Wisconsin Shares

CSAW User Guide

Authorizations

Processing Various Change Scenarios

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Division of Early Care and Education
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Background Information

This user guide explains how to process various changes that affect authorizations. It focuses on authorizations that are in **Processed** status, which happens after funds have been loaded to the card. In most scenarios, the current authorization must be ended before making changes to the authorization assessment information and completing a new authorization. If authorization changes occur in current or past months for months where a benefit load has occurred, the **Post Load Benefit Correction** (PLBC) module must be used to create an adjustment.

If the authorization is in Pending or in Completed status, most screens can be modified and hours derived. Also, the system allows deletion of the records when the funds have not been loaded.

Below is a list of authorization statuses:

- **Pending**: The system assigns this status when the New Authorization – Basic Details screen has been completed. Note that pending authorizations are not automatically deleted, but remain in pending status indefinitely.

- **Pending Derive Hours**: When any detail of an authorization that is in Completed status is 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 and hours recalculated by clicking Derive Hours button on the Child Schedule screen. **NOTE**: authorizations will remain in Pending Derive Hours status indefinitely, until Completed or deleted.

- **Completed**: Once the parents and the children schedules, the child copay/special needs information, and the authorization weekly hours have been calculated, the worker will change the status to Completed. Authorizations must be in Completed status before the benefits can be calculated.

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

Processing Various Changes to a Case/Authorization – Authorization Status is **Processed**

This section gives guidance on how to process various changes to a case/authorization when the authorization is in Processed status and the funds have been loaded onto the card.

For ongoing cases, the child care subsidy funds are loaded onto the parent’s EBT card overnight on the last business day of the month. When a new authorization is written for a past period or that spans into the current month, the child care funds are loaded to the EBT card daily/overnight. Once the funds have been loaded, the system automatically changes the authorization status to Processed.

*Please use this process guide in conjunction with the Wisconsin Shares Child Care Policy and Process Handbook*
Authorizations must be written to an expected change or renewal date, whichever is earlier. The authorization screen in CSAW has several screen validations that are checked when the end date is modified. To avoid problems with the validations, end the authorization before modifying other screens.

**Mandatory Authorization Assessment Process Steps**

**Step 1: Modify Authorizations**

The first step is to end the current authorization as of the effective date of the change if that change occurs in the future. If the change occurred in the past, end the authorization as of the last day of the latest subsidy benefit load month (this could be the current month). Click on the Effective Period link to access the Basic Details screen.

![Table of Authorizations]

**Note:** An authorization can be ended in the previous or current month if the subsidy benefit load did not occur for that timeframe.

On the Basic Details screen, modify the authorization end date.

![Modify Authorization - Basic Details]

**Step 2: Modify Parent Activity Record**

To access the Modify screen, click on the Pencil icon on the Case Summary screen.
On the Modify Activity Schedule screen, on the Effective End Date field, enter the date the change happened.

**NOTE:** If the activity changed in a past month or the current month, the system allows you to change the end date; however, if any adjustments to current or past month’s benefit loads are needed, use the PLBC module to calculate the difference.

After the previous Activity Schedule has been modified by changing the end-date, click on Add Schedule link.

After the new Effective Begin and End Dates have been entered, you have the option to use the latest schedule (the default display shows schedules that have been in effect during last three months).

If Yes is chosen above, the previous schedule displays. Review the parent’s schedule and make modifications if the activity times have changed.
Click the Complete button when done or Add Comment if a comment is needed.

3. Create a New Authorization after Ending a Previous One

After the previous authorization has been ended, click on the plus icon next to the authorization that was ended to start a new one.

On the New Authorization – Select Child Care Provider screen, click on the New Authorization link if the child will continue attending the same provider location. Click on Search for New Child Care Provider Location if the child is going to be enrolled in a new child care provider location.

Then continue as explained in the Creating an Authorization (Step 3) section in the CSAW User Guide – Authorizations. CSAW User Guide Authorizations

Copy Previous Authorized Hours or Keep Authorized hours from Current Assessment

An optional authorization assessment can occur during a 12-month eligibility period when an authorization was written to an expected change or when certain changes are reported. Parents may chose to do an optional authorization assessment for a number of different reasons.

Examples include:
- There could be a change in authorization information and it is unknown if that change will cause an increase or decrease in the number of authorized hours.
- Parents can choose to do an optional authorization assessment when they want a decrease in authorized hours because they do not intend to use the same amount of child care as was previously authorized.

Below outlines the steps for an optional authorization assessment.

Step 1: Modify Authorizations

The first step is to end the current authorization as of the effective date of the change if that change occurs in the future. If the change occurred in the past, end the authorization as of the last day of the latest subsidy benefit load month (this could be the current month). Click on the Effective Period link to access the Basic Details screen.

Note: An authorization can be ended in the previous or current month if the subsidy benefit load did not occur for that timeframe.

On the Basic Details screen, modify the authorization end date.
Step 2: Modify Parent Activity Record

To access the Modify screen, click on the Pencil icon on the Case Summary screen.

On the Modify Activity Schedule screen, on the Effective End Date field, enter the date the change happened.

**Note:** If the activity changed in a past month or the current month, the system allows you to change the end date; however, if any adjustments to current or past month’s benefits are needed, use the PLBC module to calculate the difference.

After the previous Activity Schedule has been modified by changing the end-date, click on Add Schedule link.
After the new Effective Begin and End Dates have been entered, you have the option to use the latest schedule (the default display shows schedules that have been in effect during last three months).

If Yes is chosen above, the previous schedule displays. Review the parent’s schedule and make modifications if the activity times have changed.

Click the Complete button when done or Add Comment if a comment is needed.

3. Create a New Authorization after Ending a Previous One

After the previous authorization has been ended, click on the plus icon next to the authorization that was ended to start a new one.
On the New Authorization – Select Child Care Provider screen, click on the New Authorization link if the child will continue attending the same provider location. Click on Search for New Child Care Provider Location if the child is going to be enrolled in a new child care provider location.

4. Complete the Authorization-Options

Continue steps as explained in the Creating an Authorization (Step 3) section in the CSAW User Guide – Authorizations. CSAW User Guide Authorizations.

On the Child Care Authorization-Weekly Hours page, the authorization assessment page will display the Approved hours from the parent chosen authorization assessment as well as the Prior Authorization Total from the previous authorization/authorization assessment.

Before completing an optional authorization assessment, the worker must present the parent either option A or B below.

   A. Keep the authorized hours from the prior processed authorization.

Click the Copy From Prior Authorization button on the Authorization-Weekly Hours page to keep the authorized hours from the previous authorization if policy permits.
When the *Copy From Prior Authorization* button is used, it will generate the same number of hours as the previous authorization in the *Approved* row and automatically add a comment in the *Override Hours Related Comments* stating the authorization was “Copied from prior authorization”. It will also display the same *Provider Price Type* used for the previous authorization next to the Provider Price Type drop down.

The *Prior Authorization Total* and *Copy From Prior Authorization* button will not appear when a new authorization is:

- being written at initial eligibility or renewal,
- when there are nonconsecutive authorizations that have a calendar month gap or more between the end of one authorization and the start of another,
- when a parent changes child care providers, or
- for previous authorizations that are not in processed status.

The *Copy From Prior Authorization* button will appear for the following scenarios, but **must not be used** per policy:

- When school-age children transition from summer break to a fall year,
- when an eligible adult or minor teen parent is added to the case,
- at the end of the 24-month education time limit, and
- when the need for child care does not align with the provider’s hours of operation.

Please see *Wisconsin Shares Child Care Policy and Process Handbook* 2.4.2.1 for more information.

**B. Use the information from the current authorization assessment for the authorization hours.**

Do not click the *Copy From Prior Authorization* button on the *Authorization-Weekly Hours* page. Complete the authorization by selecting the appropriate *Provider Price Type* and then select *Review*. 
Note: Any increases to the number of authorized child care hours from an increase of approved activity hours must be verified (if applicable per policy) before increasing the authorization.

No Authorization Assessment Process Steps-Parent’s Choice

Extend Current Authorization

In some instances parents can choose to not complete an authorization assessment and extend the current authorization end-date instead. This can occur during a 12-month period when an authorization was written to an expected change or when certain changes are reported that don’t require a mandatory authorization assessment.

Authorizations can be extended within the 12-month eligibility period if:

- the authorization has ended within the last 30 days prior to the current end date, or
- the authorization has an end-date in the future, and
- the parent has an approved activity schedule covering the extended period.

On the List of Authorizations page, workers can click the dates under the heading Effective Period, and then extend the authorization end date.

Example 1: Marla is working at Woodman’s and her schedule is going to change from 8 am - 4 pm to 4 pm - 7 pm in six months. This is an expected authorization change and her son James’ authorization is written until Marla’s shift change in six months. When Marla contacts the agency for a new authorization, the agency asks Marla a number of questions. The agency determines the situation does not warrant a mandatory authorization assessment and therefore informs Marla that she may keep the same number of authorized hours for James if they will be utilized. Marla intends to utilize the care,
therefore the agency extends the current authorization end date until the next expected change or renewal date, whichever one is earlier.

Note: A worker will receive a hard stop and will not be able to extend an authorization when certain PLBC correction types occur in the same month as the end-date in the authorization period. This includes all PLBC correction types except those for income and AG changes. Workers can use the Copy Previous Authorized Hours functionality in these instances.

**Voiding the Parent Schedule**

If an incorrect or outdated Parent Approved Activity Schedule is associated with a Processed authorization and the parent needs another authorization for the current or past month, the previous Parent Schedule record needs to be voided.

The void process does not delete the incorrect/outdated Parent Schedule from the system or affect previous benefits. It simply tells the system to not consider that schedule when writing new authorizations or creating PLBC adjustments.

**Prior to Void Process**

1. End date the existing authorization for the last day of the current month
2. End date the incorrect/outdated Parent Schedule for the last day of the current month
3. Enter the new Parent Schedule with a begin date of the first day of the next month
4. Enter any future authorizations that are needed
5. If applicable, complete a PLBC to add the correct number of hours to the current month

**The Void Process**

1. On the Case Summary or Parent Approved Activities screen, click the Pencil icon to edit the incorrect/outdated Parent Schedule. This will take you to the Modify Parent Activity Schedule - Modify Period.
2. Click the drop-down icon for the Status field and choose “Voided”.
3. Click the *Modify* button at the bottom of the screen.
4. You may get a soft stop (a yellow validation message). Click the *Modify* button again. This will take you to the *Case Summary* page.
5. Click the *Pencil* icon to edit the new Parent Schedule.
6. Backdate the Effective Begin Date on the Parent Schedule to the appropriate date. For example, if the parent started working more hours on 4/15/17, the Effective Begin Date is 4/15/17.
7. Click the *Modify* button at the bottom of the screen.
8. Write the Retro Authorization, or, if the child care need is the same, backdate a future authorization. **NOTE:** You cannot backdate farther than the begin date of the Parent Schedule. The system will now use the new Parent Schedule to derive hours.

**An Eligible Adult or Minor Teen Parent is added to the case**

When an parent is added to the child care case, the approved activity schedule must be added for the newly added parent.

**Step 1:**

End date the authorizations for all children in the case with the last day of the current month if the parent was added to the case during current month or in the past. If the second parent is added with effective date in the future, then end the authorizations as of the date the second parent is added.
Step 2:
On the Case Summary screen, click on the Add Schedule next to the newly added parent.

Then complete the steps listed under the CSAW User Guide – Authorizations:

Step 1: Parent Approved Activities.

Step 3:
Create new authorizations with a new begin date that coincides with the date the new parent was added to the case.

Note: If the new parent was added with effective date in the past or in the current month, an adjustment might be necessary using the PLBC module. Also remember to not use the Copy Prior Authorized Hours button because a mandatory authorization assessment must be done in these circumstances.

An Eligible Adult or Minor Teen Parent Leaves the Case
If a parent is no longer included in the child care case, complete the following steps.

Step 1:
If the parent left the case in the current or past month, end the authorizations as of the last day of the current month. If the parent is leaving the case in the future, end the authorizations for all children in the case effective the date the parent is leaving the case.

Step 2:
Access the Modify Activity Schedule – Select Period screen and enter an end date.
Step 3:
If the parent left the case in the current or past month, create the new authorization with the first day of the following month as the begin date; or if the parent will be leaving on a future date, write a new authorization with a new begin date that coincides with the date the parent will leave the case. The new authorization will use the remaining parent’s approved activity schedule when deriving hours.

**NOTE:** If the parent left the case in the past or current month, an adjustment might be necessary using the PLBC module.

*Child Attends a Second Provider*

Sometimes a child needs authorizations to two different providers. For example, a child attends a group center during the week, but now needs child care at a certified provider during weekends when the parent works.

To create an authorization to a second provider, click on the plus (+) sign next to the child who needs a second authorization.

On the following screen, click on the **Search for New Location** link.

Next, follow the process described under Step 3 in the *Creating a New Authorization* section of the *CSAW User Guide – Authorizations: Wisconsin Shares CSAW User Guide Authorizations*
Changing Providers

NOTE: Changing providers in the current month is not allowed by policy, except in certain situations. Please review the Policy Handbook, Chapter 2, Authorizations in Situations of Hardship for further details.

Wisconsin Shares Child Care Policy HandbookHardship Situations

If the child’s authorization from Provider A needs to be changed to a new Provider B, complete the following steps.

Step 1:
The first step is to end the current authorization as of the effective date of the change (if in the future). To access the Modify Authorization – Basic Details page, click on the date range of the authorization that needs to be ended.

Enter the end date. If the authorization needs to be ended for the current or past month, enter the last day of the current month.

Step 2:
After the previous authorization has been ended, click on the plus icon next to the authorization that was ended to start a new one.

On the New Authorization – Select Child Care Provider screen, click on the Search for New Child Care Provider Location link to conduct a search.
Child’s Copay Type or Special Needs Status Changes

Below are steps explaining the process when a child’s copayment or special needs information changes during the assistance group’s eligibility period. The process is different depending on whether the change will positively or negatively affect the child’s subsidy amount. See the Wisconsin Shares Child Care Policy and Process Handbook section 2.5.2 for information on Regular and Reduced ($0 and Minimal) Copayment Types.

The following changes will have a positive (increase) affect on the child’s subsidy amount:
- Changing the Copayment Type from Regular to any other type
- Changing the Copayment Type from a Minimal to a $0 type
- Changing the Special Needs indicator to <Yes>
  
  **Note:** Changing the indicator to <Yes> does not directly impact the child’s subsidy amount; however, it does make it possible to enter an Override (Special Needs) provider price for that child’s authorization.

The following changes will have a negative (reduction) affect on the child’s subsidy amount:
- Changing the Copayment Type from any other type to Regular
- Changing the Copayment Type from a $0 type to a Minimal type
- Changing the Special Needs indicator to <No>

Step 1:
If the child’s copay type or special needs status changes, click on the Pencil icon next to the child on the Case Summary screen.

On the Modify screen, enter an end-date in the Effective End Date field.
• Positive Change: If the change will have a positive (increase) affect on the child’s subsidy amount, the **Effective End Date** must be a last day of the current month.

• Negative Change: If the change will have a negative (reduction) affect on the child’s subsidy amount, the **Effective End Date** must be the Child Care Review Date. The worker can see the Review Date at the top of the **Modify Child Copay/Special Need screen** in the **Case Details** section.

<table>
<thead>
<tr>
<th>Modify Child Copay/Special Need</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Case Details</strong></td>
</tr>
<tr>
<td>Case Number Address</td>
</tr>
<tr>
<td>Primary Person Admin Agency</td>
</tr>
<tr>
<td>Review Date</td>
</tr>
<tr>
<td><strong>Individual Details</strong></td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Date of Birth</td>
</tr>
<tr>
<td>PIN</td>
</tr>
<tr>
<td><strong>Child Copay/Special Need</strong></td>
</tr>
<tr>
<td>Effective Begin Date *</td>
</tr>
<tr>
<td>Copay Type *</td>
</tr>
<tr>
<td>Special Needs *</td>
</tr>
<tr>
<td>Effective End Date *</td>
</tr>
</tbody>
</table>

Click the **Save and Continue** button to save the data. You will see a soft-stop message stating that there is an authorization spanning beyond the end date. You can proceed with the modification.

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**Step 2:**

Add a new Copay/Special Needs record by clicking on the **Add Details** link next to the child’s name.

• Positive Change: If the change will have a positive affect on the child’s subsidy amount, the **Effective Begin Date** must be the first day of the next month.

• Negative Change: If the change will have a negative affect on the child’s subsidy amount, the **Effective Begin Date** must be the day after the Review Date. The worker can see the Review Date at the top of the **Modify Child Copay/Special Need screen** in the **Case Details** section. For example, if the Review Date is 5/31/2017, the **Effective Begin Date** would be 6/1/2017.

  ○ There is a validation that will warn workers against changing the Special Needs indicator to <No> or changing the Copayment Type to a less-favorable Copay Type before the Child Care Review Date.
Complete the screen.

Step 3:

Access the *Case Benefit Quarterly Summary* screen. In the case below, the child’s copay type was changed with effective 8/1/16 date. The change was made in August, so the August benefits were not effected because the funds are already on the card. The September benefits need to be recalculated.
Step 4:

Click on the **Benefit Calculation** link in the left side navigation menu to access the **Calculate Benefits** screen.

Click on the **Calculate** button to proceed.

**Note:** If the change to the Copay Type or Special Needs status occurred in a past or current month, an adjustment might be necessary using the PLBC module. For more information on correcting the Copayment Type or Special Needs status in PLBC, see the CSAW PLBC User Guide.
A Child is added to the Case

If an eligible child is added to the case, take the following steps.

**Step 1:**
Complete the *Copay/Special Needs* details for the added child.

**Step 2:**
Create new authorizations for the child that was added to the case as explained in the *Authorizations* user guide.

**Step 3:**
Calculate the benefits. The system will recalculate the benefits for all children in the case effective on the first day of the following month.

**Note:** If a child who does not need an authorization is added to a case, the system will automatically adjust the Federal Poverty Level (FPL) level for the other children in the case effective on the first day of the following month.

Adding/Modifying Scheduled School Closed Hours after a Regular Authorization is in Processed Status

If the scheduled school closed hours need to be added after the regular authorization has been completed, the hours can be added for current or future months, if the request is made in compliance with *Chapter 2 policy.*
CSAW User Guide – Authorizations – Processing Various Change Scenarios

**Step 1:**
End the authorization as of the last day of the current month.

**Step 2:**
Create a new authorization. Mark the *School Closed Need* indicator to ‘Yes’. This will automatically add inclement weather hours for the winter months if the authorization spans over November-March.

Note: CSAW allows DCF staff and users with the Child Care Coordinator profile to change the School Indicator to ‘Yes’ for any age, including children under 3 years old.

Add scheduled school closed hours to future months as explained in the CSAW User Guide – Authorizations, Manage Scheduled School Closed Hours section. [CSAW User Guide Authorizations](#)

**Step 3:**
Calculate the benefits for future months by clicking on the *Calculate* button on the *Calculate Benefits* screen. CSAW will add the hours to the future month and adjust the monthly amounts.
Note: If school closed hours are needed for current or past months, PLBC must be used to create an adjustment.

**Part-month Authorization – Modifying the Period**

The system does not allow an overlapping authorization being entered for a child for the same provider. If an authorization begins or ends in the middle of the month and a change needs to be made to either the begin or end date, the system allows a new authorization to be entered instead of having to do a PLBC adjustment. For example; a child has an authorization starting the 15th of the current month. The parent calls the agency requesting the authorization to be started on the 7th day of the current month because the parent started working a week earlier than expected. In this case, the worker can enter a second authorization for the period of 7-14th of the month.

**Changes that do not require action in CSAW**

CSAW will automatically calculate the following changes effective on the first day of the following month.

1. Change in income/AG size from CWW depending on the Copayment Period.
2. FPL, Copayment, and Maximum Rate mass changes.
3. Change in child’s age
4. Eligibility loss.
5. Change in regulation type. Most commonly, a certified provider becomes licensed. In this situation, the provider’s private prices must be entered before the system will automatically calculate the future authorizations. If a licensed provider drops their license and becomes certified, the system will recalculate the authorizations based on the certified rate.
6. Change in YoungStar rating to a 4 Star or 5 Star rating (a change to a 2 Star rating will not negatively impact the subsidy amount until renewal unless the parent changes providers).

Note: In some of the change scenarios above, it might be necessary to calculate the subsidy amounts for current and/or past month using the PLBC module.

Note: If a provider fails to renew their YoungStar contract, CSAW will automatically end authorizations that span into a non-participating YoungStar period and delete authorizations that begin after the end of the YoungStar participation period. This process automatically occurs at the end of the month if the provider does not return the annual YoungStar renewal form.

7. List of Transactions - Recent page shows an account balance of “TBD”. Transactions that have occurred after the nightly transaction posting will show TBD until the next day. This is done to avoid a display of an outdated account balance.
Permanent or Temporary Break from an Approved Activity

Parents who experience a permanent (ACTS) loss of employment or a temporary (TBRK) break from employment or other approved activity are eligible to receive child care assistance at least at the same level for up to three months in order to be able to search for or maintain an approved activity (unless the parent does not intend to utilize child care).

The worker does not need to track the ACTS or TBRK time period in CSAW. Tracking is handled systematically in CWW when a worker enters ACTS or TBRK on the Child Care Approved Activity page in CWW. Workers can view the history in the CWW Child Care activity status page and the Child Care Activity Search Period page. CSAW-Parent Approved Activity Schedule, displays the CWW Approved Activity based on the when the worker entered the parent schedule begin month and will not update until another schedule period is entered.

Changes that will prevent the subsidy amount from being loaded:

1. The authorization is ended in the current month due to various reasons (e.g., provider’s license/certification ended, eligibility ended, etc.)
2. The authorization is in Pending status.
3. Authorization is in Processed status, but there is a pending PLBC record in Pending status.
4. The authorization is for current or past month, or the current quarter, and the worker did not calculate the payment using the Calculate Benefits page. When making changes to
authorizations, workers should be sure to always check the Benefit Summary page for the Calculate button and click on the button if it appears.

5. An authorization end or change request received from either the Provider or Parent Portal.

Derive Hours for the Authorization – Authorization Status Completed or Pending

After the parent’s schedule has been modified, the system automatically changes the status of all authorizations to Pending (Derive Hours) status.

To recalculate the authorization hours, click on the Child Schedule link.

On the Authorization – Collect Child Care Need screen, review the schedule and make changes to the schedule if the child care need has changed. Then click on the Derive Weekly Hours button on the bottom of the screen.
On the Authorization – Weekly Hours screen, click on the Review button on the bottom of the screen.

On the Authorization Summary screen, change the authorization status to Completed.

**Calculate Benefit**

Once the authorization has been marked Completed, access the benefit calculation module by clicking first on the Benefit Summary link and then on the Calculate Benefits link in the navigation menu.

On the Calculate Benefits screen, click on the Calculate button on the bottom of the screen. Whenever the Calculate button is activated always click it to ensure that future month benefits will be processed.

Funds will be loaded onto the parent’s EBT card overnight.

**Where to Go For Help**

Questions regarding policy in Child Care Policy Manual Chapters 1 and 2 can be directed to the Child Care Subsidy and Technical Assistance Line at childcare@wisconsin.gov or 608-422-7200.

Questions regarding policy in Child Care Policy Manual Chapters 3 and 4 can be directed to DCF BPI TA Request Line at DCFBPI TArequest@wisconsin.gov

Questions regarding the parent portal, provider portals or CSAW can be directed to the Child Care Subsidy and Technical Assistance Line at childcare@wisconsin.gov or 608-422-7200
Questions regarding security should be directed via your security liaison to the DCF Security Help Desk at: DCFServiceDesk@wisconsin.gov.

Wisconsin Shares Child Care Subsidy Policy Manuals can be viewed online at: https://dcf.wisconsin.gov/manuals/wishares-cc-manual/

For questions regarding other DHS/DCF systems, please see https://dcf.wisconsin.gov/files/publications/pdf/5267.pdf for contact information.

DCF is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 422-7000 or the Wisconsin Relay Service (WRS) – 711 TTY. For civil rights questions, call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711 TTY.