closed.

When a case is in the renewal month and eligibility has not been confirmed in CWW by the last day of the renewal month, child care eligibility will close and the system will end the authorization in EBT CSAW; no benefit load will occur for the next consecutive month.

**Select Day(s)**
Click on the days of the week the schedule is in effect.

Click **Save** when complete.

The weekly schedule will now display on the *New Parent Schedule* screen with begin and end times, and will display the subject notes that were added to the schedule.
Enter information for remaining weeks, if applicable. Click Complete to save the schedule and to return to the Case Summary screen, or click Add Comment to proceed to the Modify Activity Schedule screen where a comment can be added.

Modifying Schedule Event

If the schedule needs to be modified, double-click or right-click on any day of the week and select Edit.
A window will pop up with the following values:

- Edit only this occurrence. Choose this option if a change is needed to a specific day.
- Edit the series. Choose this option if you want to edit the entire entry.

### Deleting Schedule Event

If the schedule needs to be deleted, right-click on the day that needs to be deleted. Choose the Delete option.

A window will pop up with the following values:

- Delete only this occurrence. Choose this option if you want to delete one specific day.
- Delete the series. Choose this option if you want to delete the entire entry.
Modify Parent Activity Schedule – Modify Period

Click Add Comment on the New Parent Schedule screen above to be taken to the Modify Parent Activity Schedule screen where comments can be entered and the status of the schedule marked as Completed.

Click Modify to save the screen. You will be taken back to the Case Summary screen.

NOTE: When the status of the parent’s schedule has been changed to Completed, the schedule cannot be modified. If modification is needed, the status of the parent’s schedule must be changed back to Pending.

Parent with Multiple Activities and Schedules

As referenced under Step 1 above, the following approved activities need schedules:

a. Work
b. Self-Employment
c. Education (parent attending school/training, teen parent attending high school)
d. Other (to be used to enter W-2, or gap time, other approved activity schedules)

If a parent participates in two approved activities, both schedules are entered into the Parent Schedule screen separately, as demonstrated below. The activity types are indicated in different colors. Example: Activity type is EMTS. Activities are employment and school.
Post-Secondary Education Tracking

If a parent is enrolled in post-secondary education as one of their approved activities, the number of months they are enrolled in classes will be tracked in the Education Tracking screen located in the navigation panel.

If a parent withdraws from classes for which they were enrolled, the worker can modify the Educational Tracking system to add back in the time so that it will no longer count against the 24 month education limit.

The worker should modify the relevant dates and uncheck the “School Schedule on File” box. Then click “Update.”
Step 2: Child Copay/Special Needs Information

The second step in the authorization process is to complete the Copay and Special Needs information for each child in the case who needs an authorization. To access this page, click on the Child Copay/Special Need link in the navigation menu and select Add Details or click the Add Details link next to the child’s name on the Case Summary screen.

To view past details, change the Begin and End Dates. Click on Include copay/special needs details of ineligible children for the selected period to view details on children who have had a record in the past, but are no longer eligible (for example a child who turned 13 years old who had an EBT CSAW authorization, but is no longer eligible). Click on Include deleted details to view deleted records.

To access the Add Copay/Special Needs screen, click on the Add Details link next to the child’s name.

New Child Copay/Special Needs – Select Period

On this screen, the copayment type is selected. If the parent has indicated that the child has a special need, this field is available only for data collection.
The Effective Begin Date field is mandatory on this screen. The date must be the first day of the month on this screen (but that is not true for all screens). Enter the first day of the month that the authorization will begin. For example, if the authorization begins on October 15, enter October 1 as the begin date. Copayment types always apply to the full month. The Effective End Date may be left blank if no changes in the copay or Special Needs status are expected.

Click Next to proceed to the next screen.

**New Copay and Special Needs**

On this screen, choose the Copay Type, and if the parent has indicated that the child has a Special Need, select ‘Yes’ for Special Needs.

Comments may be entered pertaining to the special need or copayment information.

The Effective Begin Date field is locked. If the child’s information on this screen is expected to expire, enter an Effective End Date. Example: A foster child is adopted by the foster parents and the adoption date is known.

Choose Copay Type from the list of values.
When displaying the copay types, EBT CSAW conducts a cross-check with the Benefits Received screen in CWW to help to ensure accuracy in copayment codes for Foster and Kinship Care cases. If the value in the pull-down menu is not available for an authorization, that value is grayed out. Below is a table that explains each copay type value in EBT CSAW.

<table>
<thead>
<tr>
<th>Copay Type</th>
<th>Description</th>
<th>Copay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foster</td>
<td>This code appears in CSAW for children who are indicated as Foster Care/Subsidized Guardianship in the Benefits Received screen in CWW</td>
<td>No copayment is applied</td>
</tr>
<tr>
<td>Kinship</td>
<td>This code appears in CSAW for children who are indicated to have at minimum a Kinship Relationship and Kinship Court Order in the Benefits Received Screen in CWW</td>
<td>No copayment is applied</td>
</tr>
<tr>
<td>Learnfare</td>
<td>Use this code for a child of a teen parent that is participating in Learnfare</td>
<td>No copayment is applied</td>
</tr>
<tr>
<td>Non Court Ordered Kinship</td>
<td>This code appears in CSAW for children who are indicated to have at minimum a Kinship Relationship in the Benefits Received Screen in CWW</td>
<td>Copayment is not based on actual household income, instead it is based on 70% FPL</td>
</tr>
<tr>
<td>Regular</td>
<td>Use this code for a child within W-2 families, working families, FSET participants, and any others that do not fit another description</td>
<td>Copayment is based on actual household income, family size, and children in subsidized care</td>
</tr>
<tr>
<td>Teen High School</td>
<td>Use this code for a child of a teen parent who is enrolled in high school</td>
<td>Copayment is not based on actual household income, instead it is based on 70% FPL</td>
</tr>
</tbody>
</table>
### W-2 Emp
- **End.Unsub Emp Beg**
  - Use this code for up to two months for a child when a W-2 parent has begun new employment
  - Copayment is not based on actual household income, instead it is based on 70% FPL

**NOTE:** If the child’s status in CWW is changed (for example, if a foster child is adopted), the copay value in CSAW does not automatically change. The authorization worker must manually update the *Child Copay/Special Needs* screen. Use PLBC to recalculate the authorization for the current month if applicable.

The *Special Needs* indicator defaults to ‘No.’ If the parent indicates that the child has special needs, the *Special Needs* indicator must be changed to ‘Yes’ regardless of the child’s age or if an *Override Price* will be used. This does not require further verification. However, if an *Override Price* is needed, then verification is required per the *Wisconsin Shares Policy Manual 2.5.9: Override Provider Price*.

Click **Save and Continue** to save the values.

### Step 3: Creating an Authorization

The *Case Summary* screen lists all children in the case who are eligible for child care. The information is also shown on the *List of Authorizations* screen, which can be accessed by clicking the **Authorizations** link in the left-hand navigation menu.

If there is no caution icon next to the child’s name, an authorization can be written for that child. If a caution icon exists, the child’s *Copay/Special Needs* screen and/or the *Parent Approved Activity* screen must be completed before an authorization can be written.

<table>
<thead>
<tr>
<th>Child’s Name</th>
<th>Date of Birth</th>
<th>PIN</th>
<th>Add Authorization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erik September</td>
<td>01/01/2013</td>
<td>5585073144</td>
<td></td>
</tr>
<tr>
<td>Georgia September</td>
<td>01/01/2009</td>
<td>5585073150</td>
<td></td>
</tr>
<tr>
<td>Martin September</td>
<td>01/01/2000</td>
<td>5585073160</td>
<td></td>
</tr>
</tbody>
</table>

Click on the **Add Authorization** link to continue.

### New Authorization – Select Child Care Provider Location

The first step in the authorization process is to identify the child care provider. Click on the **Search for New Child Care Provider Location** link.
Enter the search criteria.

If you are looking for a new location that was added today, you may need to use the Basic Search.

The Advanced Search offers many options for search criteria in addition to those in the Basic Search. You may search by provider type, licensed or certified, Star level, day or night care, or ages served.

You may further narrow the search to include only providers that are currently eligible for authorizations, or by any additional custom criteria.
The search criteria can be narrowed to licensed or certified providers, group centers, YoungStar Star level, hours of operation, and ages served.

Furthermore, you may select to include only child care providers that are currently eligible for child care authorizations based on selected custom criteria.

When a worker creates an authorization, the system will automatically count the number of current authorizations to the provider location and will generate a soft stop warning message if the number of authorizations will likely exceed the provider’s capacity.

If the overcapacity warning message is displayed, the worker should take the following steps to ensure that the new authorization will not cause the provider to be over capacity:

1. Review the Authorization page for the provider location to determine the provider’s Night Capacity and Day Capacity. Review the number of current authorizations to the provider location, and determine the number of full-time and part-time authorizations currently in place for that location.
2. Based on the number of current authorizations, determine if the provider is overcapacity.
3. If the provider appears to be overcapacity for the current month, contact the provider to request additional information. Before a new authorization can be written, the provider must verify that they are not over their regulated capacity. Providers may verify this verbally and workers must enter case comments to document the provider’s statement.
4. If the provider is over capacity, the authorization should be created to another provider. In addition, if the worker has reason to believe the provider is currently operating overcapacity, the worker should report this to either the local child care fraud team or send an email to the DCF Child Care Fraud mailbox.

See Operations Memo 17-54 for additional information.

Basic Search

Every provider in CSAW has a Tax ID Number: either a Social Security Number (SSN) or a Federal Employer Identification Number (FEIN). When a provider is created in WISCCRS, the system will automatically assign a 10-digit provider number that is tied to the Tax ID Number of the provider.

The worker can search for a provider several different ways:

- The fastest way to find a provider is to use the 10-digit provider number if the provider is already established in the system (license or certification has been approved).
- If the provider number is not known, search by using the provider’s Tax ID Number (either an SSN or FEIN).
- If the provider is licensed, you can search using the Facility ID.
- If none of the above numbers are known, conduct a search by using the provider’s first or last names. To narrow the search, it is better to use both names at the same time. The name search has three different ways to search:
1. **Starts with...** When the user clicks this option, the search will include all providers who have the search criteria in their names.

Example: You are looking for a provider whose last name is Johnson, but you are not sure if the first name is Mary or Martha. Enter “Ma” in the First Name field and “Johnson” in the Last Name Field. The results will list all providers whose last name is Johnson and whose first name starts with “Ma..”, such as Martha, Marla, Mary, etc. If you are not sure how “Johnson” is spelled in the system, you can search by entering just “Jo...” in the last name field. This will bring up all last names that start with “Jo...”, such as Jones, Jonson, etc.

2. **Sounds like...** When clicking on this option, the system will bring up all providers whose names sound similar to the one that is being searched.

Example: Mary Johnson is entered in the First and Last Name fields and the “sounds like...” is clicked. The system will bring providers such as Margaret Johnson, Marla Janssen, etc.

3. **Exact...** When the user chooses this option, the system will bring up the providers whose names perfectly match the name that is being searched.

4. **Name contains...** If you know a word in the child care facility or business name but you don’t know the complete name, choose this option to conduct a search.

The above options also work when searching with *Business* and *Facility* names as well.

**Search Results**

After the search criteria have been entered, the *Search Results* screen displays. Click on the blue hyperlinked *Provider/Location Number* to choose the provider. Verify the provider’s address with the parent to ensure it is the correct child care provider location.

![Search Results](image)

This link goes to the *New Authorization – Basic Details* screen.

**New Authorization – Basic Details**

In addition to the case and child information, this screen displays some details on the chosen provider. On this screen, enter the basic details of the authorization.
Below are explanations for the fields on this screen.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Mandatory</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Date</td>
<td>Yes</td>
<td>Enter the date the authorization will begin. The Begin Date cannot be more than 60 days in the past. The date cannot be earlier than the case RFA date or the child’s eligibility date (a new child added to the case). See the Wisconsin Shares Policy Manual Chapter 2 for limitations and exceptions on backdating the start date of an authorization.</td>
</tr>
<tr>
<td>End Date</td>
<td>Yes</td>
<td>Enter the date the authorization is expected to end. If no change in the child care need is expected, enter the Review Date. The Review Date is displayed under Case Details at the top of the screen.</td>
</tr>
<tr>
<td>Issue</td>
<td>Value</td>
<td>Explanation</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Is this child in shared placement?</td>
<td>Yes</td>
<td>Enter ‘Yes’ if the child is in shared placement. If ‘Yes’ is chosen, the child’s Child Care Need Schedule may need to be entered as a 2-week or 4-week schedule to accommodate the placement arrangements.</td>
</tr>
</tbody>
</table>
| Daily Travel Duration                                                | No      | Enter the daily length of time the parent needs to travel from the provider to work/approved activity and then back to the provider. Enter hours and minutes.  
Example: Marni requests a daily travel time on Monday, Wednesday and Friday of one hour, but on Tuesdays and Thursdays she only needs 30 minutes. The agency can enter one hour as the daily travel need into EBT CSAW for the entire week. |
| Public Transportation                                                | Yes     | Enter ‘Yes’ if the parent is using public transportation when taking the child to the provider. This field is informational and does not have any effect on the rest of the authorization process. |
| Travel Duration Comment                                              | Yes. Required even if no travel time entered above. | Enter a comment regarding how the child is transported to and from the child care center. |
| Child School Enrollment and Head Start/Pres-Kindergarten Section      | No      | Click on the ‘I’ icon to view more information on these sections. |
| School Closed Need                                                   | Yes     | Choose ‘Yes’ if child needs hours for scheduled and unscheduled (inclement weather) school closures. The child must have turned three (3) by previous September 1 to qualify for school closed hours. For children under 3 years of age, this field is defaulted to ‘No’. |
| School Name                                                          | Only required of School Closed Need is marked Yes. | Choose the school from the list where the child who needs school closed hours is attending. This list contains all public schools and some private schools that are registered with the Department of Public Instruction. |
(DPI). Please review the School Closed Hours section of this user guide for more detail.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is this child in Pre-K program?</td>
<td>Yes</td>
<td>Indicate if the child is attending Head Start or Pre-K program.</td>
</tr>
<tr>
<td>Head Start Program Type</td>
<td>Required of Pre-K field above is marked Yes.</td>
<td>Indicate if the child is in Early Head Start or Head Start.</td>
</tr>
<tr>
<td>Pre-Kindergarten Type</td>
<td>Required of Pre-K field above is marked Yes.</td>
<td>Indicate if the child attends public 3K or 4K program.</td>
</tr>
<tr>
<td>Comment</td>
<td>No</td>
<td>Enter additional comments on the authorization.</td>
</tr>
</tbody>
</table>

Click *Collect Child Schedule* to continue to the Authorization – Collect Child Need screen.

**Authorization – Collect Child Care Need**

There are three options for entering the child’s schedule:

1. Copying the schedule of a child that is on the case with a completed authorization
2. Copying the schedule of the parent’s completed approved activity schedule
3. Entering a new child care need schedule
When copying a parent’s approved activity schedule, workers are discouraged from using a ‘blanket authorization’ (an authorization that indicates the child care need schedule is the exact same as the parent’s work schedule). Using a blanket authorization is error prone because it does not consider a school age child’s school day, a shared placement schedule, or any other factors that could affect the actual child care need. The worker can copy the parent’s schedule, but must edit it to reflect provider open hours, school hours, shared placement, and other situations in which the child does not need care.

Functionality of this screen is identical to the Parent Schedule screen. Enter the arrival and departure times the child is expected to attend the child care program.

**Single Week Schedule**
A single, two- or four-week schedule can be collected. The screen is defaulted to show a one-week schedule (above screenshot). Use this schedule if the child’s need for care does not vary from week to week.

**Two-Week Schedule**
If the child’s need for care varies every other week, choose the Two Weeks as the Schedule Type. The Week Number field will appear on the right. Enter schedule for each of the weeks.
Four-Week Schedule
If the child’s need for care varies from week to week, collect the activity schedule for the last four weeks.

After the Schedule Type is chosen, double-click the arrival time for any day of the week. An Edit Event window will pop up where a week’s schedule can be entered.

Below are explanations on the fields in the Edit Event window.

Comments
Enter any comments on the schedule.

Start Time/End time
When the time field is accessed, a Time Picker pops up.

The start time can be manually modified if a value does not appear in the Time Picker window.

Helpful hint: When manually typing the times, you can enter 0530 for 05:30. The system will automatically insert the colon and will default to AM time. When entering PM times, type 7p for 07:00PM.
NOTE: For a child care need that is less than 15 minutes per day, round up to 15 minutes.

**Activity Type**
The *Activity Type* is defaulted to *Child Care Need* and cannot be changed.

**Select Day(s)**
Click on the days of the week the schedule is in effect.

Click *Save* when complete.

The weekly schedule displays on the *Authorization – Collect Child Care Need* screen.

Click the *Derive Weekly Hours* button at the bottom of the screen to proceed to the *Authorization – Weekly Hours* screen.

**Parent and Child Schedule Overlap Screen**
To access the *Parent and Child Schedule Overlap* screen, click on the *Review Schedule* link on the *Authorization Summary* screen.
The screenshot below shows the parent and child schedule overlap.
The overlapping schedule screen lists the parent schedule in green and child’s schedule in blue. The provider’s Hours of Operation is displayed as a yellow background.

**Authorization – Weekly Hours**

This screen shows a summary of the authorized hours.

When calculating the weekly totals, the system looks at the overlapping hours of the parent’s approved activity and the child care need of the child, and finally, daily travel time is added.

This screen also has a direct link to the *Case Activity Summary* screen that includes details about the parents’ CWW approved activity information including the *Self-Employment Allowed Weekly Hours* calculation.
Weekly Hours Section

- **Hours Based on Schedule:** This field displays the system-derived authorized hours for the child. When calculating the hours, the system looks at the parent’s and the child’s schedule and only considers the overlapping times. In the case above, the parent’s work schedule: Monday-Friday, 8AM-4PM. \(8 \times 5 = 40\) hours.

- **Travel Time:** If there are authorized hours for the day, the system multiplies the daily hours need by the number of days with authorized hours. In the case above, half an hour of daily travel time was added, and the system calculated \(0.5 \times 5 = 2.5\) hours.

- **Total:** Hours Based on Schedule + Travel Time = Total. In the case above, \(40 + 2.5 = 42.5\) hours.

- **Approved:** This field is editable and can be overridden, if the child needs less or more hours. Examples of scenarios that might need an override include (but are not limited to):
  - Self-Employment: Authorizations for self-employment that is not new are calculated based on the adjusted self-employment income divided by Wisconsin minimum wage. View the *Case Activity Summary* screen using the link in the navigation menu for further information on the self-employment details. A schedule for self-employed parents must be entered into EBT CSAW. However, the weekly hours should be overridden if the child care need is higher than the allowable hours based on the minimum wage calculation described above. For example, if EBT CSAW calculates the child care need as 40 hours, but the parent is only eligible for 20 hours based on the minimum wage calculation, the weekly hours should be overridden to 20 hours.
  - Sleep Hours: When authorizing for sleep hours for a parent who works third shift, there will not be a corresponding parent activity schedule event for the sleep hours. Those hours must be manually added as an override. An example of this scenario is when a relative is providing care for the child during the night while the parent is working, but the child attends a child care center during the parent’s approved sleep time. Please review instructions under **Third Shift Care** in this guide on how to enter work hours that span over midnight.
  - Travel Time: If there is no overlap between the parent’s approved activity schedule and the child care need, the total authorized hours will be zero; the needed travel time will have to be manually added as an override. If the worker tries to enter travel time for more than 3 hours, the system will generate a hard stop. If the parent does indeed need more than 3 hours travel time, the Child Care Coordinator can complete an override and enter Override Hours Related Comments to approve additional hours.

For a child care need that is less than 1 hour per week, round up to 1 hour. A hard stop message will populate; the worker should complete an override for the rounded-up time. The authorization cannot be completed without the override. Enter a comment in the Override Comments section indicating that time was rounded up to 1 hour to accommodate the child care need.
Below are steps for a temporary work around for a child whose School Closed Indicator is marked ‘No’ but who needs School Closed Hours:

- If the authorization is in Completed or Pending Status:
  Ask the agency’s Child Care Coordinator or DCF staff can change indicator to ‘Yes.’
- If the authorization is in Processed status:
  End the authorization on the last day of the current month. The Agency Child Care Coordinator or DCF staff creates a new authorization to begin the following month with the School Closed Indicator Marked as ‘Yes.’

**Hours Used for Benefit Calculation Section**

A full time authorization continues to be 35-50 hours/week. If the total number of hours exceeds 50, those hours will be paid and displayed in this section. The Provider Price Type for full time authorizations is *Full time*.

**Override Hours Related Comment**

If the Approved hours are overridden by either authorizing more hours or less hours, the Override Hours Related Comment field becomes mandatory and an explanation for the override is required.

Also, if the system-calculated number of hours exceeds 50 hours for any week, the Override Hours Related Comment field becomes mandatory and an explanation for the high number of hours is required. Authorizations can be written up to 75 hours/week. The agency Child Care Coordinators can create authorizations that exceed 75 hours/week.

**Location Category**

This field lists the regulatory type of the child care center.

**Full-Time and Part-Time Prices and Full and Part-Time Authorizations**

Whether to use full-time or part-time Provider Prices is dependent on the average weekly authorized hours:

- If the authorized hours do not vary from week to week and the authorized hours are 20 per week or less (but not zero), use the part-time Provider Price.
- When the part-time Provider Price is used, the provider’s part-time weekly prices must be recorded in EBT CSAW.
- If the authorized hours do not vary from week to week and the average authorized hours are more than 20 per week, use the full-time Provider Price.
- If authorized hours vary week to week and any of the weeks are more than 20 hours, use the full-time Provider Price.
- When the authorization is only for scheduled school closures and for inclement weather days, use the full-time Provider Price.
NOTE: Full-time and Part-Time prices are also used with certified providers. The system does not require prices to be entered for the certified providers.

Provider Price Type – Override

EBT CSAW has the following override Provider Price types:

- **Override (Discount)**: Used when authorizing to licensed group and family, public school programs and certified school-age programs when the center charges less than their regular price (for example, employee discounts, etc.). Cannot be used if provider is certified.

- **Override (In-Home)**: Used when authorizing to a certified in-home provider (care provided in the child’s own home) to ensure that minimum wage is available when the in-home child care provider will work 15 or more hours per week. Only an hourly price is allowed.

- **Override (Special Need)**: Used when the child is marked Special Needs on the Child Copay/Special Need screen AND the child requires an Override Price. See the Wisconsin Shares Policy Manual 2.5.9.1: Inclusion Rate for Children with Special Needs for further details. Only an hourly price is allowed.

Override Price

If an override price is chosen in the Provider Price Type field, the Override Price and Weekly/Hourly fields must be completed:

- **Override (Discount)**: The discounted price must be less than the agency rate and provider’s price for the age group.

- **Override (In-Home)**: This price can only be an hourly price and cannot exceed $7.25/hour this is inclusive of multiple children on the case.
  - **Example**: For a case with three children who have authorizations for in-home care, the worker would take minimum wage of $7.25 divided by 3, which equals 2.41/hr. $2.41 is the override price that should be entered for each child.

- **Override (Special Need)**: Only an hourly price is allowed.

**NOTE**: If the center does not incur additional costs for caring for the child with special needs (including children over 13 years of age), the Provider Price Type should be Full-Time or Part-Time. If the child with special needs is over 13 years of age, the system will use the county/tribal maximum rate for 6 years and older to calculate the benefit.

After the Weekly Hours screen has been completed, click on the Review button to proceed. You will be taken to the Authorization Summary screen.

**NOTE**: The system has a restriction that does not allow the total weekly hours to exceed 75 hours/week per child. This also applies when a child is in two cases; the combined number of hours cannot exceed
75 per week. If more than 75 hours are needed, contact the agency Child Care Coordinator. Scheduled school closed hours and inclement weather hours are excluded from the 75 hour/week restriction.

Authorization Summary

This screen summarizes the screens completed for a child’s authorization.

If the child has turned 13 years old and does not have a special need, the authorization can continue until the review date. The system will not allow an authorization to be entered if it extends beyond the child’s 14th birthday when that child does not have a special need.
If Basic Details needs changing, click on the Edit icon or link to access the Modify screen.

The lower portion of the screen displays the Weekly Hours section.

To modify the child’s schedule, approved hours, or provider price type, click on the Edit icon or link to access the Weekly Details screen. On the bottom of that screen, there is a link to the child’s schedule.

Once all information is completed, change the authorization status to Completed.

Values for the Status field are:

- **Pending**: The system assigns this status when the New Authorization – Basic Details screen has been completed. Note that pending authorizations are not deleted but remain in pending status indefinitely.
- **Pending Derive Hours**: When details pertaining to an authorization in Completed status are changed (such as parent schedule, begin and end dates of the authorization, etc.), the system changes the authorization status to Pending/Derive Hours. In order to mark the authorization...
Completed, the child’s schedule must be reviewed. Note that pending authorizations are not deleted but remain in pending status indefinitely.

- **Completed**: Once all schedules (parents and child), child copay/special needs information, and the authorization weekly hours have been calculated, the worker changes the status to Completed.

- **Processed**: Authorizations that are in Completed status at the end of the business day will be changed to Processed when the funds have been loaded onto the card.

The Case Summary screen now has multiple sections for the case. The List of Authorizations displays all authorizations that are in Completed Status. The Children Eligible with No Authorization section displays children in the case who are eligible, but currently do not have authorizations. Finally, the bottom section shows pending authorizations.

### School Closed Hours

EBT CSAW has two types of school closed hours:

1. Additional child care hours for scheduled closures such as parent/teacher conference days, holidays that fall during a school week, etc. These are predetermined by the school and are on the school calendar.

2. Additional child care hours/days when the school is closed due to inclement weather. These are unforeseen.
A parent must make the request for these additional child care hours and the system will only allow this for children who have turned three years old prior to September 1, or ages above and who are enrolled in a classroom-based school program. (For additional information, see the Wisconsin Shares Policy Manual 2.2.9.4: Schedule School Closures and 2.2.9.6: Authorizations for Inclement Weather Related School Closures.)

In order to authorize scheduled school closed hours, the School Closed Need indicator must be marked ‘Yes’ on the New/Modify Authorization – Basic Need screen.

NOTE: If a school-age child needs an authorization for longer breaks, such as winter break or spring break, there is no need for inclement weather hours. For these authorizations, choose the value in the School Closed Need to be ‘No.’

Once the School Closed Need indicator is marked ‘Yes,’ the name of the school in the School Name menu must be identified. This list includes all public schools and some private schools in Wisconsin.

HELPFUL HINT: To find a school, type any word you are looking for in the School Name field you are looking for. Example: Typing “Lincoln” will bring all schools that have “Lincoln” in their names. Carefully review the school district associated with the school name to ensure the correct school has been selected.
Some private schools are in this list; however, if a private school or public school cannot be found on the list, type the name of the school. Schools entered by workers will not appear on the list for other workers or other cases.

| School Name | private school - anytown |

After completing the above screen and entering the child’s schedule (if applicable), you will be taken to the Weekly Hours screen where the Provider Price Type is entered.

Click on Review to proceed to the Authorization Summary screen (above). To add the Scheduled School Closed Hours, click on the Edit link or icon on the bottom of the screen (below).
This goes to the School Closed Hours screen. Click on the Manage Scheduled School Closed Hours link on the bottom of the screen.
The scheduled school closed hours are restricted as follows:

<table>
<thead>
<tr>
<th>From Date</th>
<th>To Date</th>
<th>Maximum Number of Hours for the Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1</td>
<td>October 31</td>
<td>30</td>
</tr>
<tr>
<td>November 1</td>
<td>February 28</td>
<td>90</td>
</tr>
<tr>
<td>March 1</td>
<td>June 30</td>
<td>90</td>
</tr>
</tbody>
</table>

**Manage Scheduled School Closed Hours**

The Managed Scheduled School Closed Hours screen displays the days the school is closed according to either the school, district, or state calendar (entered in the School Calendar Module) within the authorization period. On this screen, additional scheduled closure days and hours can be added. If the child attends a school that already has history of added school hours for the year, click on the Add link next to the applicable dates that are requested by the parent. If the date is not there, click on the Add School Closed Hours link.
To add hours, click on the plus (+) sign on the date the child needs care. Multiple days can be entered.

Add the number of hours needed (up to 12 hours/day), and then click Add to save the information.

If the worker accidentally enters the wrong hours, they can delete the row. If the worker accidentally clicks on a wrong date, the system requires them to then enter a value in the Hours field. Enter a zero and then delete the row.

If the school-age child has a regular authorization, the total number of hours for the scheduled school closure day may not exceed 12 hours per subsidy policy. For example, a child has a regular authorization to attend an after school program three hours each day. On Friday, the school is closed. The combined hours for scheduled school closure and regular authorization cannot exceed 12 hours. In this situation, the total number of school closed hours cannot exceed 9 hours.

**NOTE:** If a child has a regular authorization and school closed hours are added to the month, the system caps the total at the provider’s price (if licensed) or the licensed family county ceiling (if certified). If an Override Discount price is used, the system does not cap the school closed hours at the Override Price.
If no previous data is available, or if another day needs to be added, click on the Add New Scheduled School Closed Hours.

Do not use the keyboard shortcut CTRL+C to copy case comments; doing so will delete all school closed records you have entered for that case. Instead, highlight the comment, right click, copy, and paste into new comment.

Once the information is saved in the cases above, the Manage School Closed Hours screen displays the days and hours added.

When the school closed information is complete, click on the Back to List of School Closed Hours button on the bottom of the screen. The days and hours that were added above, are listed on the screen.

Click on the List of Authorizations button on the bottom of that screen to access the Authorization Summary screen where you can mark the authorization Completed.
Click *Submit* to proceed.

**Adding Scheduled School Closed Hours for a Child who already has an Authorization**

If a child has an authorization in Pending or Completed status and needs school closed hours added for future authorized months, those hours can be added by clicking on the *School Closed Hours* link next to the child’s name on the *Case Summary* screen to access the Manage School Closed Hours screen.

The system will automatically add these hours to the card for the month they are assigned to.

If the authorization is in Processed status, end the authorization as of last day of the current month. Then create a new authorization with school closed hours for the future months.

**NOTE:** School closed hours for current or past months (authorization status is Processed) can be added by creating an adjustment using the PLBC module.

**Scheduled School Closed Hours – Deleted/Modified Authorizations**

If scheduled school closed hours are added to an authorization for the school year, but the authorization later needs to be modified to end it earlier than the school closed dates that were added, those hours will not need to be added again when entering the future authorization for that child for that period of time, as long as the authorization is written again for the same provider-location. This is true even if the original authorization was deleted. Any manually deleted scheduled school closed hours and days will not be available to add in the scheduled school closed hours screen when authorizing school closed hours to another child who attends the same school.

Below is an example of a child who has an authorization in late August until end of May. The parent has requested hours for some days when the school is closed.
The *School Closed Hours* screen lists all days and hours requested by the parent and added to the authorization for the school year.

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Hours for this period</th>
<th>Comments</th>
<th>Issued?</th>
</tr>
</thead>
<tbody>
<tr>
<td>January, 2017</td>
<td>Inclement weather</td>
<td>10</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>November, 2016</td>
<td>Inclement weather</td>
<td>10</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>12/3/2016</td>
<td>Scheduled</td>
<td>8</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>December, 2016</td>
<td>Inclement weather</td>
<td>10</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>February, 2017</td>
<td>Inclement weather</td>
<td>10</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>March, 2017</td>
<td>Inclement weather</td>
<td>10</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10/7/2016</td>
<td>Scheduled</td>
<td>8</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10/26/2016</td>
<td>Scheduled</td>
<td>8</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>11/25/2016</td>
<td>Scheduled</td>
<td>8</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>12/21/2016</td>
<td>Scheduled</td>
<td>8</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

In October, the parent contacts the worker to have the authorization adjusted because she will start a new job and needs additional regular hours starting November 14.

The worker ends the current authorization effective November 13.

That authorization maintains the school closed dates and hours that were added and span to November 13.

After changing the parent’s approved activity, the worker creates a new authorization starting November 14. The *Manage Scheduled School Closed Hours* screen displays the hours and days entered under the original authorization.

Click on the *Add* link to re-add the days and hours to the new authorization.
**NOTE:** If a parent changes child care providers in the above scenario, the scheduled school closed hours do not transfer over.

**Inclement Weather**

If an authorization is created for a child who was three years old prior to September 1 of the current school year, and the *School Closed Hours* indicator has been switched to ‘Yes,’ the system automatically calculates extra hours to be used if the school is closed due to inclement weather. Ten hours per month are added to November through March.

To access the *Inclement Weather* information, click on the *Manage School Closed Hours* link on the Authorization Summary screen (if in an new authorization flow) or click on the *School Hours* link next to the child’s name on the Case Summary screen (for established authorizations).

The screen below shows an authorization for a school-age child whose authorization spans over some of the winter months so the system has automatically added 10 hours for each month.

![Authorization Screen](image)

To reduce the number of hours, click on the *Modify* (pencil) icon for the month. This goes to *Modify Inclement Weather Closed Hours* screen.

When multiple authorizations for a school-age child exists that span November through March, the 10 inclement weather hours are always added to the authorization that was created first. Below are two examples:

1. Child who has authorizations to two providers during winter months (for example, after school care during the week and another authorization for weekend care). The authorization created
first will have the 10 hours. If no inclement weather or school closed hours is needed for a school-age child's authorization (for example, an authorization for weekend care), then the question asking about school-closed hours needed can be answered as 'No,' and inclement weather hours will not be added for the authorization. Then, a second authorization added with ‘Yes’ for the school closed need will have inclement hours added to it.

2. A child has two authorizations spanning over one winter month. For example, a child has an authorization to Provider A with an end date of November 15. A new authorization is created to Provider B with a begin date of November 16. In this scenario, the authorization to Provider A will have the inclement weather hours.

If the hours need to be moved from one authorization to another, the worker can delete them from one and add them to the correct one.

**NOTE:** If a school-age child needs an authorization for longer breaks such as winter break or spring break, there is no need for inclement weather hours. For these authorizations, choose the value in the School Closed Need to be ‘No.’

**Modify Inclement Weather Closed Hours**

On this screen, the number of hours can be modified.

![Modify Inclement Weather Closed Hours](image)

**NOTE:** If a school is closed due to inclement weather during any other months than November through March, contact the DCF Child Care Subsidy and Technical Assistance Line at ChildCare@wisconsin.gov. The state staff has security clearance that allows hours to be added to other months.

**Zero Hour Authorization**

A school-age child who only needs care on days when school is closed can be authorized for days when the school is closed due to scheduled closures or inclement weather.

Complete the authorization as explained above. Check that the School Closed Need indicator on the Basic Details screen is set to ‘Yes.’ For School Closed authorizations, a schedule does not need to be entered on the Collect Child Care Need screen. The schedule screen is bypassed by clicking the Derive Hours button on the bottom of the Collect Child Care Need screen.

The Weekly Hours screen shows zeroes. For School Closed authorizations, use Full-time Provider Price Type on the bottom of this screen.
Click on Review button on the bottom of the screen to be taken to the Authorization Summary screen where the School Closed Hours link is accessed. Then proceed as explained under School Closed Hours section described earlier in this guide.

**Provider Closures**

Child Care providers can submit the dates when their center will be closed for a short period of time, such as for a holiday or seasonal closure, through the Child Care Provider Portal. A task or message is not created when this request is submitted and does not require agency worker action. However, if an agency worker receives a request from a parent for a second authorization due to a temporary closure, the agency worker could verify this if the provider entered this closure into the Child Care Provider Portal. It is optional for providers to note short closures in the Provider Portal.

**Adding an Authorization for a Second Child in the Case**

When creating an authorization for a second child in the case, the system allows the first child’s child care need schedule (if the schedule is the same) to be copied. If applicable, the same provider may also be chosen.

In the case below, there is one child who is authorized to Randy’s Group Care.
To add an authorization to another child in the case, click on the Add Authorization link next to the child’s name.

The Select Location screen displays the child care providers who have an authorization for a child on the case.

If the second child attends the same location as the one above, choose the New Authorization link next to the name of the center. If the child attends a different provider, choose the Search for New Location link.

Complete the Basic Details screen and click Collect Child Schedules.
This goes to the *Choose Child Schedule – Provider Location* screen where you can choose a schedule of the other child in the case or create a new schedule for the child.

![Screenshot of Choose Child Schedule – Provider Location](image)

If the child with an authorization is chosen, the child’s schedule displays. If the hours are identical, click *Derive Hours* to proceed. If any of the days are different, you can double-click the day and modify the hours.
**Third Shift Care**

When entering parent and child schedules that span overnight, the A.M. and P.M. hours must be manually entered for each day.

Below is a scenario when the parent works from 10 P.M. to 6 A.M., Sunday-Friday.

Below are the steps:

1. Complete the *Basic Details* screens.
2. On the *Collect Child Care Need* screen, right-click the schedule and choose *New Appointment*.

3. Enter the evening hours: The *Start Time* is 10 P.M. but the *End Time* must be entered as 11:59 P.M. so it does not overlap with the time that needs to be entered for the morning.
4. Then enter the hours from midnight to 6 A.M.

5. Once the hours are entered for both A.M. and P.M. sections, click on Derive Hours.

Because 11:59 PM was entered on five of the days, the Approved hours column will not have full or half hours. Once the benefits are calculated into monthly totals, the system will round up the minutes to a full hour.

**Child with Special Needs**

This section explains the required steps for creating an authorization for a child with special needs in the following situations:

- A child who is over 13 years old (but less than 19 years old) who needs an authorization
- A parent of a child with special needs has requested a higher subsidy amount to reflect the increased costs the provider may incur.

Note that the *Special Needs* indicator in CWW does not have an effect on the authorization. That field is only used for eligibility purposes.
Step 1:
Make sure that the *Special Needs* indicator on the *Add/Modify Child Copay/Special Needs* screen has been set to ‘Yes.’

![Modify Child Copay/Special Need](image1)

Step 2:
If the provider does not incur additional costs, complete the authorization in the same manner as a regular authorization. Choose *Regular (full time)* or *Part-Time* provider price type on the *Authorization – Weekly Hours* screen. EBT CSAW calculates the benefit using the agency hourly rate for the age group. If the child is over 13 years of age, the school-age rate (6+) is used.

![Child Care Authorization Hours](image2)

If the provider does incur additional costs for care, choose the *Override (Special Needs)* value as the provider price type. Enter the requested price amount and click on *Hourly* radio button.
Click Review to save the values.

**Hardship**

This section explains the process of handing a case that is being reviewed for a second authorization to a different provider after benefits have been loaded to the parent’s EBT card for the month. Any case that is under review for a possible hardship authorization must be documented in the new EBT CSAW Hardship page. This new page is located in the left Navigation Menu.

Workers must use this page for each hardship situation that is reviewed, even those that are denied for untimely reporting; this page tracks data for both approved and denied hardships.

When the hardship link is selected, the List of Hardship Request page is displayed (screen shot). To create a new hardship request, select the New Request hyperlink. This will bring you to the Add – Hardship Request page.
Enter the date that the client requested the new authorization to a second provider in the Received Date box. In the Occurrence Date box, enter the date that the event occurred which triggered the need for the change. Enter the date the client reported the event occurrence to the agency in the Reported Date box. Note that this date is usually the same as the Received Date, but it can be different depending on the situation.

If the Reported Date is within 10 days of the Occurrence Date, select “Yes” in the Timely Indicator box. If the event occurrence was not reported within 10 days, select “No.”

From the “Primary Reason” dropdown menu, select the most appropriate reason why the client is requesting a hardship. If the scenario does not fall under any of the reasons listed in the dropdown, select “DCF Review” and email the Help Desk for a review of the case. If the hardship request meets more than one policy criteria, select a second reason from the “Secondary Reason” dropdown.

Select the hardship request status from the Primary Reason dropdown menu. Set the status as Pending while the request is being researched and a decision is being made. When the final decision is made, change the dropdown to either Approved or Denied. When the decision is made, also update the Decision Date to the date that the Status was changed to Approved or Denied.

Enter case comments in the Comments box according to agency procedures.
In some instances, the local agency may have incorrectly approved or denied a second authorization due to a hardship and upon receiving additional information needs to reverse the initial hardship determination. Users who have Office of Child Care (OCC) level privileges in EBT CSAW have access to the ‘Reset Status to Pending’ button that will allow the hardship request status to be changed from approved or denied to pending.

**Modify - Hardship Request**

- **Received Date**: 03/13/2018
- **Occurrence Date**: 03/13/2018
- **Reported Date**: 03/12/2018
- **Timely**: Yes
- **Primary Reason**: Child Expelled Due To Behavioral Issues
- **Secondary Reason**
  - **Status**: Denied
  - **Decision Date**: 03/13/2018
  - **Comments**: Not expelled

**Confidential Documents**

<table>
<thead>
<tr>
<th>Uploaded Date</th>
<th>Document</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No records to display.

**Child in Shared Placement**

This section explains the process of creating an authorization for a child whose placement is shared between parents.

On the Authorization – Basic Details screen, click on ‘Yes’ next to Is this child in shared placement?
On the **Authorization – Collect Child Care Need** screen, enter child care need **only** for days when the child is with the parent. Remember that if a one-week schedule type is entered, the system will assume that the child care need is the same for every single week.

If the child’s placement is the same every week, then the *Single Week Schedule Type* can be used. For example, if the mother has the child Monday–Thursday, she does not need child care when the child is placed with the father on Friday–Sunday, and no child care need should be entered for Friday–Sunday on the mother’s case.

If the child has a week-on/week-off placement schedule, on the **Collect Child Care Need** screen, choose *Two Weeks* as the **Schedule Type**. Enter the child care need for either Week 1 or Week 2, leaving the other week blank.

Be sure to enter the child care need on the correct week. If the parent has a two-week or four-week activity schedule type, ask the parent if they have placement on the first/third week of the month or the second/fourth week of the month according to their parent activity schedule. If this child care need is not entered on the correct week, it may not match up correctly with the parent schedule when deriving hours.
If the child’s placement does not fit into a one-week or two-week schedule type, ask the parent for the placement pattern, or for the child’s placement over the last four weeks, and enter the child care need into a **Four-Week Schedule Type**. Be careful to only enter child care need on the days when the child was placed with the parent on the case.

After submitting the schedule, the system calculates the hours for the weeks the child is placed with the parent on the case and displays the average weekly authorized hours.
Multi-Week Schedule – Calculating Average Weekly Authorized Hours

If the parent or the child have a multi-week schedule, EBT CSAW first derives authorized hours for each week. To calculate the average weekly hours, the system totals the weeks and then divides the total by four. In the example below, 17+7+27+21 = 72 ÷ 4 = 18 hours.

![Approved Hours](image)

The Approved hours for the weeks is summarized and then divided by 4 to calculate Average Weekly Authorized Hours.

Benefit Calculations

After the authorizations for a case have been created in EBT CSAW and marked Completed, the monthly benefits must be calculated so the funds can be loaded onto the card. The worker should always check to see if they need to calculate or re-calculate benefits when writing or changing authorizations.

If the following changes are made in EBT CSAW, the system automatically recalculates the amounts for future months:

- School closed hours (scheduled and inclement weather) are added for future months
- Provider’s private price change
- Accreditation details change for an out-of-state provider
- Change in regulation type. Most commonly, a certified provider becomes licensed. In this situation, the provider’s private prices must be entered for the system to automatically calculate the future authorizations. If a licensed provider withdraws his/her license and becomes certified, the system will recalculate the authorizations based on the certified rate.
- Change in YoungStar rating
- Change in income/AG size
- FPL and Maximum Rate mass changes

Calculate Benefits

To calculate benefits for the children in the case, click on the Benefit Summary link in the navigation menu to expand the sub values and then Benefit Calculations. The Calculate Benefits screen lists authorizations for all children in the case that can be calculated.
The total weekly hours and school closed hours are displayed by month. The *School Closed Hours* amount also includes hours for inclement weather. Click on the *Calculate* button on the bottom of the screen to calculate the monthly amounts. The system calculates benefits three months into the future. After that, if the authorization spans past three months, the system automatically calculates the future monthly amounts on a monthly basis. If the calculate button is available, the benefits should be calculated.

**Note:** See Case Benefit Quarterly Summary section for additional information on the “recalculate” button.

**Confirm Benefits**

After clicking on the *Calculate* button on the previous screen, the *Confirm Benefits* screen will show the calculated monthly amounts for past, current and three months into the future.
For 4 and 5 Star programs, the YoungStar Adjustment to Provider column shows the amount that will be paid directly to the provider by DCF. The providers can view these amounts using the new Child Care Provider Portal. The amounts are displayed on the YoungStar Adjustments screen.

To view calculation details for a month, click on the amount in the Details link.

**Confirm Benefits – Part-Month Authorizations**

If the authorization does not cover the entire month, the monthly hours are converted from weekly to monthly as follows:

Weekly Hours x 4.348125 x number of days the authorization covers / total number of days in the month.

Example: Seija is a school-age child who needs a full time authorization for the winter break.

The Confirmed Benefits screen shows the following:

The monthly hours for December are calculated as follows:
45 hours x 4.348125 x 11 (number of authorized days in December) / 31 (number of days in December) = 69.42. This is rounded up to 70 hours/month.

The *Subsidy Calculation Details* shows the following:

```
<table>
<thead>
<tr>
<th>Status</th>
<th>Authorized Hours</th>
<th>Regular Subsidy Hours</th>
<th>Provider Price Type</th>
<th>Hourly Rate Used</th>
<th>Capped Subsidy</th>
<th>Total Copey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmed by system</td>
<td>60</td>
<td>70</td>
<td>Part-Time</td>
<td>$15.11</td>
<td>$357.70</td>
<td>($18.50)</td>
</tr>
</tbody>
</table>

Subtotal $339.20 $225.15

YoungStar Adjustment ($16.96) $0.00

Subtotal $322.24 $225.15

Above Full Time Subsidy $0.00 $0.00

Subsidy Amount $322.24 $225.15

Net Subsidy Change $322.24 $225.15
```

The Regular Subsidy Hours is used to calculate the subsidy amounts as follows:

35 (full time care) x 4.348125 x 3 / 31 = 54.0009, rounded to 55 hours/month. The system uses the Regular Subsidy Hours when calculating the subsidy amount.

Note that the provider’s price and the agency ceiling are not prorated for part-month authorizations.

```
<table>
<thead>
<tr>
<th>Initial Amount</th>
<th>$357.70</th>
<th>$243.65</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Price</td>
<td>$594.62</td>
<td>$1,087.04</td>
</tr>
<tr>
<td>Agency Ceiling</td>
<td>$778.32</td>
<td>$673.96</td>
</tr>
<tr>
<td>Capped Subsidy</td>
<td>$357.70</td>
<td>$243.65</td>
</tr>
</tbody>
</table>
```

In the case above, Seija’s authorization spans to January.

```
<table>
<thead>
<tr>
<th>January 2017</th>
<th>Sammy Change</th>
<th>Watts Valley Day Care</th>
<th>4800039704-001</th>
<th>60</th>
<th>10</th>
<th>$200.07</th>
<th>$0.00</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seija Change</td>
<td>Anna's Kid Care</td>
<td>4-Star, Quality</td>
<td>123 Ave St</td>
<td>$58.94</td>
<td>$14.74</td>
<td>Details</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

The January Authorized hours are calculated as follows:

45 hours x 4.348125 x 3 / 31 = 18.93, rounded to 19.
The Regular Subsidy Hours are calculated $35 \times 4.348125 \times 3/31 = 14.72$, rounded up to 15 hours.

**Calculation Details**

This screen shows all details of how the benefits were calculated for the case for the specific month.

Below are explanations for each section on this screen.

**Case Level Calculation Details**

The upper section of the screen shows case level details for the authorization.

The **Calculation Details** section on this screen displays the following information on the case level:

- **Month**: Name and year for the benefit month.
- **Eligible Members**: The number of individuals in the case.
- **Total Monthly Hours**: This is the number of hours for all children in the case for the month. This number is used to retrieve the base copay percent. In the case above: $196 + 66$ hours $= 262$.
- **Income**: Income used to calculate the benefits for the case.
- **Base Copay Percent**: The copay percentage is derived from the table below based on the total number of authorized hours for the case in the month. In the case above, 262 hours fall within the 100% range.
**FPL:** The FPL percentage retrieved from the FPL Table. In the case above, $1290 equals 80% FPL.

<table>
<thead>
<tr>
<th>Gross Monthly Family Income</th>
<th>FAMILY SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
</tr>
<tr>
<td>75% FPL</td>
<td>$1,001</td>
</tr>
<tr>
<td>80% FPL</td>
<td>$1,088</td>
</tr>
</tbody>
</table>

**Base Copay:** The base copay for the family is derived from the Monthly Copayment column on the FPL table using the FPL percentage. The Base Copay for 80% FPL is $8.

**Child Level Calculation Details**

This section shows authorization calculation details by child.

**NOTE:** If the case has more than five children with authorizations, the last columns do not display without scrolling. Google Chrome web browser works better than Internet Explorer or Firefox when viewing cases with more than five children because the browser keeps the row heading visible while scrolling horizontally. Another option is to copy the table and paste it into an Excel document.
The green fields indicate a header. To expand a section, click on the green area. Click on "Expand All" to open all fields for the children in the case.

The **Case Subsidy Calculation Details** has the following sections:

On top of this section, the children's name, DOB, and the provider location is displayed.

**Type** Values are:

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Benefit</td>
<td>Initial benefit on month for child at provider</td>
</tr>
<tr>
<td>Post Load Benefit Correction</td>
<td>Benefit change after processing due to a correction in PLBC</td>
</tr>
<tr>
<td>Post Load Change</td>
<td>Benefit change after processing due to additional authorization</td>
</tr>
<tr>
<td>Special Adjustment</td>
<td>Benefit correction due to system limitations</td>
</tr>
</tbody>
</table>
**Is Deleted?** Deleted will show ‘Yes’ if the benefit has been deleted by a later calculation. When viewing the most recent calculation information, ‘Yes’ value is rare.

**Is History Record?** ‘Yes’ is displayed if the subsidy was later modified by another calculation, usually by PLBC.

**Update Timestamp:** The date and time when the calculation was changed for the specific month.

**Update User ID:** Click on the link to view the user who most recently triggered the calculation.

The section below shows the authorized hours details.

<table>
<thead>
<tr>
<th>Status</th>
<th>Confirmed by system</th>
<th>Confirmed by system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized Hours</td>
<td>196</td>
<td>66</td>
</tr>
<tr>
<td>Full Time Hours</td>
<td>153</td>
<td>66</td>
</tr>
<tr>
<td>Inclement Weather</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Regular School Closed</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Status values are:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batch Error</td>
<td>Very rare, but will prevent calculations until errors are resolved</td>
</tr>
<tr>
<td>Confirmed by system</td>
<td>Calculation confirmation automatically completed by the system (usually future authorizations)</td>
</tr>
<tr>
<td>Confirmed by worker</td>
<td>Calculation confirmation completed by worker (usually authorizations for current or past months)</td>
</tr>
<tr>
<td>Pending</td>
<td>Used in PLBC. When a calculation is done, the benefit status will be pending until the worker confirms the changes</td>
</tr>
<tr>
<td>Processed</td>
<td>Benefit load has been sent to FIS and EBT CSAW has received a response from FIS that the benefit load amount was received successfully</td>
</tr>
<tr>
<td>Processing</td>
<td>Temporary status while waiting for response from FIS on benefit load</td>
</tr>
</tbody>
</table>

**Authorized Hours:** This field shows the total monthly authorized hours for each child (Weekly Hours x 4.348125).

**Full Time Hours:** This field shows the maximum hours that will be considered for payment (35 x 4.348125 = 152.18, rounded up to 153).

**Inclement Weather:** Shows inclement weather hours authorized for the children in the case for the month.

**Regular School Closed:** Shows scheduled school closed hours for the children in the case for the month.
The section below shows the hours used for benefit calculation.

### Table: Regular Subsidy Hours

<table>
<thead>
<tr>
<th>Provider Price Type</th>
<th>Calculation Category</th>
<th>County</th>
<th>Out of State Accredited</th>
<th>Agency Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>Licensed Group</td>
<td>Milwaukee County (40)</td>
<td>N/A</td>
<td>$5.11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>La Crosse County (32)</td>
<td>N/A</td>
<td>$4.03</td>
</tr>
</tbody>
</table>

- **Regular Subsidy Hours**: This amount is a sum of Regular (Full Time), Inclement Weather and Scheduled School Closed Hours columns in the section above.
- **Provider Price Type**: Shows the type of provider’s private pay price used for the calculation.
- **Calculation Category**: Provider category used to calculate the benefit. Note that the calculation for authorizations for public school and certified school-age programs will show Licensed Group as the value.
- **County**: Name of the county whose rates are being used for calculating the benefits. Most of the time the county where the child care provider is used, except when calculating benefits for out-of-state providers.
- **Out of State Accredited**: ‘Yes’ will display if the authorization is for a provider located outside Wisconsin and the provider is accredited by a qualified accreditation agency. If the program is accredited, the Agency Rate is increased by 10%.
- **Agency Rate**: Displays the agency hourly rate used to calculate the benefit. The rates are posted at: [https://dcf.wisconsin.gov/wishares/maxrates](https://dcf.wisconsin.gov/wishares/maxrates)

**NOTE**: Agency Rate was formerly referred to as County Maximum Rate

The section below shows how the monthly benefits are calculated.

### Table: Hourly Rate Used

<table>
<thead>
<tr>
<th>Hourly Rate Used</th>
<th>Initial Amount</th>
<th>Provider Price</th>
<th>Agency Ceiling</th>
<th>Capped Subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5.11</td>
<td>$781.83</td>
<td>$869.63</td>
<td>$778.32</td>
<td>$778.32</td>
</tr>
<tr>
<td>$4.03</td>
<td>$265.98</td>
<td>$434.82</td>
<td>$613.09</td>
<td>$265.98</td>
</tr>
</tbody>
</table>

- **Hourly Rate Used**: Shows the hourly rate used to calculate the benefit. Usually, this is the agency rate, except when an override price is used (in-home, discount or special needs).
- **Initial Amount**: This field displays the number of hours in the Regular Subsidy Hours field above multiplied by the value in the Hourly Rate Used. The calculation for the example above (Child 1): $5.11 x 153 = $781.83
- **Provider Price**: This field shows the monthly provider price. For full time authorizations, the amount is retrieved by multiplying the provider’s weekly price by 4.348125. In the example above (Child 1), the provider’s weekly price for the child is $200/week: $200 x 4.348125 = $869.63.
For part-time authorizations, the provider’s weekly part-time price is multiplied by 4.348125, however, if school closed hours (including inclement weather) are added, the provider’s price is increased by multiplying the school closed hours for the month by the agency hourly rate. For example if the provider’s part-time weekly price is $100/week, the monthly price is $100 x 4.348125 = $434.8. A child has 10 school closed hours for the month. The provider’s price is increased by 10 x agency hourly rate. The provider’s price is increased by this amount.

**Agency Ceiling:** The agency weekly ceiling for the age group and provider type is multiplied by 4.348125 to retrieve the monthly amount. In the case above (Child 1), the agency ceiling is $179/week. The monthly amount is $778.32.

**Capped Subsidy:** This field shows the lowest of the three amounts above.

When a weekly override (discount) price is used, the system ignores the hourly rate that is displayed on the Calculation Details screen and uses the weekly override (discount) price multiplied by 4.348125 to determine the monthly provider price.

The section below shows the copay calculation.
**Copay Type:** The value chosen at the *Child Copay/Special Needs* screen is displayed for each child.

**Base Copay Distribution:** The values are:

- Regular
- Exception in hours used
- No copay, full copay already applied
- No copay, special copay type
- Reduced copay, special copay type (child level copay only)

**Base Copay Hours @ This Location:** This field displays the total number of authorized hours used to derive the base copay amount. In the example above, Child 1 has Learnfare as the copay type ($0 copay), so the hours are shown as 0 (zero). For the second child, the monthly total for regular and school closed hours is displayed.

**Base Copay Hours for Case:** The total number of authorized hours that are considered for copayment is listed. In the example above, since Child 1 has $0 copay, only hours for Child 2 are considered.

**Percent Base Copay:** This field shows the percentage of the base copay for each child.

The screenshot below shows the copay amounts for the case above.

![Copay Distribution Table](image)

**NOTE:** If all authorizations for a case are part-time (weekly hours are less than 21), the Base Copay Percentage applied cannot exceed 50% even if the total number of hours for the case is more than 21.

Example: A parent has two school-age children authorized for 11 hours/week. Even though the family monthly hours exceed 80, the family will be assessed at 50% of the base copay amount instead of 100%.

**Base copay:** The monthly dollar amounts for each child are displayed here. For the above case, the Full Time Copay for this case is $8, but because Child 1 has no copay and the authorization for Child 2 is part-time, the Base Copay is $4.

The screenshot below shows how the Full Time Base Copay is retrieved.
Child Copay Distribution values are below:

- Regular
- Exception in hours used
- No copay, full copay already applied
- No copay, special copay type
- Reduced copay, special copay type (child level copay only)

Full Time Copay: The maximum base copay amount is derived from the FPL table based on the FPL percentage for the case. The maximum amount for the case above is $29 (80% FPL).

Total Child Copay Hours: This field shows the total authorized hours for the child that will be considered when calculating the child level copay. In the case above, only copay for Child 2 is considered (Copay type is Regular).

Percent of Full Time Copay: The percentage used for each child’s share of the full time copay is based on the number of authorized hours for the month. In the case above, Child 2 has 66 hours. The percentage is retrieved from the FPL Table as shown below.

Total Child Level Copay: The child level copay is calculated by multiplying the Percentage of Full Time Copay x Full Time Copay amount. In the case above, Child 1 has no copay so the amount is $0. For Child 2, the amount is calculated $29 x 50% = $14.50.

Child Copay Hours @ This Location: This field displays the total number of authorized hours used to derive the base copay amount. In the example above, Child 1 has Learnfare as the copay type ($0 copay) so the hours are shown as 0 (zero). For the second child, the monthly total for regular and school closed hours is displayed.

Percent Applied to Benefit: This field shows the percentage of the base copay applied to the benefit.

Child Copay: The total child copay amount is displayed for each child for the month.
**Total Copay:** This field includes the sum of Base Copay and Child Copay. Since Child 1 calculation shows $0 because there is no copay for Learnfare. The copay for Child 2 is a sum of $14.50 + $4 = $18.50.

The final subsidy amount is calculated as follows: Capped Subsidy – Total Copay = Subtotal.

<table>
<thead>
<tr>
<th>Capped Subsidy</th>
<th>$778.32</th>
<th>$265.98</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copay Type</td>
<td>Learnfare</td>
<td>Regular</td>
</tr>
<tr>
<td>Base Copay Distribution</td>
<td>No copay, special copay type Regular</td>
<td></td>
</tr>
<tr>
<td>Base Copay Hours @ This Location</td>
<td>0</td>
<td>66</td>
</tr>
<tr>
<td>Base Copay Hours for Case</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>Percent Base Copay</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Base Copay</td>
<td>$0.00</td>
<td>($4.00)</td>
</tr>
<tr>
<td>Child Copay Distribution</td>
<td>No copay, special copay type Regular</td>
<td></td>
</tr>
<tr>
<td>Full Time Copay</td>
<td>$29.00</td>
<td>$29.00</td>
</tr>
<tr>
<td>Total Child Copay Hours @ This Location</td>
<td>0</td>
<td>66</td>
</tr>
<tr>
<td>Percent of Full Time Copay</td>
<td>0%</td>
<td>50%</td>
</tr>
<tr>
<td>Total Child Level Copay</td>
<td>$0.00</td>
<td>$14.50</td>
</tr>
<tr>
<td>Child Copay Hours @ This Location</td>
<td>0</td>
<td>66</td>
</tr>
<tr>
<td>Percent Applied to Benefit</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Child Copay</td>
<td>$0.00</td>
<td>($14.50)</td>
</tr>
<tr>
<td>Total Copay</td>
<td>$0.00</td>
<td>($18.50)</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$778.32</td>
<td>$247.48</td>
</tr>
<tr>
<td>YoungStar Level</td>
<td>5 Stars</td>
<td>2 Stars</td>
</tr>
<tr>
<td>Calculated Amount</td>
<td>$194.58</td>
<td>($12.37)</td>
</tr>
<tr>
<td>Provider Amount</td>
<td>$194.58</td>
<td>$0.00</td>
</tr>
<tr>
<td>YoungStar Adjustment</td>
<td>$0.00</td>
<td>($12.37)</td>
</tr>
<tr>
<td>Provider Price</td>
<td>$869.63</td>
<td>$434.82</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$778.32</td>
<td>$235.11</td>
</tr>
</tbody>
</table>

**Subtotal:** This amount is calculated by deducting the Total Copay from the Capped Subsidy amount.

**YoungStar Level:** Indicates the child care provider’s YoungStar level for the benefit month.

**Calculated Amount:** This amount is calculated using the percentage below applied to the Subtotal above.

- 5 Star: The subsidy amount + 25%
- 4 Star: The subsidy amount + 10%
- 3 Star: No adjustment
- 2 Star: The subsidy amount - 5%

**Provider Amount:** Amount listed in this field will be paid directly to 4 and 5 star providers. For others, this value will be $0.

**YoungStar Adjustment:** The YS Adjustment applied to calculate the Subtotal.

**Provider Price:** This field shows the monthly provider price (authorizations using the licensed family or group rates). For full time authorizations, the amount is retrieved by multiplying the provider’s weekly
price by 4.348125. In the example above (Child 1), the provider’s weekly price for the child is $200/week: $200 \times 4.348125 = $869.63.

For part-time authorizations, the provider’s weekly part-time price is multiplied by 4.348125, however, if school closed hours (including inclement weather) are added, the provider’s price is increased by multiplying the school closed hours for the month by the agency hourly rate.

For certified providers, this field shows $0.

**Subtotal**: The final benefit that will be loaded onto the EBT card if the authorization is less than 50 hours/week.

The section below displays information for authorizations with more than 50 hours/week.

<table>
<thead>
<tr>
<th>Subtotal</th>
<th>$778.32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Rate</td>
<td>$5.11</td>
</tr>
<tr>
<td>Hours Above Full Time</td>
<td>0</td>
</tr>
<tr>
<td>Above Full Time Subsidy</td>
<td>$0.00</td>
</tr>
<tr>
<td>Subsidy Amount</td>
<td>$778.32</td>
</tr>
</tbody>
</table>

**Agency Rate**: Displays the agency hourly rate used to calculate the benefit. The rates are posted at [https://dcf.wisconsin.gov/wishares/maxrates](https://dcf.wisconsin.gov/wishares/maxrates)

**Hours Above Full Time (full time is 35 to 50 hours per week)**: If the weekly authorization exceeds 50 hours, the hours above 50 are paid. This field displays the monthly number of hours above 218/month. The Hours Above Full Time is listed on the *Weekly Hours* screen (print below).

<table>
<thead>
<tr>
<th>Hours Used for Benefit Calculation</th>
<th>Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Time</td>
<td>35:00</td>
</tr>
<tr>
<td>Above Full Time (50)</td>
<td></td>
</tr>
<tr>
<td>Average Weekly Hours (Full Time):</td>
<td>35:00</td>
</tr>
<tr>
<td>Average Weekly Hours (Above Full Time):</td>
<td>25:00</td>
</tr>
</tbody>
</table>

**Above Full Time Subsidy**: If the authorization exceeds 50 hours/week, the benefit amount for the hours above 50 multiplied by the Agency Rate is displayed here.

**NOTE**: The YoungStar adjustment is not applied to amounts above 50 hours/week.

<table>
<thead>
<tr>
<th>Subsidy Amount</th>
<th>$778.32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Applied Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Subsidy Change</td>
<td>$778.32</td>
</tr>
<tr>
<td>Subsidy Applied Mode</td>
<td>Apply to family</td>
</tr>
<tr>
<td>Net Subsidy Change</td>
<td>$778.32</td>
</tr>
</tbody>
</table>

**Previous Applied Amount**: If the adjustment is made using the Post-Load Benefit Correction (PLBC), the previously applied amount is displayed here.

**Subsidy Change**: If the adjustment is made using the Post-Load Benefit Correction (PLBC), the difference
between the previously calculated amount and the amount calculated using (PLBC) is displayed here. If this is the initial calculation, the total benefit amount is displayed.

**Benefit Applied Mode** values are:

- Apply to both
- Apply to family
- Apply to provider
- Do not apply (change is minimal)
- Do not apply (worker)
- Do not apply (unchanged child)
- Do not apply (negative benefit for added need)

**Net Subsidy Change**: Positive or negative amount resulted by the PLBC adjustment.

The following example shows how the system calculates the benefit amount for an authorization with override (special needs) price that is over 50 hours.

The system pays the override (special needs) price of $10 per hour up to 50 hours, and then pays the agency rate of $6.29 per hour for hours above 50 up to 75.
**Case Benefit Quarterly Summary**

After the benefits have been calculated, the *Case Benefit Quarterly Summary* displays the calculated benefits by month within the current quarter. Past and future benefits can be viewed by either changing the Month/Year or by using the Previous or Next links.

![Case Benefit Quarterly Summary](image.png)
Local Agencies expressed some confusion about calculations in EBT CSAW when their workers would update eligibility information after adverse action in CWW. EBT CSAW would display a $0 benefit in the Case Benefit Quarterly Summary page for the parent for the following month. This was confusing because the system was waiting to recalculate the benefits until the last business day prior to the following month’s load.

To avoid this confusion, DCF added the “Recalculate” button, which is available on the Case Benefit Quarterly Summary page for each individual month.

### Case Benefit Quarterly Summary

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Admin Agency</th>
<th>Case Details</th>
<th>Admin Agency</th>
<th>Case Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2150920425</td>
<td>Dane County (13)</td>
<td>Primary Person: April Showers</td>
<td>RFA Date: 08/01/2017</td>
<td>Review Date: 07/31/2018</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Address: 1 W Wilson St,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Po Box 7850, Madison, WI</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dane County</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks

< Previous  1st Quarter 2018 Next >>

**January 2018**

<table>
<thead>
<tr>
<th>Child’s Name</th>
<th>Provider Details</th>
<th>Provider Location Number</th>
<th>Authorized Hours</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>May Flowers</td>
<td>Lena’s Day Care</td>
<td>0800009740-001</td>
<td>240</td>
<td>$603.24</td>
</tr>
<tr>
<td>June Flowers</td>
<td>Lena’s Day Care</td>
<td>0800009740-001</td>
<td>190</td>
<td>$614.62</td>
</tr>
</tbody>
</table>

**February 2018**

<table>
<thead>
<tr>
<th>Child’s Name</th>
<th>Provider Details</th>
<th>Provider Location Number</th>
<th>Authorized Hours</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>May Flowers</td>
<td>Lena’s Day Care</td>
<td>0800009740-001</td>
<td>240</td>
<td>$651.71</td>
</tr>
</tbody>
</table>

The recalculate button is now available to workers to update the benefit calculation. This transaction will trigger the updated Parent Notices sooner.

If workers choose not to use the Recalculate button, EBT CSAW will continue to make the calculation automatically and send an updated parent notice on the last business day of the month.

No new EBT CSAW Dashboard tasks are generated when the Recalculate function.

Please feel free to email the Child Care Subsidy Technical Assistance Line at childcare@wisconsin.gov with any further questions.

**Transactions**

This screen retrieves all transactions made to the parent’s EBT account. The data is available real time.
The **Transaction Period** is defaulted to display four months of information. The period can be modified by changing the **Begin** and **End Dates**. The **Transactions** screen retrieves information from the FIS system. The interface currently can retrieve a limited amount of data. If an error message is displayed, please modify the Begin and End Dates to cover one or two months.

The **List of Transactions** section shows the account activity by child. Transactions with a minus (-) sign in front of the amounts are transfers authorized by the parent. These transactions also show a **Transaction Confirmation** code. The screen also displays all deposits made by DCF for the case.

**EBT Case/Card Details**

Once an authorization has been created in EBT CSAW, the interface between FIS and CSAW sends the case demographics and subsidy amount to the FIS system. The following day, FIS will mail the EBT card to the parent. The **EBT Case/Card Details** shows the status and details of the data transfers.

For security purposes, the first 12 digits of the EBT Card number are displayed as “X” on the screen.
List of Children in EBT Account Section
This section lists all children in the case whose details have been sent to FIS. Each child has a Child ID that identifies the child in the FIS system. This number has been added onto the Parent Authorization Notice and is also used when authorizing payments using the IVR.

Card Status History
This section shows the card status history. Below are all possible values.

<table>
<thead>
<tr>
<th>Card Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Card can be used by the parent.</td>
</tr>
<tr>
<td>Card Stolen</td>
<td>Card was reported stolen and can never be used again.</td>
</tr>
<tr>
<td>Card Lost</td>
<td>Card was reported lost and can never be used again.</td>
</tr>
<tr>
<td>Name Changed</td>
<td>Card was reissued because the parent’s name changed. The original card can never be used again.</td>
</tr>
<tr>
<td>Damaged</td>
<td>Card was reported damaged and can never be used again.</td>
</tr>
<tr>
<td>Undelivered</td>
<td>Card was returned to FIS due to an incorrect address. The local agency must trigger a new card from CSAW after correcting the address in CWW. See EBT Case Account – Replace/Reissue Card Request section below on how to trigger a new card.</td>
</tr>
<tr>
<td>Inactive</td>
<td>Card cannot be used until the parent activates the card.</td>
</tr>
<tr>
<td>Deactivated/Cancelled</td>
<td>Card was deactivated/cancelled and cannot be used again.</td>
</tr>
<tr>
<td>Suspended</td>
<td>Holding status that can be changed to Active</td>
</tr>
<tr>
<td>Deceased</td>
<td>Parent is deceased</td>
</tr>
</tbody>
</table>

90-Day Drop-Off of Benefits
Any benefit amounts that are not spent within 90 days from the day of the benefit load will drop off the EBT card.

The 90-day drop-off of benefits follows a last-in, first-out process where benefits that have been loaded to the card most recently will be spent first when a parent makes a payment.
New Benefit Load

New benefits can be loaded to the card at any point unless the status has been changed to *deactivate*, *deceased*, *lost*, or *stolen* in the FIS system.

**EBT Case Account – Replace/Reissue Card Request**

If the card is returned to FIS due to an invalid address, the card status is switched to *Undeliverable* in the FIS system. Once the address has been changed in CWW, a new card can be triggered.

When the Latest Card Status is Undelivered, the EBT Case/Card Details screen will show EBT Case Account – Replace/Reissue Card Request link.

Click on the EBT Case Account – Replace/Reissue Card Request link to proceed.
**EBT Vendor Case Data Exchange – Replace/Reissue Card**

On this screen, you can trigger a new card to be sent to the parent. If the address in CWW has been updated, this page shows both the old and the new address.

![Confirm replace/reissue card request checkbox](image)

Click on the Confirm replace/reissue card request checkbox to trigger a new card. If the trigger is added before 2 p.m., a new card is sent the following business day.

**EBT Vendor Case Data Exchange – Maintenance Request**

This screen shows the history of data exchanges between the FIS and CSAW systems for a case.

![List of account maintenance requests](image)

After the replacement card has been trigged by the worker, the Card Status of the request is pending. Once the card has been resent by FIS, they will update their system and the status in CSAW, and the Card Status will be changed to *Processed*.

**Documents**

The EBT provider and parent notices are not available in the CWW Correspondence section. The Parent EBT Authorization Letters can be viewed using the Documents screen in EBT CSAW. This screen allows you to filter documents generated within the dates of your choice. Note that the Parent Authorization
notices are also available in the new MyWIChildCare Parent Portal, as discussed earlier in this User Guide.

**History Screens**

Almost all screens in the EBT CSAW have history. To view history of a screen, click on the history (scroll) icon.

You will be taken to the Authorization History screen.

To view all comments, click on the checkbox next to the Show All Comment Text. To view all details about the authorization, click on the magnifying glass icon. To view who updated the record, click on the Update Date link.