



Wisconsin Shares

EBT CSAW User Guide

Dashboard

August 15, 2019

Division of Early Care and Education

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Background

The EBT CSAW Dashboard was programmed to alert local agencies of **important** events that have effect on authorization calculation and/or benefit loads. The mainframe authorization alerts have been eliminated and some are replaced by tasks and messages in the Dashboard. The expectation is that the Dashboard Administrators responsible for assigning out tasks visit the Dashboard daily to ensure that tasks are assigned out appropriately, allowing agency workers to prioritize their workload. Agencies have the flexibility with the Dashboard to develop their own internal procedure for processing tasks.

The tasks are generated for a number of specific reasons (which are all covered in this guide) with the main priority being that the child care benefits are correctly placed on the card and authorizations correctly calculated according to the most recent information provided by participants and providers. For tasks that have effects on authorization calculations and potential load failures, the authorization must be updated by the last business day of the month. If this is not done timely, the inaccurate child care benefits are loaded. This could result in a need for a PLBC adjustment.

The Dashboard displays tasks and informational messages related to CWW changes, Provider Portal and **Parent Portal** submissions, changes to child care provider regulation that were made in WISCCRS, card load failures, and undelivered cards. The *Dashboard* has two modules:

- **Inbox:** Displays all tasks/messages from the agencies to which worker has CSAW access
- **Assignments:** Displays tasks that have been assigned to individual staff by the Dashboard Administrator

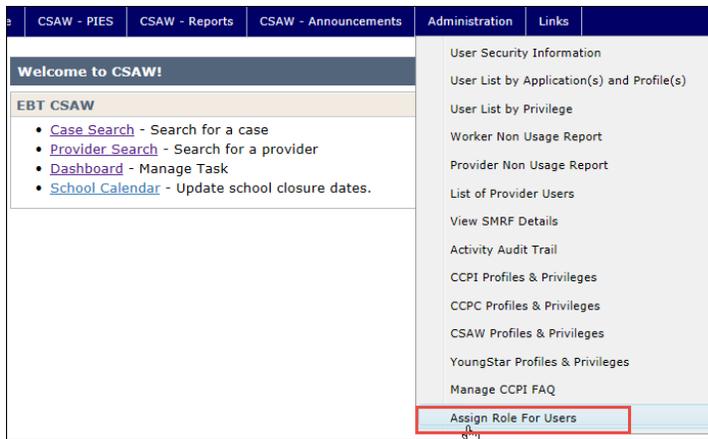
Security

Individuals with the Dashboard Administrator role are able to assign roles to other staff in their agency. There are two roles: Dashboard Administrator and Agency Worker.

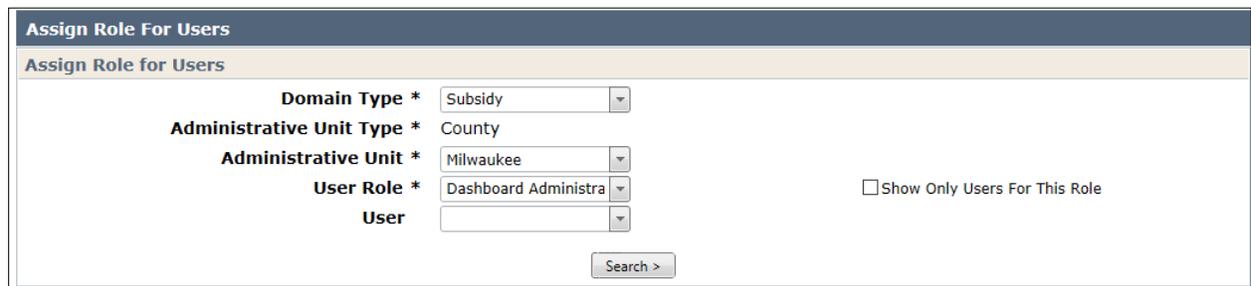
- Staff with the **Dashboard Administrator** role can assign user roles in this module (see *Administration Unit* for further details). They can also assign and reassign tasks
- Staff with an **Agency Worker** role can process tasks in their agency and can be assigned tasks
- Staff with **inquiry** access to EBT CSAW cannot view information in the Dashboard module

Administration Unit

Dashboard Administrators are able to assign EBT CSAW users roles for the *Dashboard*. To access the *Administration Unit*, click on the *Administration* tab on the top bar of the CSAW Home page, and then choose *Assign Role for Users*.



On the following screen, staff can search for users who have update access to CSAW.



To assign a role to agency staff, follow these steps:

1. Choose *Subsidy* as the *Domain Type*.
2. The *Administrative Unit Type* is defaulted to *County*.
3. Choose the county/tribe from the list (in this example, Milwaukee is selected).
4. Then choose the *User Role*. *Dashboard Administrator* or *Agency Worker*.

The search results will show all users who have update access for the selected county/tribe. Users highlighted blue with a check mark have already been assigned the *Dashboard Administrator* role. If additional staff need the *Dashboard Administrator* role, click on the checkbox next to the name of the staff member.

Assign Role For Users

Assign Role for Users

Domain Type *

Administrative Unit Type *

Administrative Unit *

User Role * Show Only Users For This Role

User

Users

	First Name	Last Name	User Name	Begin Date	End Date	
<input checked="" type="checkbox"/>	Aparna	Suresh	asUATChildCareCoord	07/13/2017		
<input checked="" type="checkbox"/>	Childcare	Coordinator	childcarecoordinator	12/21/2016		
<input checked="" type="checkbox"/>	Erin	Armbrust	armbrer	08/22/2014		
<input checked="" type="checkbox"/>	Jaya	Prabakaran	prabaja05	07/05/2011		
<input checked="" type="checkbox"/>	Mary	Drumm	marydrumm	09/13/2011		
<input checked="" type="checkbox"/>	Meca	Supervisor	mecasupervisor	02/19/2013		
<input checked="" type="checkbox"/>	Nancy	Mcvary	mcvarnm	11/17/2014		
<input checked="" type="checkbox"/>	Phanindra Babu	Avula	phaniavula	10/15/2015		
<input checked="" type="checkbox"/>	Pirkko	Xctb Eightyseven	XCTB87	06/01/2001		
<input checked="" type="checkbox"/>	Pirkko	Occ User	xctb88	05/13/2003		
<input checked="" type="checkbox"/>	Pzmkee	Certifier	pzmkee	02/03/2003		
<input checked="" type="checkbox"/>	Somasundaram	Thiyagarajan	jx9317	09/02/2004		
<input type="checkbox"/>	Aimee	Merrigan	merriaicsaw	06/04/2015		
<input type="checkbox"/>	Amy	Jacobs	ajjacobs	04/04/2012		
<input type="checkbox"/>	Amy	Mathison	amathison	11/30/2015		

- To see who in the agency already has the *Dashboard Administrator* role, click on *Show Only Users for This Role*, and the search results will only display users who already have been assigned the chosen role. If this is left unchecked, all users with update access to CSAW in the agency will be listed. Staff can also search by name if agencies only need to assign a role to a worker.

Users with Update Access to Multiple Counties/Tribes

If a user has update access to multiple counties/tribes and is assigned a *Dashboard Administrator* role in one of the counties, that person will have the *Dashboard Administrator* role in all counties/tribes that the person has access to and will see tasks and messages for all those counties/tribes.

Types of Tasks and Messages

Tasks are items that come into the Dashboard that require action by a worker. For example, a task is generated when an action is needed by the worker to prevent EBT CSAW loads from failing or to ensure that the future subsidy loads are calculated correctly.

Messages are generated for items that are informational.

Currently, the module has the following tasks/messages:

Tasks

- **Category Changed from Certified to Licensed**
When a certified provider is granted a license and the change has been made in WISCCRS, a task is generated to alert the subsidy agency to enter provider prices into EBT CSAW. See the [EBT CSAW User Guide: Provider Screens](#) for entering provider prices. If the provider has EBT authorizations and the prices are not entered by the last business day of the current month, the following month's **load will fail**. This task is generated immediately after a change has been made in WISCCRS.
- **CWW Change in Foster/Kinship Care Status**
When an eligibility worker updates the *Benefits Received Page* in CWW, a task will be generated to the Dashboard the next day if there is a mismatch between the Copay Type in EBT CSAW and the CWW *Foster/Kinship* indicator. An update to this page requires an update to *Child Copay/Special Needs Page* in EBT CSAW. See the [EBT CSAW User Guide: Processing Various Changes Scenarios](#) for updating this page. If the authorization worker does not update the *Child Copay/Special Needs Page*, the benefit load may be incorrect, resulting in a possible client overpayment or PLBC assessment. If CWW and the corresponding EBT CSAW authorization are both updated on the same day, a task does not generate. On the *Benefits Received Page*, there are five items that trigger this task if updated:
 1. Foster Care/Subsidized Guardianship indicator is changed
 2. Foster Care Court Order indicator is changed
 3. Kinship Relationship indicator is changed
 4. Kinship Care Payment is changed
 5. Kinship Court Order indicator is changed
- **CWW Change in Parent's Approved Activity**
When an eligibility worker updates the *Child Care Activity Status Page* in CWW, a task will be generated to the Dashboard the next day if the Parent Activity screen or the authorization was not updated in EBT CSAW **after** the CWW change. This task only generates to the Dashboard if there was no new authorization created in EBT CSAW after the CWW change, if there is an authorization that ends within the current month or spans to the following month.

The agency should update the parent approved activity schedule, as well as the child care need schedule, in EBT CSAW. See the [EBT CSAW User Guide Processing Various Changes Scenarios](#) for more information on updating schedules. All authorizations must be ended each time there is a change to either schedule. If the authorization worker does not update both schedules, the benefit load may be incorrect, resulting in a possible client overpayment or PLBC assessment.

Note: A task does not generate if the *Child Care Activity Status* in CWW does not change. However, if the agency worker updates the *Employment Page* in CWW with new information, the agency should update the parent approved activity schedule, as well as the child care need schedule in EBT CSAW. For example, a parent changes employment from Walmart to Sam's Club. The CWW *Child Care Activity Status* remains EMPL, but the *Employment Page* is updated, which requires EBT CSAW updates as well.

- **Benefit Load Failed**

When the benefits are not loaded as expected a task is generated. There are currently five different tasks that trigger when benefits were not loaded to the card:

- 1. Benefit Load Failed- Pending Calculation**

- a. When there is a pending benefit calculation for any authorization on the case, the benefit load fails. There is a link provided for this task. The link navigates the worker to the *Benefit Summary Page*; from here, the worker should select the *Calculate Benefits* link in the *Menu* and **calculate** the necessary benefits.

- 2. Benefit Load Failed-PLBC Correction Issue**

- a. When a worker creates a retro authorization on the same day that a worker also creates a Provider PLBC the benefit load fails and this task generates. There is a link provided for this task, but there is a nightly systems batch that resolves this issue **without** any worker action.

- 3. Benefit Load Failed-Unprocessed Auth End Request**

- a. When there is an authorization request that is submitted through either the Child Care Parent Portal or the Child Care Provider Portal and is still in pending status on the last business day of the month the benefit load will fail. There is a link provided for this task. The link navigates the worker to the *Authorization Request Details Page*; from here, the worker should process the authorization request. The benefits will load once the authorization is processed. The following authorization requests will cause the benefit load to fail:
 - i. Authorization End Request (Parent and Provider Portals)
 - ii. Change in child care providers (Parent Portal)
 - iii. End a future request that is happening next month (Parent and Provider Portals)
 - iv. Change in child care need for the same provider

When there is a request to end a child's authorization from both the Child Care Provider Portal and the Child Care Parent Portal for the same child, agency workers should process the authorization request coming from the Child Care Parent Portal first and the Provider Portal second.

The next three generated tasks are rare occurrences. These tasks generate when there is an issue with the information exchange between the FIS vendor system and EBT CSAW. There are no links provided to the worker. The agency worker must send the task description to the Child Care Subsidy and Technical Assistance Line for a resolution.

- 4. Benefit Load Failed- Child Not Established in FIS**
- 5. Benefit Load Failed-Invalid Data**
- 6. Benefit Load Failed-Provider Not Active In FIS**

- **Undelivered Cards**

A task generates when a card is found to be undeliverable by FIS due to an invalid address. There is a link provided for this task. The link navigates the worker to the *EBT Case/Card Details Page*. The worker selects the *EBT Case Account-Replace/Reissue Card Request* link to issue a new EBT card to the family **after** the address has been correctly updated in CWW. See the [EBT CSAW User Guide Authorizations](#) for more information on reissuing an EBT card.

Messages

- **Certified provider applied for a license**

If a certified provider that is located in your geographical service area applies for licensing, a message is sent to the *EBT CSAW Inbox* after the new application has been entered into WISCCRS by staff at the regional licensing office. If the certified provider is caring for Wisconsin Shares children, provider prices should be requested from the provider so they can be entered into EBT CSAW timely.

- **Category changed from Licensed Family to Group**

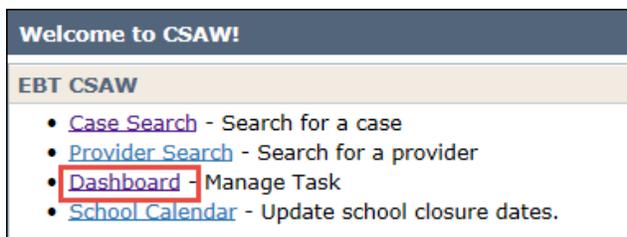
When a licensed family center that is located in your geographical service area is granted a group license, a message is generated as soon as the change has been made in WISCCRS. This is to alert the subsidy agency that they should contact the provider for updated provider prices if the agency has available time however, it is the responsibility of the provider to contact the agency if there is a need for updated prices to be entered. If the prices are not updated by close of the last business day of the month, **the load will not fail** because the prices already exist in the system.

- **Category changed from Licensed Group to Family**

When a licensed group center that is located in your geographical service area is granted a family license, a message is generated as soon as the change has been made in WISCCRS. This is to alert the subsidy agency that they should contact the provider for updated provider prices if the agency has available time however, it is the responsibility of the provider to contact the agency if there is a need for updated prices to be entered. If the prices are not updated by close of the last business day of the month, **the load will not fail** because the prices already exist in the system.

Accessing the Dashboard

The Dashboard links have been added to the blue, horizontal menu bar (EBT CSAW) and under the EBT CSAW menu on the Home page.

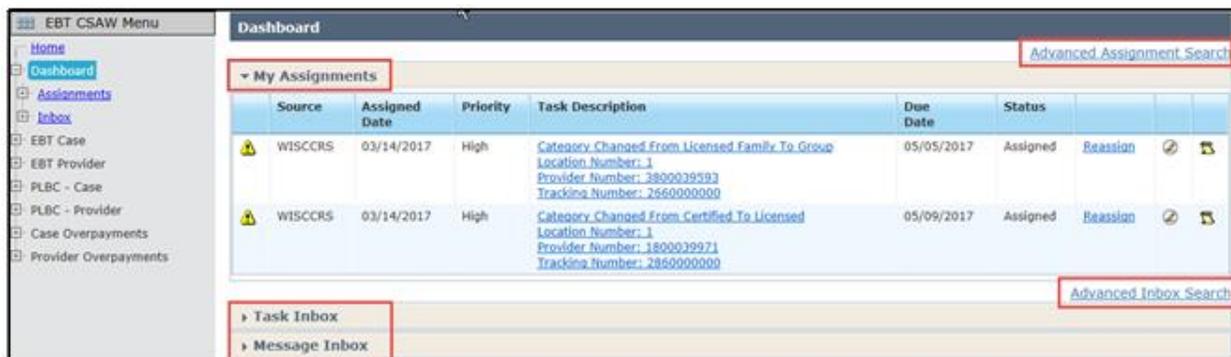


Based on the role that you are assigned within the EBT CSAW Dashboard will determine how the landing page displays when you log in.

- Users with the *Dashboard Administrator* Role will see that the *Task Inbox* is open and the *My Assignments and Message Inbox* are collapsed these are still accessible by expanding each section individually.
- Users with *Agency Worker* Role will see that the *My Assignments* is open and the *Message Inbox* is collapsed, but this Message Inbox is still accessible by expanding it individually.

Users with either the *Dashboard Administrator* Role or the *Agency Worker* Role in the *Dashboard*, have the *Advanced Assignment and Advanced Inbox Search* links available.

The *Dashboard* screen shows the following information:



- The *Task* and *Message Inboxes* include all inbox items for the county/tribe that staff have update access to. To view inbox items, click on the arrow next to the title. If staff have been assigned the *Dashboard Administrator* role in the *Dashboard*, the *Inbox* shows the tasks that are generated for the *Dashboard Administrators*. The same is true for *Agency Workers*: if the assigned role is *Agency Worker*, staff will see all messages that are generated in the *Agency Worker Inbox*.
- Each task has a unique *Tracking Number*. The *Tracking Number* is useful because a case can have multiple tasks/messages, and if a staff member needs to refer to a particular one, the *Tracking Number* can be used to identify the specific task/message in question.

Inbox List of Tasks/Messages

Tasks/messages in the *Task Inbox*, *Message Inbox*, and the *My Assignment* modules show the following information:

Tasks									
	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
⚠	WISCCRS	4/28/2017	High	County: Rock Role: Child Care Coordinator	Category Changed From Certified To Licensed Location Number: 1 Provider Number: 7800039967 Tracking Number: 2980000000	4/29/2017	Pending	Assign	🔄 🗑

The list of tasks/messages can be sorted by clicking a specific column header.

The table below explains each column on the page (screenshot) above.

Field Name	Description
	This icon indicates that the Inbox item is a task .
	This icon indicates that the Inbox item is a message .
	This icon indicates that there is information provided from the <i>Child Care Parent Portal</i> that has not yet been accepted by the agency worker. The agency worker can hover their computer mouse over this icon to see what is still pending. Please see complete list below.
	This icon indicates that there is an authorization warning. Each section where this icon is visible requires agency worker action.
Source	This column shows the source system for the task: WISCCRS, CWW, EBT CSAW, YoungStar, Provider Portal, and Parent Portal
Created Date	The date the Inbox item was created.
Priority	All tasks are considered <i>High</i> priority because action needs to be taken by staff to avoid benefit loads from failing, or to ensure the benefit loads are correct. Messages are shown as <i>Medium</i> priority because they are informational.
Assigned Admin Unit/Role	This field displays the county and role (either <i>Agency Worker</i> or <i>Dashboard Administrator</i>). Tasks are programmed to appear for staff with the <i>Dashboard Administrators roles and Messages</i> are programmed to appear for staff with the <i>Agency Worker</i> role.
Task /Message Description	This field explains the reason for the task/message. The <i>Description</i> is also a link that directs staff to the EBT CSAW screen where the change can be completed.
Due Date	Due dates for tasks are 1 day. Agencies should act on the tasks on or before the last business day of the month so the next month's benefit is calculated correctly. However, Benefit Load Failed Tasks and Undeliverable card tasks should be processed as soon as possible. Messages are due in 30 days and do not cause load failures or inaccurate benefit calculations.
Status	Below is a list of values for this field: <ul style="list-style-type: none"> • Assigned • Cancelled • In Progress • Pending (All newly generated tasks/message have this status)

	<ul style="list-style-type: none"> • Processed
Assign/Reassign- Dashboard Administrators only	<p>This only appears for tasks because messages cannot be assigned. The link goes to the <i>Assign Task</i> screen, where the task can be assigned to a worker in the agency.</p> <p>The <i>Reassign</i> link appears if the item has already been assigned to a worker. The <i>Dashboard Administrator</i> must do an <i>Advance Assignment Search</i> to reassign tasks, unless they assign a task to themselves. In this case, they can reassign the task from their <i>My Assignments</i> module.</p>
Modify Icon	This icon is a link that goes to the <i>Modify Task/Message</i> screen where the status of the item can be changed and comments entered.
History Icon	This icon is a link to the <i>Task/Message History</i> screen.

The orange “X” icon has up to 14 required actions displayed to assist the agency worker in identifying the necessary action. If the begin date/end date, or child care provider number are missing the agency worker **will first only** see:

1. This authorization request does not have provider and location number
2. Authorization period cannot exceed 12 months

Once that specific information is entered the validations below display in order to highlight any additional missing information necessary to complete the request.

1. School Closed Hours are not yet accepted.
2. Parent Requested Activity is not yet accepted.
3. Authorization period cannot exceed 12 months.
4. The authorization cannot go beyond the month of child's 14th birthday, and the child is not identified to have a Special Need for the corresponding period.
5. Provider location is not in operation as of the authorization begin date. Please check months of operation for this location.
6. Child does not have Copay/Special Needs entered for this period.
7. Provider location does not serve the child's age group for the authorization period entered. Please check ages served at this location on the Ages Served page.
8. Provider location does not have Regular weekly provider price for the age group for the period. Enter a Regular weekly price.
9. Valid certificate/license does not exist for this provider location for the period.
10. Provider location has been suspended. Cannot add authorization for this period.
11. The authorization cannot be completed because the provider was not participating in YoungStar for some or all of the authorization period.
12. Authorization end date cannot be greater than eligibility review date of xx/xx/xxxx
13. Authorization cannot be created. Provider FIS Status is not active.
14. Please enter comments for travel time.

My Assignments

My Assignments is where a worker can modify and process tasks that are assigned to them. *My Assignments* includes both tasks and messages.

The *Dashboard Administrator* role has an additional hyperlink, *Reassign*, to reassign tasks that they previously assigned to themselves or that were assigned by another Dashboard Administrator.

Dashboard									
▼ My Assignments									
	Source	Assigned Date	Priority	Task Description	Due Date	Status			
	CSAW	07/10/2017	High	Benefit Load Failed - Invalid Data Case Number: 1150865318 Tracking Number: 2281000000	07/07/2017	Assigned			

Note: Once a task is *Processed* it will no longer appear in *My Assignments*.

Task Inbox

Click on the arrow next to the *Task Inbox* to expand the list of Inbox items for the agency.

Within the *Task Inbox*, the *Dashboard Administrator* can search for a *Task* according to a current *Status* by selecting *Pending*, *In Progress*, or *Assigned*. The default *Status* is *Pending*.

▼ Task Inbox									
	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
	Parent Portal	03/02/2018	High	County: Milwaukee Role: Dashboard Administrator	New Authorization Request Case Number: 2150884224 Tracking Number: 2880510000	03/03/2018	Pending	Assign	 
	Parent Portal	03/01/2018	High	County: Milwaukee Role: Dashboard Administrator	New Authorization Request Case Number: 8150857389 Tracking Number: 2780510000	03/02/2018	Pending	Assign	 

Message Inbox Section

Click on the arrow next to the *Message Inbox* to expand the list of Inbox items for the agency.

Note: The *Dashboard Administrator* role will not see the messages that generate. If the Dashboard Administrator would like to see these messages, they have two options:

- The Dashboard Administrator can assign themselves the *Agency Worker* role, as well as the *Dashboard Administrator* role.
- Both the Dashboard Administrator and *Agency Worker* can search for a message through the *Advanced Inbox Search*.

Advanced Assignment Search - All Roles

The Advanced Assignment Search allows the *Dashboard Administrator* and *Agency Worker* to search the **assigned** tasks for the agency, including tasks assigned to other users. One or multiple fields can be used to filter the search.

Task Assignments

Search

Admin Unit	County
County	<input type="text" value="Brown"/>
Assigned User Role	<input type="text" value="Dashboard Administra"/>
Assigned User	<input type="text"/>
Status	<input type="text" value="Assigned"/>
Type	<input type="text"/>
Created Date	<input type="text" value="8/25/2017"/> <input type="button" value="📅"/> To <input type="text" value="9/25/2017"/> <input type="button" value="📅"/>
Due Date	<input type="text"/> <input type="button" value="📅"/> To <input type="text"/> <input type="button" value="📅"/>
Tracking Number	<input type="text" value="Enter 10 Digit ID"/>
Task Related To	<input type="text"/> <input type="button" value="📅"/> <input type="text" value="Enter 10 Digit ID"/>

Below are explanations of the fields on this page.

Field Name	Description
Admin Unit	Defaulted to <i>County</i> .
County	Choose the county/tribe from the list.
Assigned User Role	Tasks can be assigned to an <i>Agency Worker</i> or the <i>Dashboard Administrator</i> . To see all, leave this field blank.
Assigned User	To view tasks for a specific user, choose the person's name from the list.
Status	Below is a list of values: <ul style="list-style-type: none"> • Assigned • Cancelled • In Progress • Pending • Processed
Type	The dropdown menu has the following options: <ol style="list-style-type: none"> 1. Authorization Change Request 2. Benefit Load Failed-Child Not Established in FIS 3. Benefit Load Failed-Invalid Data 4. Benefit Load Failed-Pending Calculation 5. Benefit Load Failed-PLBC Correction Issue 6. Benefit Load Failed-Provider Not Active in FIS 7. Benefit Load Failed-Unprocessed Auth End Request 8. Cards Undelivered 9. Category Changed from Certified to Licensed 10. Child Copay Type Changed-Foster Care 11. Child Copay Type Changed-Kinship 12. New Authorization Request 13. Parent Approved Activity Type Changed 14. Provider Prices Change Request
Create Date(s)	These dates are defaulted to 30 days back from the current date, but can be modified.
Due Date (s)	Each task has a due date. To display all messages with a certain due date, leave all fields blank and just enter the due date.
Tracking Number	Each task has a 10-digit tracking number that can be entered here to search for a specific task.

Task Related to	To find a task that applies to a provider or a case, enter the provider or case number here. Leave all above fields blank. If uncertain of the date when the task/message was generated, delete the values in the <i>Created Date</i> fields.
Provider Number	If Provider Number was chosen in the field above, enter the 10-digit number to search tasks related to this provider.

Advanced Inbox Search - All Roles

The Advanced Search Inbox allows the *Dashboard Administrator* and *Agency Worker* to search in the Inbox for tasks for the agency.

The screenshot shows the 'Task Inbox' search interface. It includes a 'Search' section with the following fields:

- Task/Message ***: A dropdown menu with 'Task' selected.
- Admin Unit**: A text input field containing 'County'.
- County**: A dropdown menu with 'Crawford' selected.
- Assigned User Role**: A dropdown menu with 'Dashboard Administra' selected.
- Status**: A dropdown menu with 'Pending' selected.
- Type**: A dropdown menu.
- Created Date**: Two date pickers, the first set to '8/25/2017' and the second to '9/25/2017', with 'To' between them.
- Due Date**: Two empty date pickers with 'To' between them.
- Tracking Number**: A text input field with the placeholder 'Enter 10 Digit ID'.
- Task Related To**: A dropdown menu with the placeholder 'Enter 10 Digit ID' below it.

Below are explanations of the fields on this page.

Field Name	Description
Task/Message	Choose either <i>Task</i> or <i>Message</i> .
Admin Unit	Defaulted to <i>County</i> .
County	Choose the county/tribe from the list.
Assigned User Role	Tasks/message is generated either for <i>Agency Worker</i> or <i>Dashboard Administrator</i> . To see all, leave this field blank.
Status	Below is a list of values: <ul style="list-style-type: none"> • Assigned • Cancelled • In Progress • Pending (All newly generated tasks/message have this status) • Processed

Type	To Search the inbox for a specific <i>Task</i> or <i>Message</i> , select from the drop down list. This field is dynamic so that if the agency worker select tasks only tasks will display, same is true for messages.
Create Date(s)	The dates defaulted to 30 days back from the current date, but can be modified to any date.
Due Date	Each task/message has a due date. To display all messages with a certain due date, leave all fields blank and just enter the due date.
Tracking Number	Each task has a 10-digit tracking number that can be entered here to search for a specific task.
Task/Message Related to	To find a task/message that applies to a provider or a case, enter the provider or case number here. Leave all above fields blank. If uncertain of the date when the task/message was generated, delete the values in the <i>Created Date</i> fields.
Provider Number	If Provider Number was chosen in the field above, enter the 10-digit Provider number and 3-digit location number to search tasks/message pertaining to this provider.

Assign Task

Local agency staff who have the *Dashboard Administrator* role can assign tasks to anyone with the *Agency Worker* role or the *Dashboard Administrator* role in the agency. To access the *Assign Task* page, click the *Assign* link in the Task Inbox. Staff with the *Agency Worker* role cannot update this screen.

Tasks									
	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
	WISCCRS	4/28/2017	High	County: Rock Role: Child Care Coordinator	Category Changed From Certified To Licensed Location Number: 1 Provider Number: 7800039967 Tracking Number: 2980000000	4/29/2017	Pending	Assign	 

The following screen displays:

The upper portion of this screen displays the details about the task. Below are the explanations for the updatable fields.

Field Name	Description
Task Assigned User Role	The user role that the Task is assigned to. The <i>Dashboard Administrator</i> or the <i>Agency Worker</i> .
Assign to Different Role	If the <i>Task Assigned User Role</i> is set to <i>Dashboard Administrator</i> but agencies want to assign the task to staff with an <i>Agency Worker</i> role instead, click on this checkbox. The <i>Role/Admin Unit</i> field appears where another role can be chosen.
Assign To	If the <i>Task Assigned User Role</i> is set to <i>Dashboard Administrator</i> , <i>Assign To</i> field displays all staff who have the <i>Dashboard Administrator</i> role in the <i>Dashboard</i> . If it is changed to <i>Agency Workers</i> , this dropdown menu displays all staff who have the <i>Agency Worker</i> role. Select one person.
Priority	Values are High, Low and Medium.
Comments	Comments can be entered for the task.

Click Assign; then the task appears in the selected worker’s My Assignments module.

Modify Task

To access the *Modify Task/Message* screen, click on the pencil icon of the task/message:

Tasks/Messages									
	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
	WISCCRS	7/25/2017	High	County: Milwaukee Role: Dashboard Administrator	Category Changed From Certified To Licensed Location Number: 1 Provider Number: 2800039412 Tracking Number: 2541300000	7/26/2017	Pending	Assign	

The following screen displays:

Modify Task

Modify Task

Task/Message Task

Task/Message Description Benefit Load Failed - Invalid Data
Case Number: 4150857342

Tracking# 2000400000

Created Date 07/31/2017

Due Date 08/01/2017

Task Assigned User Role Dashboard Administrator

Assign To N/A

Priority

Status

Comments

0 of 500 characters.

The upper section of this screen displays the details of the task/message. The updatable fields are *Assigned To*, *Priority*, *Status* and *Comments*. Select *Status* to change the task (options are *Assigned*, *Cancelled*, *In Progress* and *Processed*), and click *Modify*.

The modify task pencil icon should only be used to update the task status manually when the case has been closed and the information provided through the request is no longer valid, or when the case is in pending status awaiting eligibility determination. For all other scenarios manually updating the task status **BEFORE** processing the request using the *process* button at the bottom of *Request* pages is an incorrect procedure and should be corrected immediately to prevent a delay in the following month's benefit load.

Reassign Task

Users with the *Dashboard Administrator* role can reassign tasks. Click on the *Reassign* link on the task list.

	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
	CSAW	07/16/2017	High	County: Dane Role: Dashboard Administrator	Benefit Load Failed - Invalid Data Case Number: 1150863218 Tracking Number: 2000200000	07/17/2017	Assigned	Reassign	

On the *Reassign Task* screen, the task can be assigned to another *Agency Worker* or *Dashboard Administrator*.

The upper portion of this screen displays the details about the task. Below are the explanations for the updatable fields.

Field Name	Description
Assign to Different Role	If the <i>Task Assigned User Role</i> is set to <i>Dashboard Administrator</i> but agencies want to assign the task to staff with an <i>Agency Worker</i> role, click on this checkbox. The <i>Role/Admin Unit</i> field appears and another role can be chosen.
Reassign To	If the <i>Task Assigned User Role</i> is set to <i>Dashboard Administrator</i> , the <i>Reassign To</i> field displays all staff who have the <i>Dashboard Administrator</i> role in the <i>Dashboard</i> . If it is changed to <i>Agency Workers</i> , this dropdown menu displays all staff who have the <i>Agency Worker</i> role. Select one person.
Assigned Priority	Values are High, Low and Medium.
Comments	Comments can be entered for the task.

Note: When a task is reassigned it will automatically disappear from the worker’s *My Assignments* and reappear in the new worker’s *My Assignments*.

Tasks generated from the Child Care Provider Portal

There are currently two tasks that will generate from the Child Care Provider Portal.

- Provider Prices Change Request
- Authorization Change Request

For further details on how providers request these changes, please see the [Child Care Provider User Guide](#).

Provider Prices Change Request

Child care providers can choose to update their current **weekly prices** and/or upload their **price sheet**.

Reported Prices				
	Age	Effective Period	Price	
▾ Full-time weekly				
	0 Year(s) 0 Month(s) - 0 Year(s) 11 Month(s)	10/01/17	\$250.00	Edit ▶
	1 Year(s) 0 Month(s) - 1 Year(s) 11 Month(s)	10/01/17	\$195.00	Edit ▶
	2 Year(s) 0 Month(s) - 2 Year(s) 11 Month(s)	10/01/17	\$200.00	Edit ▶
	3 Year(s) 0 Month(s) - 3 Year(s) 11 Month(s)	10/01/17	\$150.00	Edit ▶
	4 Year(s) 0 Month(s) - 5 Year(s) 11 Month(s)	10/01/17	\$120.00	Edit ▶
	6 Year(s) 0 Month(s) - 12 Year(s) 11 Month(s)	10/01/17	\$110.00	Edit ▶
▾ Part-time weekly				
	0 Year(s) 0 Month(s) - 0 Year(s) 11 Month(s)	10/01/17	\$100.00	Edit ▶
	1 Year(s) 0 Month(s) - 1 Year(s) 11 Month(s)	10/01/17	\$90.00	Edit ▶
	2 Year(s) 0 Month(s) - 2 Year(s) 11 Month(s)	10/01/17	\$75.00	Edit ▶
	3 Year(s) 0 Month(s) - 3 Year(s) 11 Month(s)	10/01/17	\$75.00	Edit ▶
⏪ ⏩ Page 1 of 2 ⏪ ⏩		1 - 10 of 11 items		
Add New Price ▶				

Uploaded Documents		
Date	Comments	
No results found.		
Upload Document		

Once the child care provider submits the request through the *Child Care Provider Portal*, a task generates to the *EBT CSAW Dashboard*. There is a link provided for this task.

	Provider Portal	9/6/2017	High	County: Dane Role: Dashboard Administrator	Provider Prices Change Request Provider Number: 800039980 Location Number: 1 Tracking Number: 2916800000	9/7/2017	Pending	Assign		
---	-----------------	----------	------	---	---	----------	---------	------------------------	---	---

The link navigates the agency worker to the *EBT CSAW Reported Provider Prices* page. The *EBT CSAW Reported Provider Prices* page is a page in *EBT CSAW* where the agency worker verifies the accuracy of the updated prices and performs any edits necessary prior to *Processing* this request.

If the child care provider updates their prices that were previously submitted to the child care agency, the agency worker will see three sections related to provider prices: *Reported Prices*, *Reported Prices Documents*, and *Provider Prices*.

The *Reported Prices* section displays the new prices that the child care provider is reporting. The *Reported Prices Documents* section is where the agency worker can find the child care provider's uploaded price sheet. The *Provider Prices* section is the child care provider's current prices.

If the child care provider has never reported prices to the child care agency the agency worker should click on *Add Provider Prices* to enter what is on the provider's price sheet.

If the child care provider uploads their price sheet, the agency worker can only access this document in the *Reported Price Document* section on the bottom of the *EBT CSAW Reported Provider Prices Page*. The agency worker should always verify the uploaded price sheet with the prices in the *Reported Prices* section. If the provider **only** uploads their price sheet the *Reported Prices* is copied from the *Provider Prices* section so that edits to the provider's prices can be completed in the *Reported Prices* section.

Reported Provider Prices

Child Care Provider Location Details

Provider/Location#	3800039963/001	Months Open	Jan-Dec
Provider Name	Bubble Mint	Night Capacity	0
Location Name	Babies Gumboree	Day Capacity	125
Phone #	(608) 485-7987	Hours: MON-FRI	6:00AM - 10:00PM
Address	2821 Monroe Street 3E Madison WI 537141254	SAT-SUN	Closed

⚠ There are 3 Unprocessed Tasks. Click here to view [Unprocessed Tasks](#)

Child Care Request Details

Source Application ID	Provider Portal	Target Application ID	CSAW
Request Type Code	Price Change Request	Status Code	Submitted
Request Submitted	11/10/2017 7:57:06 AM	Last Updated By	Erin Armbrust
Request Processed	9/8/2017 9:02:28 AM	Last Updated	11/10/2017 7:57:07 AM

Reported Prices

[Add Reported Prices](#)

	From Age	To Age	Begin Date	End Date	Prices	Updated Date	
Type: Full-time weekly							
	0 Year(s) 6 Month(s)	1 Year(s) 11 Month(s)	09/15/2017		\$225.00	09/08/2017 09:57 AM	
	2 Year(s) 0 Month(s)	2 Year(s) 11 Month(s)	09/15/2017		\$215.00	09/19/2017 08:45 AM	
	3 Year(s) 0 Month(s)	3 Year(s) 11 Month(s)	09/15/2017		\$200.00	09/08/2017 08:57 AM	
	4 Year(s) 0 Month(s)	4 Year(s) 11 Month(s)	09/15/2017		\$150.00	09/08/2017 08:57 AM	
	5 Year(s) 0 Month(s)	6 Year(s) 11 Month(s)	09/15/2017		\$125.00	09/08/2017 08:57 AM	
	7 Year(s) 0 Month(s)	12 Year(s) 11 Month(s)	09/15/2017		\$90.00	11/10/2017 07:51 AM	
Type: Part-time weekly							
	0 Year(s) 0 Month(s)	1 Year(s) 11 Month(s)	09/15/2017		\$175.00	09/08/2017 08:57 AM	
	2 Year(s) 0 Month(s)	2 Year(s) 11 Month(s)	09/15/2017		\$125.00	09/08/2017 08:57 AM	
	3 Year(s) 0 Month(s)	3 Year(s) 11 Month(s)	09/15/2017		\$95.00	11/10/2017 07:56 AM	
	4 Year(s) 0 Month(s)	4 Year(s) 11 Month(s)	09/15/2017		\$75.00	09/08/2017 08:57 AM	
	5 Year(s) 0 Month(s)	12 Year(s) 11 Month(s)	09/15/2017		\$50.00	09/08/2017 08:57 AM	

Reported Prices Documents

Date	Document	Comments
9/8/2017	Provider Prices	here are my new prices please update according to this price sheet. Thanks Provider A

Provider Prices

[Add Provider Prices](#)

	From Age	To Age	Begin Date	End Date	Prices	Updated Date	
Type: Full-time weekly							
	0 Year(s) 6 Month(s)	1 Year(s) 11 Month(s)	09/01/2017		\$250.00	08/28/2017 10:21 AM	
	2 Year(s) 0 Month(s)	2 Year(s) 11 Month(s)	09/01/2017		\$225.00	08/28/2017 10:21 AM	
	3 Year(s) 0 Month(s)	3 Year(s) 11 Month(s)	09/01/2017		\$200.00	08/28/2017 10:21 AM	
	4 Year(s) 0 Month(s)	4 Year(s) 11 Month(s)	09/01/2017		\$150.00	08/28/2017 10:21 AM	
	5 Year(s) 0 Month(s)	6 Year(s) 11 Month(s)	09/01/2017		\$125.00	08/28/2017 10:21 AM	
	7 Year(s) 0 Month(s)	12 Year(s) 11 Month(s)	09/01/2017		\$85.00	08/28/2017 10:21 AM	
Type: Part-time weekly							
	0 Year(s) 0 Month(s)	1 Year(s) 11 Month(s)	09/01/2017		\$175.00	09/08/2017 09:58 AM	
	2 Year(s) 0 Month(s)	2 Year(s) 11 Month(s)	09/01/2017		\$125.00	08/28/2017 10:21 AM	
	3 Year(s) 0 Month(s)	3 Year(s) 11 Month(s)	09/01/2017		\$85.00	08/28/2017 10:21 AM	
	4 Year(s) 0 Month(s)	4 Year(s) 11 Month(s)	09/01/2017		\$75.00	08/28/2017 10:21 AM	
	5 Year(s) 0 Month(s)	12 Year(s) 11 Month(s)	09/01/2017		\$50.00	08/28/2017 10:21 AM	

[Process >](#)

Note: The green banners highlight the request to distinguish from what is already in EBT CSAW

Once the agency worker processes the request, **using the *process* button on the bottom of *Reported Provider Prices* page**, the updated prices will be effective the first of the following month. For a new child care provider submitting prices for the first time, the prices will be effective based on the first day of the month of the entered effective date in the *Child Care Provider Portal*. The *EBT CSAW Reported Provider Prices* page is only accessible through the *Dashboard* link provided.

Note: If the age groups are not updated within the *Child Care Provider Portal*, *EBT CSAW* automatically end dates the current prices effective the last day of the current month. However, if the age groups were modified within the *Child Care Provider Portal* the worker must end date all of the current prices prior to *Processing* the request from the *EBT CSAW Reported Provider Prices Page*.

Helpful Hint: To do this from here, hold down the *Control* key and open the *Provider Prices* screen from the EBT CSAW menu. This opens a second window where the worker can end the current prices. Close the window when finished.

The *Child Care Request Details* provides the following information:

Field Name	Description
Source Application	Indicates which system the request is coming from <ul style="list-style-type: none"> • Provider Portal • Parent Portal
Request Type Code	Indicates the type of request coming into the Dashboard <ul style="list-style-type: none"> • Authorization Change Request • New Authorization Request • Provider Prices Change Request
Request Submitted	The date and time the request was submitted
Request Processed	The date and time that the request was processed by the agency worker. For unprocessed requests, this field is blank
Target Application	This will always be CSAW
Status	The status of the request <ul style="list-style-type: none"> • Submitted • Processed • Withdrawn
Tracking Number	A identification number that is associated with the request submitted
Last Updated	The date and time that the request was last updated

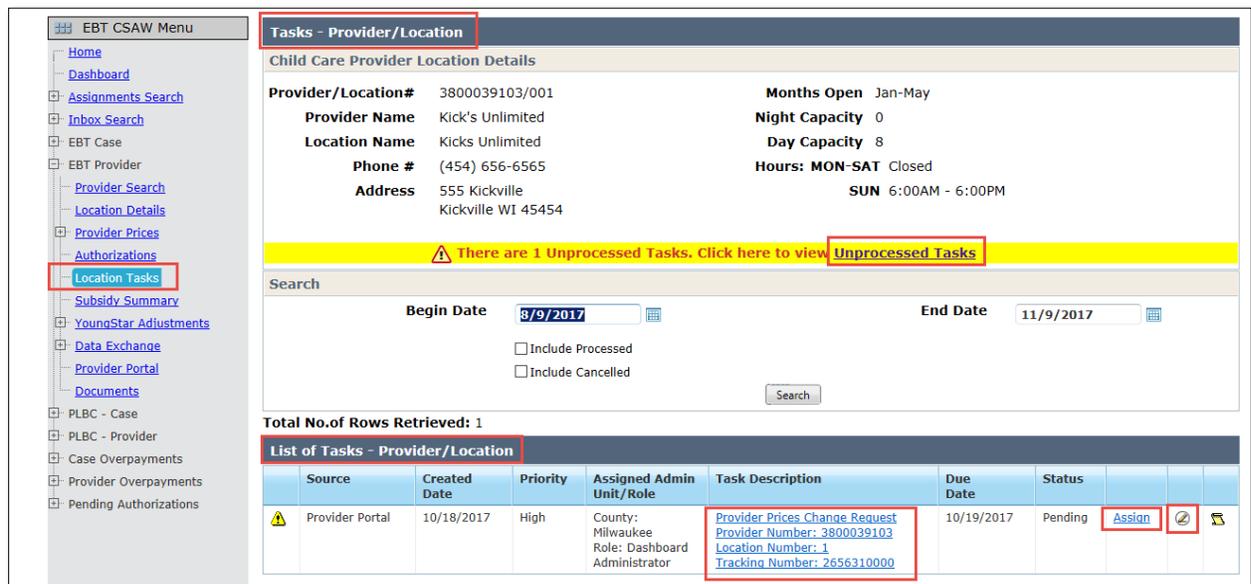
⊗ Information needed to process the request.
⚠ To process this request complete the above ⊗ information.

Process > 

Completely processing the task using the *process* button at the bottom of the *Reported Provider Prices* page automatically updates the task status to *processed*. This task should be completed before the last business day of the month to ensure that benefits are correct.

In addition to seeing the task generated to the *EBT CSAW Dashboard*, the agency worker will also see a banner indicating that this specific child care provider has unprocessed tasks. The banner is visible on a number of different pages within EBT CSAW. The banner has a task “counter” that shows the number of unprocessed tasks for the provider location. As agencies *resolve* tasks, the “counter” decreases.

The *Unprocessed Tasks* link in the banner navigates to the *Tasks-Provider/Location* page in EBT CSAW. This is a page in EBT CSAW. On this page, the *Dashboard Administrator* can *assign* the task out or update the status using the *pencil* icon, or select the hyperlink to navigate to the *EBT CSAW Reported Prices* page explained below. The agency worker can also update the status using the *pencil* icon, or select the hyperlink to navigate to the *EBT CSAW Reported Prices* page. All agency staff can process a task using this link without having a security role for the EBT CSAW Dashboard regardless of whether the task is assigned to another agency worker.



Tasks - Provider/Location

Child Care Provider Location Details

Provider/Location# 3800039103/001 **Months Open** Jan-May
Provider Name Kick's Unlimited **Night Capacity** 0
Location Name Kicks Unlimited **Day Capacity** 8
Phone # (454) 656-6565 **Hours: MON-SAT** Closed
Address 555 Kickville **SUN** 6:00AM - 6:00PM
 Kickville WI 45454

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

Search

Begin Date 8/9/2017 **End Date** 11/9/2017
 Include Processed
 Include Cancelled

Search

Total No.of Rows Retrieved: 1

List of Tasks - Provider/Location							
Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status	
⚠ Provider Portal	10/18/2017	High	County: Milwaukee Role: Dashboard Administrator	Provider Prices Change Request Provider Number: 3800039103 Location Number: 1 Tracking Number: 2656310000	10/19/2017	Pending	Assign  

Authorization Change Request

If a child is no longer attending or has never attended a child care program the child care provider has the option to submit a request to end that authorization through the *Child Care Provider Portal*. The child care provider can request that a child’s current authorization be terminated effective the first of the following month or can enter the date the child will no longer be attending. **There are no restrictions in the *Child Care Provider Portal* when entering a past date.**

Agency workers must attempt to contact parents when providers make this request and must use all information available to make informed determinations for all authorization end dates. **If the agency worker cannot reach the parent, they should check the parent’s benefits under the *Case Transaction* page in EBT CSAW.** If the parent has continued to use benefits for the child care provider making the authorization end request, the agency worker should not process the request until they confirm with the parent that the child is no longer attending. If the benefits are not being utilized, agency workers should process the request before the last business day of the month.

Child Care Provider Portal
Welcome, Erin

Babies Gumboree
2821 Monroe Street
Madison, WI 53714-1254

Logout
3800039963-001
Facility ID 1122865
FIS Provider ID D205336

Authorizations termination

***You may request an authorization to be ended using this page. The request is sent to the Subsidy Agency for processing. Once the agency has accepted your request, the authorization will reflect the new End Date.**

Case# 150889500
Primary Person Blake Sheldon
Child Name George Strait
DOB 04/28/16
Period 08/01/17 - 10/31/17
Is child attending? Yes No

Child Name Reba Mcentrie
DOB 06/28/10
Period 06/01/17 - 11/30/17
Is child attending? Yes No
 Child never attended
 Last day of attendance
10/1/2017

Save

A task is generated when a child care provider submits this request. There is a link provided for this task.

	Provider Portal	9/6/2017	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 150889500 Provider Number: 800039980 Location Number: 1 Tracking Number: 2126800000	9/7/2017	Pending	Assign		
--	-----------------	----------	------	---	---	----------	---------	------------------------	--	--

The link navigates the agency worker to the *Authorization Request Details* page. The *Authorization Request Details* page is a new page in *EBT CSAW*. The *Authorization Request Details* page is only accessible through the Dashboard link provided.

Authorization Request Details

Case Details

Case Number	5150879258	Admin Agency	Milwaukee County (40)
Primary Person	Sandy September	RFA Date	09/01/2016
Address	123 Autumn Lane Mke, WI 45454 Milwaukee County	Review Date	08/31/2018
		CC AG Status	Open

⚠ There are 2 Unprocessed Tasks. [Click here to view Unprocessed Tasks](#)

Child Care Request Details

Source	Provider Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted	11/16/2017 8:14:19 AM	Last Updated By	Pirkko Occ User
Request Processed		Last Updated	11/16/2017 8:14:20 AM

Requested Authorizations

Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	
Baby September / 5585074997	09/15/2016	09/01/2017 - 11/17/2017	3800036563-001 Randy's Group Care 123 Main St , Anytown, WI 52222	End authorization	

List of Authorizations

Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule	
Baby September	09/15/2016	09/01/2017 - 08/31/2018	41:15	3800036563-001 Randy's Group Care 123 Main St , Anytown, WI 52222	Processed	School Hours	Child Schedule	
Erik September	01/01/2013	09/01/2017 - 12/20/2017	05:00	3800036563-001 Randy's Group Care 123 Main St , Anytown, WI 52222	Processed	School Hours	Child Schedule	

⊗ Information needed to process the request.

⚠ To process this request complete the above ⊗ information.

Process >
★

Note: The *Request Type* in the *Requested Authorizations* section indicates two different requests:

1. **End authorization** indicates that the authorization should be ended as of a specific date because the child has stopped attending that child care program.
2. **Delete authorization** indicates that the authorization should be ended the last day of the current month because the child has never attended that child care program.

Once the agency worker processes the request the child’s current authorization to this child care provider will be terminated effective the first of the following month or the date entered indicating the child is no longer attending.

Completely processing the task using the *process* button at the bottom of the *Authorization Request Details* page automatically updates the task status to *processed*. This task should be completed before the last business day of the month to ensure that benefits are correct.

The *Unprocessed Tasks* link in the banner navigates the agency worker to different pages depending on whether the worker is viewing the child care provider screen or the child care case screens in EBT CSAW.

If the agency worker is viewing the child care provider screens in EBT CSAW, the *Unprocessed Tasks* link navigates the agency worker to the *Tasks-Provider/Location* page in EBT CSAW. (For a screenshot of the *Tasks-Provider/Location* page, see page 25)

If the agency worker is viewing the child care case screens in EBT CSAW the *Unprocessed Tasks* link navigates the agency worker to the *Tasks-Case* page in EBT CSAW (see screenshot below).

From these pages, the *Dashboard Administrator* can assign the task out, update the status using the *pencil* icon, or select the hyperlink to navigate to the *EBT CSAW Reported Prices* page explained below. The agency worker can also update the status using the *pencil* icon, or select the hyperlink to navigate to the *EBT CSAW Reported Prices* page explained below. All agency staff can process a task using this link without having a security role for EBT CSAW Dashboard regardless of if the task has been assigned to another agency worker.

Tasks - Case

Case Details

Case Number	0150889500	Admin Agency	Dane County (13)
Primary Person	Blake Sheldon	RFA Date	12/19/2016
Address	201 E East Washington Ave Madison, WI 53703-2866 Dane County	Review Date	11/30/2017
		CC AG Status	Open

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

Search

Begin Date 8/10/2017 **End Date** 11/10/2017

Include Processed
 Include Cancelled

Total No. of Rows Retrieved: 1

List of Tasks - Case

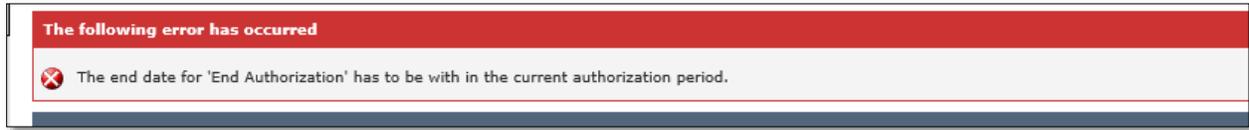
Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status	Assign	Pencil	Trash
Provider Portal	11/10/2017	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 150889500 Provider Number: 3800039963 Location Number: 1 Tracking Number: 2495410000	11/11/2017	Pending	Assign	Pencil	Trash

Child care providers can withdraw the *Authorization Change Request* after they have submitted it, if the request has not been processed by an agency worker. If a child care provider withdraws the request, the task *Status* is automatically updated to *Cancelled* if the task is in *Pending*, *Assigned* or *In Progress* status.

My Assignments

Source	Assigned Date	Priority	Task Description	Due Date	Status	Assign	Pencil	Trash
Provider Portal	09/19/2017	High	Authorization Change Request Case Number: 150889500 Provider Number: 3800039963 Location Number: 1 Tracking Number: 2783010000	09/20/2017	Cancelled	Assign	Pencil	Trash

A warning message will appear when the authorization has already been ended in EBT CSAW either naturally or in lieu of utilizing the *Authorization Request Details* page. If you get this warning message, the agency worker should confirm that the authorization has been ended correctly with the correct date. If the authorization has been ended correctly, the authorization end request from the *Child Care Provider Portal* is no longer a valid request.



Using the *delete* icon, delete the authorization end request and process the task using the *process* button at the bottom of the page. This will ensure that the task will not regenerated due to incorrectly updating the task status manually.

Requested Authorizations					
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	
Rory, Greene / 3585172555	02/23/2015	12/19/2017-08/31/2018	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	End authorization	

Tasks generated from the Child Care Parent Portal

Parents can request a new child care authorization or a change to their current child care authorization through the *Child Care Parent Portal*.

There are currently two tasks that generates from the *Child Care Parent Portal*.

- New Authorization Request
- Authorization Change Request

For further details on how a parent requests these changes, please see the *Child Care Parent Portal* webcast training. This training will be available on the [PTT Learning Center](#), under Child Care Specific Courses.

Child Care Parent Portal New Authorization Request

The *New Authorization Request* generates a task to the *EBT CSAW Dashboard* whenever a parent submits a request through the *Child Care Parent Portal* for a new child care authorization, as long as there is not currently an authorization in place. Parents are eligible to submit a request for a new child care authorization when:

- The child care case is pending eligibility. This means that the authorization cannot be created in EBT CSAW prior to confirmed eligibility. However, the parent can make a child care authorization request through the *Child Care Parent Portal* while eligibility is pending
- The child care case is confirmed open

Agency workers should process their assigned tasks from the *Child Care Parent Portal* within **three business days** of submission.

WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES MY ChildCare Logout
Welcome, Erin

Case Number - 4150932042

Authorizations

Current and future authorization information

Child	Provider	FIS Provider ID	Authorized Period	Hours for Month
No children are authorized for child care.				

Authorization Request

Subsidy Amount Search

Home

Below is a screenshot of the *Summary of My Request* from the *Child Care Parent Portal* for a new child care authorization request.

Summary of My Request

You are requesting updates for the information displayed on this page. Please make sure all of the information is correct. You may change anything by pressing the  button to the right of the information you want to change. Once you are done, complete the contact information at the bottom and press the 'Submit Request' button.

Parent Schedule

Parent	Wade Olson	
Schedule From	11/27/2017	
Average Weekly Hours	42	

Authorization Request

Child	Walter Olson	
Shared Placement	No	
Education Programs	Not in Pre-K	
Provider	Miss Mary Mack's Child Care Center 100 Silver Button Ter Madison, WI	

Average Weekly Hours	50	
Schedule From	11/27/2017	
Drop-off Time	30 min(s)	
Pick-up Time	45 min(s)	
Public Transportation	N	
School		
School Closed Hours Needed	N	
Total School Closed Hours	0.0	

Child	Wesley Olson	
Shared Placement	No	
Education Programs	Not in Pre-K	
Provider	Miss Mary Mack's Child Care Center 100 Silver Button Ter Madison, WI	

Average Weekly Hours	50	
Schedule From	11/27/2017	
Drop-off Time	30 min(s)	
Pick-up Time	45 min(s)	
Public Transportation	N	
School	Saint James Grade School	
School Closed Hours Needed	Y	
Total School Closed Hours	16.0	

Authorization End Request

No requests are ending.	
-------------------------	---

Tracking Number

Once the parent submits the request, the Request Submitted page displays; this page provides parents with a Tracking Number.

Case Number - 6150931366

Refer to ACCESS

Request Submitted

An authorization worker will review your request soon and may contact you to ask questions to review these changes. **Your tracking number is 2367410000.**

Reporting Requirements

If you are reporting changes to the following bullet points below, you must report this in ACCESS, via phone, or in person at your local agency-eligibility worker. Please see your eligibility/authorization notices for more information on reporting requirements.

- Changes of income.
- Change in family size. For example, someone moving into or out of your household, a change in marriage, or an adoption.
- Any change to your approved activity.
 - Employment.
 - Employment with education or training.
 - W-2 activities.
 - FoodShare employment and training.
 - A change in a minor parent's high school schedule.
 - A change in work schedule.

Changes can be reported in [ACCESS](#) or by calling Member Services at 1-800-362-3002.

◀ Home

This tracking number is visible in *EBT CSAW* in both the *Child Care Request Details* section and in the Task link description. Agency workers can search for the request in the *Advanced Search Inbox* by entering this number into the *Tracking Number* field. Parents who call the agency regarding a request should reference their *Tracking Number*. **If parents provide their *case number* the agency worker will still be able to identify if there is an *unprocessed* task as long as the *task status* was not updated manually to *processed* due to the scenarios listed on page 19 of this guide. If the task was *processed* it can be viewable if the agency worker selects the “include processed” box. The link is provided for this task. The link navigates the worker to the *Authorization Request Details Page*; from here, the worker should process the authorization request.**

Tasks - Case

Case Details

Case Number	5150879258	Admin Agency	Milwaukee County (40)
Primary Person	Sandy September	RFA Date	09/01/2016
Address	123 Autumn Lane Mke, WI 45454 Milwaukee County	Review Date	08/31/2018
		CC AG Status	Open

⚠ There are 3 Unprocessed Tasks. [Click here to view Unprocessed Tasks](#)

Search

Begin Date	<input type="text" value="12/7/2017"/>	End Date	<input type="text" value="3/7/2018"/>
	<input checked="" type="checkbox"/> Include Processed		
	<input type="checkbox"/> Include Cancelled		

Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	New Authorization Request	Status	Submitted
Request Submitted	12/12/2017 9:49:03 AM	Tracking#	2367410000
Request Processed		Last Updated	12/12/2017 9:49:03 AM
<input type="checkbox"/> Parent Contact Information			

New Task

Once the parent submits the new authorization request through the *Child Care Parent Portal* a task generates to the *EBT CSAW Dashboard*. There is a link provided for this task.

	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status			
	Parent Portal	12/12/2017	High	County: Dane Role: Dashboard Administrator	New Authorization Request Case Number: 6150931366 Tracking Number: 2367410000	12/13/2017	Pending	Assign		

The link navigates the agency worker to the *Authorization Request Details* page. The *Authorization Request Details* page is a new page in *EBT CSAW* where the agency worker verifies the accuracy of the parent’s submitted new authorization request and performs any edits necessary prior to processing this request. The sections under the green banners contain the information provided by the parent through the *Child Care Parent Portal*. The sections under the blue banners contain information that is already entered into *EBT CSAW*. If there is no information entered into *EBT CSAW* the blue banners do not display any information. The *Authorization Request Details* page is only accessible through the Task link.

Case Details							
Case Number	3150942233	Admin Agency	Dane County (13)				
Primary Person	Josie Almond	RFA Date	01/23/2018				
Address	1202 Aberg Ave Madison, WI 53714 Dane County	Review Date	12/31/2018				
		CC AG Status	Open				
 There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks							
Child Care Request Details							
Source	Parent Portal	Target	CSAW				
Request Type	New Authorization Request	Status	Work In Progress				
Request Submitted	1/25/2018 12:53:42 PM	Tracking#	2639410000				
Request Processed		Last Updated	1/25/2018 2:35:28 PM				
 Parent Contact Information							
Requested Parent Activity Schedule							
Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status		
Josie Almond	02/02/1998	3585194303	Work	01/01/2018 - 12/31/2018		   	Add Document
Mosely Almond	03/03/1995	3585195181	Work	01/25/2018 -		   	Add Document
Parent Approved Activity Schedule							
Parent's Name	Date of Birth	PIN					
Mosely Almond	03/03/1995	3585195181	Add Schedule				
Josie Almond	02/02/1998	3585194303	Add Schedule				
Child Copay/Special Need							
Child's Name	Date of Birth	PIN					
Basely Almond	01/01/2016	3585195199	Add Details				
Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Basely, Almond / 3585195199	01/01/2016	01/25/2018	3800039963-001 Babies Gumboree 2821 Monroe Street, Madison, WI 53714-1254	New authorization	0 Days		   
Children Eligible with No Authorizations							
Child's Name	Date of Birth	PIN					
Basely Almond	01/01/2016	3585195199	Add Authorization				

Child Care Parent Portal Authorization Request Details

Child Care Request Details

At the end of the summary page parents are required to complete the *Request Details* section prior to submitting their request. There are three pieces of information, indicated by an asterisks, which must be provided prior to submitting the request:

1. A phone number for the agency to call if the parent needs to provide any additional information to the authorization worker
2. A checkmark in the check box affirming that all of the information submitted is accurate
3. An electronic signature

Request Details

When you submit your request, an authorization worker will review your information. The worker will call you if additional information is needed to process your request.

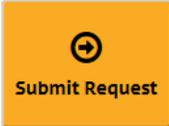
Enter the best phone number to contact you about your request? *

What are the best times when an authorization worker should call you to discuss this request?

Do you have anything else you want to tell your authorization worker?

By checking this box, you affirm that all of the information on this page is accurate. *

Type your name for an electronic signature. *





The information that the parent provides on the *Request Details* page of the *Child Care Parent Portal* is visible to the agency worker on the *Child Care Request Details* page under *Parent Contact Information*. To expand this information, click the *plus* icon.

Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	New Authorization Request	Status	Submitted
Request Submitted	12/12/2017 9:49:03 AM	Tracking#	2367410000
Request Processed		Last Updated	12/12/2017 9:49:03 AM
Parent Contact Information			
Parent Phone Number	(608) 422-6136	Best Time To Call	8 a.m. - 3 p.m. or evenings
Parent Comment			

In the following sections is a screen-by-screen example of a new authorization request submitted through the *Child Care Parent Portal*. Each section of the *Authorization Request Details* page provides the agency worker with specific details about the request. This page mirrors *EBT CSAW*. All of the information must be reviewed for accuracy and each section accepted by the agency worker. The *Authorization Request Details* page indicates with a *warning* icon which sections require an agency worker action prior to processing the request. The process button is disabled until all necessary authorization information is complete.

Note: If the child care case is pending eligibility and the parent requests a new authorization through the *Child Care Parent Portal*, a task will generate to the *EBT CSAW Dashboard*. However, the *Child Copay/Special Needs* section will not have any children listed and the *CC AG Status* will be in pend status until eligibility is determined. Here is a screenshot of the *Authorization Request Details* page prior to eligibility determination:

Authorization Request Details							
Case Details							
Case Number	3150938732			Admin Agency	Dane County (13)		
Primary Person	Percy Watts			RFA Date	12/01/2017		
Address	1202 Aberg Ave Madison, WI 53714 Dane County			Review Date	N/A		
				CC AG Status	Pend		
 There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks							
Child Care Request Details							
Source	Parent Portal			Target	CSAW		
Request Type	New Authorization Request			Status	Work In Progress		
Request Submitted	1/5/2018 3:17:10 PM			Tracking#	2358410000		
Request Processed				Last Updated	1/5/2018 3:20:43 PM		
 Parent Contact Information							
Requested Parent Activity Schedule							
Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status		
Percy Watts	11/09/1980	3585186041	Work	01/05/2018 - 11/30/2018	Accepted		 Add Document
Parent Approved Activity Schedule							
Parent's Name	Date of Birth	PIN					
Percy Watts	11/09/1980	3585186041	Add Schedule				
Child Copay/Special Need							
Child's Name	Date of Birth	PIN					
There are no children for these individuals.							
Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Allan, Watts / 3585186068	06/12/2015	01/05/2018	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	0 Days		    
Andre, Watts / 3585186050	08/21/2012	01/05/2018	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	0 Days		    

The agency worker is **not** expected to monitor Dashboard items for pending child care cases. When a task is generated to the EBT CSAW Dashboard and eligibility is pending the agency worker should **manually** update the status of the task to *Processed*. **Manually** updating the Authorization Request task status to *Processed* while eligibility is pending and there are no current authorizations in place will not result in a *Benefit Load Failed- Unprocessed Auth End Request* task as is generated on the last business day of the month. This is because the system will know that there is not a current authorization that requires benefits to be loaded.

If the case is pending eligibility following a reported change and there is a current authorization in place and the agency worker **manually** updates the *Authorization Request* task status to *Processed* a *Benefit Load Failed- Unprocessed Auth End Request* task will generate on the last business day of the month (if this scenario spans across calendar months) and benefits will not be loaded for that month until the request is correctly processed using the *Process* button at the bottom of the Authorization Request Details page.

The agency worker is **not** expected to monitor Dashboard items for closed child care cases. When an *Authorization Request* task exists in the EBT CSAW Dashboard and eligibility is closed the agency worker should **manually** update the status of the task to *Processed*. **Manually** updating the task status to *Processed* while the case is closed will not result in a *Benefit Load Failed- Unprocessed Auth End Request* task generated on the last business day of the month because the system will recognize that there is no authorization in place.

Agency workers should not accept the requested parent's approved activity schedule until eligibility has been determined. Instead, agency workers should send a message to the parent's Child Care Parent Portal account through the *Message* link in *EBT CSAW* indicating that the parent's authorization request cannot be processed until eligibility is established. When a parent calls inquiring about their child care authorization, the agency worker can enter the case number provided by the parent into *EBT CSAW*. Select the *Case Task* link in the navigation menu, check the *Include Processed* box, and click *Search*. All of the tasks appear; select the *New Authorization Request* task link to navigate to the *Authorization Request Details* page. Parents can either call once eligibility has been established or they can resubmit their request through the *Child Care Parent Portal*.

Parent's Approved Activity Schedule

By selecting the *pencil* icon in each section the agency worker navigates to a new page to edit and accept any information related to the parent's approved activity schedule, child copay/special needs, and authorization details. A new child care authorization request (in cases where there is no previous authorization) requires the agency worker to review and accept every section.

The agency worker can delete and re-enter portions of the authorization request using the *Delete* icon if the information provided by the parent through the *Child Care Parent Portal* is unreliable or inaccurate. It is recommended that the agency worker only delete the information in its entirety if the information is so inaccurate that it is easier for the agency worker to start the authorization request completely over.

Authorization Request Details						
Case Details						
Case Number	6150931366	Admin Agency	Dane County (13)			
Primary Person	Wade Olson	RFA Date	11/01/2017			
Address	1 W Wilson St, Po Box 7850 Madison, WI 53703-3445 Dane County	Review Date	10/31/2018			
		CC AG Status	Open			
 There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks						
Child Care Request Details						
Source	Parent Portal	Target	CSAW			
Request Type	New Authorization Request	Status	Submitted			
Request Submitted	12/12/2017 9:49:03 AM	Tracking#	2367410000			
Request Processed		Last Updated	12/12/2017 9:49:03 AM			
<input type="checkbox"/> Parent Contact Information						
Requested Parent Activity Schedule						
Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status	
Wade Olson	01/21/1990	6585170644	Work, Education	11/27/2017 -		    Add Document
Parent Approved Activity Schedule						
Parent's Name	Date of Birth	PIN				
Wade Olson	01/21/1990	6585170644	Add Schedule			
Child Copay/Special Need						
Child's Name	Date of Birth	PIN				
Walter Olson	11/10/2015	6585170661	Add Details 			
Wesley Olson	12/18/2011	6585170652	Add Details 			

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Wesley, Olson / 6585170652	12/18/2011	11/27/2017 -	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	2 Days		   
Walter, Olson / 6585170661	11/10/2015	11/27/2017 -	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	0 Days		   
Children Eligible with No Authorizations							
Child's Name	Date of Birth	PIN					
Walter Olson	11/10/2015	6585170661	Add Authorization				
Wesley Olson	12/18/2011	6585170652	Add Authorization				
 Information needed to process the request.  To process this request complete the above  information.							
<input type="button" value="Process >"/>							

The *Request Type* in the *Requested Authorizations* section provides the agency worker with the type of request that requires agency worker action. The *Request Type* is a dynamic field that is driven by what the parent selects within the *Child Care Parent Portal*. There are six different options to assist the parent in what type of request they are making:

- Change in child care need for same provider
- Change in provider
- End authorization
- Extend authorization
- Delete future authorization
- New authorization

Note: If the parent has education as a component of their approved activity, they have the option to upload their school schedule and/or progress report as either a JPEG or PDF. The agency worker can use the *arrow* to expand the section next to the parent’s name under the *Requested Parent Activity Schedule* section to view these documents. These documents are viewable from the *Authorization Request Details* page or within the *Documents* page in EBT CSAW.

Requested Parent Activity Schedule							
	Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status	
▼	Wade Olson	01/21/1990	6585170644	Work, Education	11/27/2017 -		    Add Document
	Effective Date	Type	Comments	Document			
	12/20/2017	School Schedule	Parent MATC schedule.pdf	View Document			
	12/20/2017	School Grades	Parent MATC grades.pdf	View Document			

Selecting the *pencil* icon in the *Requested Parent Activity Schedule* section navigates the agency worker to the *Parent Portal Activity Schedule* page. This is a new page. This page displays all of the information provided by the parent through the *Child Care Parent Portal*. The agency worker can edit any information related to the parent’s approved activity schedule. Once the agency worker completes all the necessary information for this section, they must check the *Accept Schedule* box at the bottom of the page and *Save*.

Parent Portal Activity Schedule			
Case Details			
Case Number	6150931366	Admin Agency	Dane County (13)
Primary Person	Wade Olson	RFA Date	11/01/2017
Address	1 W Wilson St, Po Box 7850 Madison, WI 53703-3445 Dane County	Review Date	10/31/2018
		CC AG Status	Open
⚠ There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks			
Individual Details			
Name	Wade Olson	PIN	6585170644
Date of Birth	01/21/1990		
Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	New Authorization Request	Status	Submitted
Request Submitted	12/12/2017 9:49:03 AM	Tracking#	2367410000
Request Processed		Last Updated	12/12/2017 9:49:03 AM
⊕ Parent Contact Information			
Parent Activity Schedule Period			
Effective Begin Date *	<input type="text" value="11/27/2017"/>		
Effective End Date *	<input type="text"/>		
Comments			

Sunday - Saturday							w/Weekends
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
6:00am							
6:30am							
7:00am							
7:30am	Work 07:30 AM - 04:00 PM		Work 07:30 AM - 04:00 PM	Work 07:30 AM - 04:00 PM	Work 07:30 AM - 04:00 PM		
8:00am							
8:30am	McDonald's		McDonald's	McDonald's	McDonald's		
9:00am							
9:30am							
10:00am		Education 10:00 AM - 06:30 PM					
10:30am							
11:00am		MATC					
11:30am							
12:00pm							
12:30pm							
1:00pm							
1:30pm							
2:00pm							
2:30pm							
3:00pm							
3:30pm							
4:00pm							
4:30pm							
5:00pm							
5:30pm							

Show 24 hours...

Edit Schedule

Accept Schedule?

< Back to Request Details Save

Note: The end date fields in the *Child Care Parent Portal* are **not** required fields. The question in the *Child Care Parent Portal* is:

Will Wade's activity schedule change in the future?

For example, will Wade's job schedule change from first to second shift; will your job or your school semester be ending? If yes, enter the date and comment on the next page. If unknown, leave the date blank.



The parent's answer to this specific question is what will display as the parent's approved activity end date. If this field is left blank the agency worker must enter the effective end date on the *Parent Portal Activity Schedule* page in the *Parent Activity Schedule Period* section. For further guidance on entering the effective end date please see the [EBT CSAW User Guide: Authorizations](#).

Child Copay/Special Need

The next section that the agency worker must complete is the *Child Copay/Special Needs* section. To complete the *Child Copay/Special Needs* section the agency worker should click on *Add Details*. This navigates to the *Child Copay/Special Needs* page in *EBT CSAW*. There is no option to *Accept* on this page because the parent does not submit copay or special needs information through the *Child Care Parent Portal*. Simply enter the effective begin date and select *next* for each child.

Child Copay/Special Need			
Child's Name	Date of Birth	PIN	
Walter Olson	11/10/2015	6585170661	Add Details 
Wesley Olson	12/18/2011	6585170652	Add Details 

New Child Copay/Special Need - Add period

Case Details

Case Number	6150931366	Admin Agency	Dane County (13)
Primary Person	Wade Olson	RFA Date	11/01/2017
Address	1 W Wilson St, Po Box 7850 Madison, WI 53703-3445 Dane County	Review Date	10/31/2018
		CC AG Status	Open

 **There are 1 Unprocessed Tasks. Click here to view [Unprocessed Tasks](#)**

Individual Details

Name	Walter Olson	PIN	6585170661
Date of Birth	11/10/2015		

Child Copay/Special Need

Effective Begin Date *  Effective End Date 

Effective Begin Date	Effective End Date	Copay Type	Special Needs
No records to display.			

Next, enter the *Copay Type* and *Special Needs* and select *Save and Continue*

Modify Child Copay/Special Need			
Case Details			
Case Number	6150931366	Admin Agency	Dane County (13)
Primary Person	Wade Olson	RFA Date	11/01/2017
Address	1 W Wilson St, Po Box 7850 Madison, WI 53703-3445 Dane County	Review Date	10/31/2018
		CC AG Status	Open
Individual Details			
Name	Walter Olson	PIN	6585170661
Date of Birth	11/10/2015		
Child Copay/Special Need			
Effective Begin Date *	12/1/2017	Effective End Date	
Copay Type *	Regular		
Special Needs *	<input checked="" type="radio"/> No <input type="radio"/> Yes		
Comments	<div style="border: 1px solid #ccc; height: 30px;"></div>		
	0 of 500 characters.		
< Back		Save and Continue >	

Child Care Need Schedule

The next section that the agency worker must complete is the *Requested Authorizations* section. Selecting the *pencil* icon in the *Requested Authorizations* section navigates the agency worker to the *Modify Authorization Request* page. This page displays all of the information provided by the parent through the *Child Care Parent Portal*. The agency worker can edit any information related to the child care need. Once the agency worker completes all the necessary information for this section they must check the *Accept* box at the bottom of the page and *Save Changes*.

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Wesley, Olson / 6585170652	12/18/2011	11/27/2017 -	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	2 Days		   
Walter, Olson / 6585170661	11/10/2015	11/27/2017 -	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	0 Days		   
Children Eligible with No Authorizations							
Child's Name	Date of Birth	PIN					
Walter Olson	11/10/2015	6585170661					Add Authorization
Wesley Olson	12/18/2011	6585170652					Add Authorization
 Information needed to process the request.  To process this request complete the above  information.							
Process >							

Shared Placement

Shared Placement Switch * Yes No

Shared Placement Comment

0 of 300 characters.

Child School Enrollment Manage School Closed Hours [Edit](#)

School Closed Need Indicator * Yes No

School Name

Transportation Details

Do you drop off your child at provider location before your approved activity? Yes No

Drop off duration to provider location? 🕒

Do you pick up your child at provider location after your approved activity? Yes No

Pick up duration from provider location? 🕒

Public Transportation Indicator * Yes No

Travel Duration Comment *

0 of 300 characters.

Head Start/Pre-Kindergarten

Pre K Program Switch * Yes No

Head Start Program Type Early Head Start Head Start

Pre K Type Public 3K Program Public 4K Program

Comments

Comments

0 of 500 characters.

Child Schedule Comments

Accept

Note: The end date fields in the *Child Care Parent Portal* are not required fields. The question in the *Child Care Parent Portal* is:

Will Wesley's child care schedule change in the future?

For example, will Wesley's child care need change when the school year ends? If yes, enter the date and comment. If unknown, leave the date blank.

📅

Parent enters comment here

The parent’s answer to this specific question is what will display as the child care authorization end date. If this field is left blank the agency worker must enter the end date on the *Modify Authorization Request* page in the *Authorization Period* section. For further guidance on entering the effective end date, please see the [EBT CSAW User Guide: Authorization](#). If the parent enters a comment in this section of the *Child Care Parent Portal*, the comment displays under the *Child Schedule Comments* section on the *Modify Authorization Request* page.

Note: There is not an option for parents to add *travel duration comments* through the *Child Care Parent Portal*. Therefore, a *New Authorization Request* will have the *travel duration comments* section empty. The agency worker must add *travel duration comments* prior to selecting *Save Changes*.

Scheduled School Closed Need

If the request does not include **schedule school closed hours**, the driver flow skips the *Manage Scheduled School Closed Hours* page.

The screenshot shows a web form titled "Child School Enrollment" with a sub-header "Manage School Closed Hours" and an "Edit" link. The form is divided into several sections:

- School Closed Need Indicator ***: A radio button group with "Yes" and "No" options. The "No" option is selected and highlighted with a red box.
- School Name**: A dropdown menu.
- Transportation Details**:
 - Do you drop off your child at provider location before your approved activity?**: Radio buttons for "Yes" (selected) and "No".
 - Drop off duration to provider location?**: A time input field showing "00:20" with a clock icon.
 - Do you pick up your child at provider location after your approved activity?**: Radio buttons for "Yes" (selected) and "No".
 - Pick up duration from provider location?**: A time input field showing "00:20" with a clock icon.
 - Public Transportation Indicator ***: Radio buttons for "Yes" and "No".
 - Travel Duration Comment ***: A text area with a character count of "0 of 300 characters."
- Head Start/Pre-Kindergarten**:
 - Pre K Program Switch ***: Radio buttons for "Yes" and "No" (selected).
 - Head Start Program Type**: Checkboxes for "Early Head Start" and "Head Start".
 - Pre K Type**: Checkboxes for "Public 3K Program" and "Public 4K Program".
- Comments**: A text area with a character count of "0 of 500 characters."
- Child Schedule Comments**: A section at the bottom of the form.

At the bottom of the form, there are three buttons: "< Back", "Accept" (with a checkbox), and "Save Changes". The "Accept" button is highlighted with a red box.

Note: If the school closed need request is for a child under the age of three, only an agency worker with the Child Care Coordinator profile can accept the request. This is the same functionality as in *EBT CSAW*; to review all security profile restrictions, please see the [EBT CSAW Security Profiles Guide](#).

Note: A parent can only request up to 12 scheduled school closed hours per day through the *Child Care Parent Portal*. Agency workers must manage these hours according to current process. For more information on managing scheduled school closed hours, see [EBT CSAW User Guide: Authorization](#).

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Ken, Brown / 6585182464	08/11/2016	01/05/2018-11/30/2018	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	0 Days		

Note: If the parent incorrectly enters the child care provider the agency worker can use the search function by clicking the *New Child Care Provider Location* link on this page.

Modify Authorization Request

Case Details

Case Number	6150936767	Admin Agency	Dane County (13)
Primary Person	Dallas Brown	RFA Date	12/01/2017
Address	1202 Aberg Ave Madison, WI 53714 Dane County	Review Date	11/30/2018
		CC AG Status	Open

There are 1 Unprocessed Tasks. Click here to view [Unprocessed Tasks](#)

Individual Details

Name	Ken Brown	PIN	6585182464
Date of Birth	08/11/2016		

[Search for New Child Care Provider Location](#)

Child Care Provider Location Details

Provider/Location# 4800039974/001	Months Open Jan-Dec
Provider Name Mary Mack	Group Size 6
Location Name Miss Mary Mack's Child Care Center	Children under Age of Seven 3
Phone # (608) 867-5309	Hours: MON-FRI 6:00AM - 6:30PM
Address 100 Silver Button Ter Madison WI 53704	SAT-SUN Closed

Child Care Request Details

Source Parent Portal	Target CSAW
Request Type New Authorization Request	Status Submitted
Request Submitted 1/5/2018 11:20:32 AM	Tracking# 2848410000
Request Processed	Last Updated 1/5/2018 11:20:32 AM

Parent Contact Information

Authorization Period

Begin Date *	01/05/2018
End Date *	11/30/2018

Shared Placement

Shared Placement Switch * Yes No

Shared Placement Comment

0 of 300 characters.

If the authorization has **additional scheduled school closed hours** requested by parent through the *Child Care Parent Portal*, the agency worker selects the *pencil* icon and the driver flow **first** navigates to the

Modify Authorization Request page where the agency worker can review and edit any information related to the child care authorization. Once the agency worker completes all the necessary information for this section, they must select *Save Changes* at the bottom of the page.

Child School Enrollment
Manage School Closed Hours [Edit](#)

School Closed Need Indicator * Yes No

School Name

Transportation Details

Do you drop off your child at provider location before your approved activity? Yes No

Drop off duration to provider location? [🕒](#)

Do you pick up your child at provider location after your approved activity? Yes No

Pick up duration from provider location? [🕒](#)

Public Transportation Indicator * Yes No

Travel Duration Comment *
0 of 300 characters.

Head Start/Pre-Kindergarten

Pre K Program Switch * Yes No

Head Start Program Type Early Head Start Head Start

Pre K Type Public 3K Program Public 4K Program

Comments

Comments
0 of 500 characters.

Child Schedule Comments

There is no accept option because the agency worker must also review the *Scheduled School Closed Hours* request prior to accepting the child care authorization request. Therefore, from the *Modify Authorization Request* page the driver flow navigates the agency worker to the *Manage Scheduled School Closed Hours* page. The agency worker reviews this section and *Accepts* and *Save Changes*.

Manage Scheduled School Closed Hours

Case Details

Case Number	6150931366	Admin Agency	Dane County (13)
Primary Person	Wade Olson	RFA Date	11/01/2017
Address	1 W Wilson St, Po Box 7850 Madison, WI 53703-3445 Dane County	Review Date	10/31/2018
		CC AG Status	Open

There are 1 Unprocessed Tasks. Click here to view [Unprocessed Tasks](#)

Individual Details

Name	Wesley Olson	PIN	6585170652
Date of Birth	12/18/2011		

Child Care Provider Location Details

Provider/Location#	4800039974/001	Months Open	Jan-Dec
Provider Name	Mary Mack	Group Size	6
Location Name	Miss Mary Mack's Child Care Center	Children under Age of Seven	3
Phone #	(608) 867-5309	Hours: MON-FRI	6:00AM - 6:30PM
Address	100 Silver Button Ter Madison WI 53704	SAT-SUN	Closed

Child Care Request Details

Source	Parent Portal	Target	CSAW
Request Type	New Authorization Request	Status	Submitted
Request Submitted	12/12/2017 9:49:03 AM	Tracking#	2367410000
Request Processed		Last Updated	12/12/2017 9:49:03 AM

Parent Contact Information

Authorization Request Details [Edit](#)

Effective Period	11/27/2017 -	Authorized Hours	
Need School Closed Hours	Yes	School Name	Saint James Grade School

Authorization Request Details [Edit](#)

Effective Period	11/27/2017 -	Authorized Hours	
Need School Closed Hours	Yes	School Name	Saint James Grade School

Requested Scheduled School Closed Hours

Do not use Ctrl+C to copy data. Use Right click and Copy instead.

+ Add New Scheduled School Closed Hours

Date *	Hours *	Comments		
05/29/2018		closed per State School Calendar		
01/01/2018	8			
12/29/2017		closed per State School Calendar		
12/28/2017		closed per State School Calendar		
12/27/2017		closed per State School Calendar		
12/26/2017	8			
12/25/2017		closed per State School Calendar		

The child's school is closed on this day.

Another child at the child's school has school closed hours on this day.

On this day, no child has school closed hours for the child's school, and the school is not marked as closed.

Accept

< Back
Save Changes

The agency worker can also select the hyperlink available under School Closed to navigate directly to the *Manage Scheduled School Closed Hours* page.

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Charles, Windsor / 7585180365	12/25/2016	01/18/2018	4800039974-002 Mary's Group Care 201 E Washington Ave, Madison, WI 53703-2866	New authorization	1 Day		

Processing the Request

Once the agency worker has completed all sections of the *Authorization Request Details* page, the *authorization warning* icons disappear and check marks display, indicating all required information is completed. Additionally, the *process* button is now be enabled. Processing this request automatically processes the task that was generated for this request.

Authorization Request Details							
Case Details							
Case Number	6150931366	Admin Agency	Dane County (13)				
Primary Person	Wade Olson	RFA Date	11/01/2017				
Address	1 W Wilson St, Po Box 7850 Madison, WI 53703-3445 Dane County	Review Date	10/31/2018				
		CC AG Status	Open				
There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks							
Child Care Request Details							
Source	Parent Portal	Target	CSAW				
Request Type	New Authorization Request	Status	Work In Progress				
Request Submitted	12/12/2017 9:49:03 AM	Tracking#	2367410000				
Request Processed		Last Updated	12/22/2017 8:29:53 AM				
Parent Contact Information							
Requested Parent Activity Schedule							
Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status		
Wade Olson	01/21/1990	6585170644	Work, Education	11/27/2017 - 10/31/2018	Accepted		Add Document
Parent Approved Activity Schedule							
Parent's Name	Date of Birth	PIN					
Wade Olson	01/21/1990	6585170644	Add Schedule				
Child Copay/Special Need							
Child's Name	Date of Birth	PIN					
Walter Olson	11/10/2015	6585170661	Add Details				
Wesley Olson	12/18/2011	6585170652	Add Details				

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Walter, Olson / 6585170661	11/10/2015	12/01/2017-10/31/2018	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	0 Days	Accepted	
Wesley, Olson / 6585170652	12/18/2011	12/01/2017-10/31/2018	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI 53704	New authorization	2 Days	Accepted	

Children Eligible with No Authorizations			
Child's Name	Date of Birth	PIN	
Walter Olson	11/10/2015	6585170661	Add Authorization
Wesley Olson	12/18/2011	6585170652	Add Authorization

Information needed to process the request.
 To process this request complete the above information.

Pending Derived Hours

Once the agency worker processes the request, the agency worker navigates to the *EBT CSAW Case Summary* page and all of the information that was accepted is now visible on this page. The authorization status becomes *pending derived hours*.

Child Care Need Schedule

On the *EBT CSAW Case Summary* page is also where the agency worker accesses the child's schedule submitted by the parent through the Child Care Parent Portal. The agencies must review and edit the *child care need schedule* in EBT CSAW by selecting the Child Schedule link (in green below) for each child prior to completing the authorization. A parent can enter any schedule, for any child, through the Child Care Parent Portal. The agency workers are the check and balance for the completion of the child care authorization requests during this process.

List of Authorizations in Pending Status							
Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	Child Schedule	
Walter Olson	11/10/2015	12/01/2017 - 10/31/2018	00:00	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI	Pending (Derive hours)	Child Schedule	
Wesley Olson	12/18/2011	12/01/2017 - 10/31/2018	00:00	4800039974-001 Miss Mary Mack's Child Care Center 100 Silver Button Ter, Madison, WI	Pending (Derive hours)	Child Schedule	

The screenshot shows a weekly schedule grid titled "Sunday - Saturday". The grid has columns for each day of the week and rows for 30-minute intervals from 6:00 am to 4:30 pm. There are two tabs at the top right: "w/Weekends" (selected) and "Work Week". Blue vertical bars indicate child care needs for "Randy's Group Care" from Monday to Friday, 8:00 am to 4:00 pm. The text "Child Care Need" is written above each bar.

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00 am							
6:30 am							
7:00 am							
7:30 am							
8:00 am		Child Care Need Randy's Group Care					
8:30 am							
9:00 am							
9:30 am							
10:00 am							
10:30 am							
11:00 am							
11:30 am							
12:00 pm							
12:30 pm							
1:00 pm							
1:30 pm							
2:00 pm							
2:30 pm							
3:00 pm							
3:30 pm							
4:00 pm							
4:30 pm							

The agency worker must complete the authorization request through the same procedure as described in the [EBT CSAW User Guide: Authorization](#):

- Derive weekly hours
- Enter provider price type
- Update the status to *completed*
- **Calculate benefits**

Child Care Parent Portal Track My Request Status

Parents can track their requests through the *Child Care Parent Portal*.

The actions that the agency worker takes in the *Authorization Request Details* page triggers specific status updates that are visible to the parents through the *Track My Request* section of the *Child Care Parent Portal*. The screen shots below highlight the agency worker's actions that trigger updates in the *Track My Request* section. **The following screenshots show the parent's view of the *Child Care Parent Portal*.**



As indicated at the beginning of this section, agency workers should process their assigned tasks from the *Child Care Parent Portal* within **three business days** of submission. This three business day timeline is also communicated to the parent through the *Track My Requests* page.

There is also an Informational icon in the *Track My Requests* page that provides parents with a description of what each authorization request status means.

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date		
1/25/2018	Submitted	2639410000	1/25/2018	View Summary	Withdraw Request

What does my authorization request status mean?

Pending: You did not finish or submit the authorization request. To complete and submit the authorization request, you can: select the *View Summary* button. This shows information entered and information that needs to be entered. Please be sure to select the *Submit Request* button after all of your authorization information is entered. This ensures your request has been submitted.

Submitted: You have submitted your authorization information to the local agency. If you need to change this information, select *View Summary* button, make your changes and select *Submit Request* button. Your local agency may contact you if any necessary information is missing.

Work in Progress: You have submitted your authorization information to your local agency. Contact your local agency if you need to report changes to this request.

Processed: Your authorization request has been processed and you may have a completed authorization. If you do not, check your messages for further details.

Withdrawn: You withdrew your authorization request before it was processed.

While the parent’s request is still in *pending* status, no task is generated to the *EBT CSAW Dashboard*.

Case Number - 4150854645

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date		
12/15/2017	Pending	N/A	N/A	View Summary	Withdraw Request

When the parent submits a request, the status in *Track My Request* is updated to *Submitted* a tracking number and submitted date are displayed. A task is generated to the *EBT CSAW Dashboard Inbox*; the task and will be in *pending* status.

Case Number - 9150927990

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date		
12/18/2017	Submitted	2177410000	12/18/2017	View Summary	Withdraw Request

	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
	Parent Portal	12/22/2017	High	County: Menominee Role: Dashboard Administrator	New Authorization Request Case Number: 9150897292 Tracking Number: 2397410000	12/23/2017	Pending		

If the Task status is in *pending*, a parent can modify and resubmit through the *view summary* button or withdraw their request at any time as long as the status in *Track My Request* is *submitted* as well.

If the parent modifies their existing request and **does not resubmit** the status in *Track My Request* updates to *pending* and the task updates to *cancelled*.

Case Number - 9150927990

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date	
12/18/2017	Pending	2177410000	N/A	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: #f4a460; padding: 5px; border-radius: 3px;">View Summary</div> <div></div> <div style="background-color: #f4a460; padding: 5px; border-radius: 3px;">Withdraw Request</div> <div></div> </div>

Tasks/Messages									
	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
	Parent Portal	12/18/2017	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 9150927990 Tracking Number: 2177410000	12/19/2017	Cancelled		

If a parent selects *Withdraw Request*, they are asked the reason for the withdrawal and to confirm the withdrawal.

Additional Information

Once a request is withdrawn, you can no longer modify the request.

Reason for withdrawal:

Check to confirm withdrawal *

Withdraw Request

Once the parent withdraws their request the status in *Track My Request* is updated to *withdrawn* and the task status is updated to *cancelled*.

Case Number - 9150927990

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date	
12/22/2017	Withdrawn	2697410000	12/22/2017	View Summary

Tasks/Messages									
	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status		
⚠	Parent Portal	12/22/2017	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 9150927990 Tracking Number: 2697410000	12/23/2017	Cancelled	🔄	📄

Once the agency worker accepts **at least one section** or **makes any edits** in the *Authorization Request Details* page, the *Track My Request* status is updated to *work in progress* and the parent is no longer able to modify or withdraw that request. However, they can still upload their school schedule and/or progress report.

Case Number - 0150932707

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date	
12/21/2017	Work In Progress	2687410000	12/21/2017	View Summary

Click here for More Information.

◀
Home

If the agency worker cannot complete the *Child Care Parent Portal* request in its entirety, the agency worker should update the task status to *Work In Progress* and add a task comment indicating the sections that were accepted in the *Authorization Request Details* page. The comment should include the contact method that was used to reach out to the parent and a list of items that are still pending. This will allow any worker who receives the missing information to pick up where the previous worker left off. The task comments can be edited by anyone and the field will display the most recent versions; agency workers can view the task history by selecting the history scroll.

Modify Task

Modify Task

Task/Message	Task	
Task/Message Description	New Authorization Request Case Number: 3150938732	
Tracking#	2358410000	
Created Date	01/05/2018	
Due Date	01/06/2018	
Task Assigned User Role	Dashboard Administrator	
Assign To	N/A	
Priority	<input type="text" value="High"/>	
Status	<input type="text" value="In Progress"/>	
Comments	<div style="border: 1px solid #ccc; padding: 5px; min-height: 80px;"> I have sent a message to the parent requesting them to call the agency </div> <p style="font-size: small; margin-top: 5px;">70 of 500 characters.</p>	

Task History

Task Details

Task/Message	Task	Source	Parent Portal
Created Date	01/05/2018	Due Date	01/06/2018
Tracking#	2358410000		

Task History

Show All Comment Text

Priority	Status	Comments	Updated Date
High	In Progress	I have sent a message to the parent requesting them to call the agency	01/11/2018
High	Pending		01/05/2018

	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status			
	Parent Portal	12/29/2017	High	County: Dane Role: Dashboard Administrator	New Authorization Request Case Number: 150933509 Tracking Number: 2828410000	12/30/2017	In Progress	Reassign		

Once the agency worker **completely** processes the new authorization request **using the process button at the bottom of the** *Authorization Request Details* page in *EBT CSAW*, the *Track My Request* status is automatically updated to *processed* and the task status is automatically updated to processed.

WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES **MY ChildCare** Logout
Welcome, Erin

Case Number - 6150931366

Track My Requests

Track my requests to the authorization worker

Please wait 3 days for the local agency to review your request before contacting them.

Start Date	Status	Tracking #	Submitted Date	
12/6/2017	Processed	2367410000	12/12/2017	View Summary

Click here for More Information.

Home

Once the new authorization request is processed, the parent will see an authorization in the *Child Care Parent Portal*.

Note: If an agency worker deletes all of the information provided by the parent through the *Child Care Parent Portal* using the *Delete* icon on the *Authorization Request Details* page, the process button becomes enabled. Once the agency worker processes the request after deleting all the information the status displayed in the *Track My Request page* is updated to *processed* and the task status is automatically changed to processed. If a child care authorization was not established based on the information provided by the parent and the status in the *Track My Request page* is processed, the agency worker should send a *Message* to the parent indicating why the authorization wasn't completed and provide further instructions on the next steps to receive an authorization if the parent is eligible. For further guidance on sending messages to parents please see the [EBT CSAW User Guide: Authorization User](#).

Child Care Request Details							
Source	Parent Portal			Target	CSAW		
Request Type	New Authorization Request			Status	Submitted		
Request Submitted				Tracking#	2838410000		
Request Processed				Last Updated	1/3/2018 9:57:08 AM		
<input type="checkbox"/> Parent Contact Information							
Requested Parent Activity Schedule							
>	Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status	
>	Pepper Seasoning	05/15/1980	4585026096	Work	01/03/2018 -		Add Document
>	Salt Seasoning	04/17/1982	4585026088	Work, Education	01/03/2018 -		Add Document
Parent Approved Activity Schedule							
>	Parent's Name	Date of Birth	PIN				
>	Pepper Seasoning	05/15/1980	4585026096	Add Schedule			
>	Salt Seasoning	04/17/1982	4585026088	Add Schedule			
Child Copay/Special Need							
>	Child's Name	Date of Birth	PIN				
>	Dash Seasoning	02/02/2004	4585040811	Add Details			
>	Sugar Seasoning	02/14/2014	4585026100	Add Details			
Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
Dash, Seasoning / 4585040811	02/02/2004	01/03/2018	3800039963-001 Babies Gumboree 2821 Monroe Street , Madison, WI 53714-1254	New authorization	0 Days		
Children Eligible with No Authorizations							
Child's Name	Date of Birth	PIN					
Dash Seasoning	02/02/2004	4585040811	Add Authorization				
Sugar Seasoning	02/14/2014	4585026100	Add Authorization				
<p> Information needed to process the request.</p> <p> To process this request complete the above information.</p>							
<input type="button" value="Process >"/>							

Please be aware that the following section contains some repetitive information that was covered in the new authorization request section. The repetitive information is included to allow the reader to utilize each section independently.

Child Care Parent Portal Authorization Change Request

The authorization change request task generates to the *EBT CSAW Dashboard* whenever a parent submits at least one of any of the following:

- A change in parent’s approved activity schedule
- A change in their child care need schedule
- A request to change child care providers
- A request to extend a current authorization
- A request to end a current authorization
- A request to delete a future authorization

Note: If a child care authorization needs to be changed due to a change in copayment type or special needs status, this information cannot be submitted through the *Child Care Parent Portal*.

Agency workers should process their assigned tasks from the *Child Care Parent Portal* within **three business days** of submission.

The screenshot shows the 'ChildCare' portal interface. At the top, it says 'WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES' and 'MY WI ChildCare'. A user is logged in as 'Erin' with a 'Logout' link. The 'Case Number - 9150927990' is displayed. The main section is titled 'Authorizations' and shows 'Current and future authorization information'. A table lists the following details:

Child	Provider	FIS Provider ID	Authorized Period	Hours for Month
James Jones (child #1)	Babies Gumboree ★★★★★ (regulation & quality)	D205336	10/1/2017 - 9/30/2018	180 (December)

Below the table are two buttons: 'Authorization Request' (highlighted with a red box) and 'Subsidy Amount Search'. At the bottom is a 'Home' button with a left arrow.

Currently, James Jones has an authorization in to Babies Gumboree until September 30, 2018. Sam Jones makes a request that James begins attending a new child care provider beginning June 1, 2018. He makes this request via the *Child Care Parent Portal*.

Below is an EBT CSAW authorization change request to begin attending a new child care provider beginning June 1, 2018.

EBT CSAW Menu

- [Home](#)
- [Dashboard](#)
- [Assignments Search](#)
- [Inbox Search](#)
- EBT Case
 - [Case Search](#)
 - [Case Activity Summary](#)
 - [Education Tracking](#)
 - [Case Summary](#)**
 - [Case Comments Summary](#)
 - [Messages](#)
 - [Case Tasks](#)
- [Parent Approved Activities](#)
- [Child Copay/Special Need](#)
- [Authorizations](#)
- [Hardship](#)
- [Benefit Summary](#)
- [Case Transactions](#)
- [Case/Card Details](#)
- Parent Portal
 - [Documents](#)
- EBT Provider
 - PLBC - Case
 - PLBC - Provider
 - Case Overpayments
 - Provider Overpayments
 - [Pending Authorizations](#)

Case Summary

Case Details

Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open

Search

Begin Date End Date

Parent Approved Activity Schedule

Parent's Name	Date of Birth	PIN						
Sam Jones	10/20/2001	9585164108	Add Schedule					
	CWW Approved Activity	Schedule Period	Week One	Week Two	Week Three	Week Four	Schedule Type	Status
	Employment	10/01/2017 - 09/30/2018	37:00	37:00	37:00	37:00	Single week	Completed

Child Copay/Special Need

Child's Name	Date of Birth	PIN		
James Jones	04/05/2015	9585164116	Add Details	
	Effective Period	Copay Type	Special Needs	
	10/01/2017 -	Regular	No	

List of Authorizations

Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule	
James Jones	04/05/2015	10/01/2017 - 09/30/2018	39:30	3800039963-001 Babies Gumboree 2821 Monroe Street 3E, Madison, WI	Processed	School Hours	Child Schedule	

Below is a screenshot of the *Summary of My Request* page from the *Child Care Parent Portal*. The agency worker must first end the authorization to the current provider in order to create a new authorization to the new child care provider.

The agency worker will see that the request for the new child care provider is under the *Authorization Request* section of the summary page with the attendance start date. The request to end the authorization to the current child care provider is under the *Authorization End Request* section of the summary page with the effective end date.

Summary of My Request

You are requesting updates for the information displayed on this page. Please make sure all of the information is correct. You may change anything by pressing the  button to the right of the information you want to change. Once you are done, complete the contact information at the bottom and press the 'Submit Request' button.

Parent Schedule

Parent	Sam Jones	
Schedule From	12/18/2017	
Average Weekly Hours	37	

Authorization Request

Child	James Jones	
Shared Placement	No	
Education Programs	Not in Pre-K	
Provider	Lip Sticks House 201 East Johnson Madison, WI	
Average Weekly Hours	84	
Schedule From	6/1/2018	
Drop-off Time	15 min(s)	
Pick-up Time	15 min(s)	
Public Transportation	N	
School	Abbotsford El	
School Closed Hours Needed	Y	
Total School Closed Hours	0.0	

Authorization End Request

Child	James Jones	
Provider	Babies Gumboree 2821 Monroe Street 3E Madison, WI	
End Date	5/31/2018	

Child Care Parent Portal Tracking Number

Once the parent submits the request, the Request Submitted page displays; this page includes a Tracking Number.

The tracking number is visible in the *Child Care Request Details* section as well as in the Task link description. Agency workers can enter this number into the *Tracking Number* field to search for the request in the *Advanced Search Inbox*. Parents who call the agency regarding a request should reference their *Tracking Number*.

Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted		Tracking#	2238410000
Request Processed		Last Updated	1/2/2018 12:38:55 PM
Parent Contact Information			

New Task

Once the parent submits the authorization change request through the *Child Care Parent Portal*, a task generates to the *EBT CSAW Dashboard*. There is a link provided for this task.

	Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status			
	Parent Portal	1/2/2018	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 9150927990 Tracking Number: 2238410000	1/3/2018	Pending	Assign		

The link navigates the agency worker to the *Authorization Request Details* page. The *Authorization Request Details* page is a new page in *EBT CSAW* where the agency worker verifies the accuracy of the parent’s submitted authorization change request and performs any edits necessary prior to processing this request. The sections under the green banners contain the information provided by the parent through the *Child Care Parent Portal*. The section under the blue banners is information that is already entered into *EBT CASW*. The agency worker can view this information by selecting the *arrow*. The child care need schedule will not be available until after the request is accepted and processed. The *Authorization Request Details* page is only accessible through the Task link.

Authorization Request Details

Case Details

Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open

There are 1 Unprocessed Tasks. Click here to view [Unprocessed Tasks](#)

Child Care Request Details

Source	Parent Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted	1/26/2018 8:03:43 AM	Tracking#	2839410000
Request Processed		Last Updated	1/26/2018 8:03:44 AM

[Parent Contact Information](#)

Requested Parent Activity Schedule

Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status	
Sam Jones	10/20/2001	9585164108	Work	01/02/2018 -		Add Document

Parent Approved Activity Schedule

Parent's Name	Date of Birth	PIN	
Sam Jones	10/20/2001	9585164108	Add Schedule

CWW Approved Activity	Schedule Period	Week One	Week Two	Week Three	Week Four	Schedule Type	Status
Employment	01/02/2018 - 09/30/2018	37:00	37:00	37:00	37:00	Single week	Completed

Child Copay/Special Need

Child's Name	Date of Birth	PIN	
James Jones	04/05/2015	9585164116	Add Details

Requested Authorizations

Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status
James, Jones / 9585164116	04/05/2015	10/01/2017-05/31/2018	3800039963-001 Babies Gumboree 2821 Monroe Street , Madison, WI 53714-1254	End authorization	0 Days	
James, Jones / 9585164116	04/05/2015	06/01/2018	0800039980-001 Lip Sticks House 201 East Johnson , Madison, WI 53704-9877	Change in provider	0 Days	

List of Authorizations

Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule
James, Jones	04/05/2015	10/01/2017 - 05/31/2018	39:30	3800039963-001 Babies Gumboree 2821 Monroe Street , Madison, WI 53714-1254	Processed	School Hours	Child Schedule

Information needed to process the request.
 To process this request complete the above information.

[Process >](#)

Child Care Parent Portal Authorization Request Details

Child Care Request Details

At the end of the summary page parents are required to complete the *Request Details* section prior to submitting their request. There are three pieces of information, indicated by an asterisks, which must be provided prior to submitting the request:

1. A phone number for the agency to call if the parent needs to provide any additional information to the authorization worker
2. A checkmark in the checkbox affirming that all of the information submitted is accurate
3. A electronic signature

Request Details

When you submit your request, an authorization worker will review your information. The worker will call you if additional information is needed to process your request.

Enter the best phone number to contact you about your request? *

What are the best times when an authorization worker should call you to discuss this request?

Do you have anything else you want to tell your authorization worker?

By checking this box, you affirm that all of the information on this page is accurate. *

Type your name for an electronic signature. *

Submit Request

Home

The information that the parent provides on the *Request Details* page of the *Child Care Parent Portal* is visible to the agency worker in the *Authorization Request Details* page under *Parent Contact Information*. This information may be expanded by clicking on the *plus* icon.

Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	New Authorization Request	Status	Submitted
Request Submitted	12/18/2017 10:19:07 AM	Tracking#	2177410000
Request Processed		Last Updated	12/18/2017 10:19:07 AM
+ Parent Contact Information			
Parent Phone Number	(608) 422-6071	Best Time To Call	before and after work
Parent Comment			

In the following section is a screen-by-screen example of an authorization change request submitted through the *Child Care Parent Portal*. Each section on the *Authorization Request Details* page provides the agency worker with specific details about the request. This page mirrors *EBT CSAW*. All of the information must be reviewed for accuracy and each section accepted by the agency worker. The *Authorization Request Details* page indicates with a *warning* icon which sections require an agency worker action prior to processing the request. The process button is disabled until all necessary authorization information is complete.

Parent's Approved Activity Schedule

In this example, there are two sections that require agency worker action. The first section is the *Requested Parent Activity Schedule* section. The agency worker must always review the *Requested Parent Activity Schedule* section for accuracy. The *Child Care Parent Portal* requires the parent to complete the parent activity schedule for each request made through the *Child Care Parent Portal*.

If the request submitted is **to end a current authorization** or **delete a future authorization** without the parent submitting a new authorization request the agency worker should delete the parent's approved activity schedule submitted through the *Child Care Parent Portal* as this information is not relevant to the request.

The agency worker can delete and re-enter portions of the authorization request using the *Delete* icon if the information provided by the parent through the *Child Care Parent Portal* is unreliable or inaccurate. It is recommended that the agency worker delete the information in its entirety only if the information is so inaccurate that it is easier for the agency worker to start the authorization request completely over.

Authorization Request Details

Case Details

Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open

⚠ There are 1 Unprocessed Tasks. [Click here to view Unprocessed Tasks](#)

Child Care Request Details

Source	Parent Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted	1/26/2018 8:03:43 AM	Tracking#	2839410000
Request Processed		Last Updated	1/26/2018 8:03:44 AM

Parent Contact Information

Requested Parent Activity Schedule

Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status	
Sam Jones	10/20/2001	9585164108	Work	01/02/2018 -		Add Document

Parent Approved Activity Schedule

Parent's Name	Date of Birth	PIN						
Sam Jones	10/20/2001	9585164108						Add Schedule
CWW Approved Activity	Schedule Period	Week One	Week Two	Week Three	Week Four	Schedule Type	Status	
Employment	01/02/2018 - 09/30/2018	37:00	37:00	37:00	37:00	Single week	Completed	

Child Copay/Special Need

Child's Name	Date of Birth	PIN	
James Jones	04/05/2015	9585164116	Add Details

Requested Authorizations

Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
James, Jones / 9585164116	04/05/2015	10/01/2017-05/31/2018	3800039963-001 Babies Gumboree 2821 Monroe Street , Madison, WI 53714-1254	End authorization	0 Days		
James, Jones / 9585164116	04/05/2015	06/01/2018	0800039980-001 Lip Sticks House 201 East Johnson , Madison, WI 53704-9877	Change in provider	0 Days		

List of Authorizations

Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule	
James, Jones	04/05/2015	10/01/2017 - 05/31/2018	39:30	3800039963-001 Babies Gumboree 2821 Monroe Street , Madison, WI 53714-1254	Processed	School Hours	Child Schedule	

⊗ Information needed to process the request.
⚠ To process this request complete the above ⊗ information.

Note: If the parent has education as a component of their approved activity, they have the option to upload their school schedule and/or progress report as either a JPEG or PDF. The agency worker can use

the *arrow* to expand the section next to the parent’s name under the *Requested Parent Activity Schedule* section to view these documents. These documents are viewable from the *Authorization Request Details* page or within the *Documents* page in EBT CSAW.

Requested Parent Activity Schedule							
Parent's Name	Date of Birth	PIN	Approved Activity Type	Schedule Period	Status		
Wade Olson	01/21/1990	6585170644	Work, Education	11/27/2017 -			Add Document
	Effective Date	Type	Comments	Document			
	12/20/2017	School Schedule	Parent MATC schedule.pdf	View Document			
	12/20/2017	School Grades	Parent MATC grades.pdf	View Document			

Selecting the *pencil* icon in the *Requested Parent Activity Schedule* section navigates the agency worker to the *Parent Portal Activity Schedule* page. On this page, all of the information provided by the parent through the *Child Care Parent Portal* is displayed. The agency worker can edit any information related to the parent’s approved activity schedule. Once the agency worker completes all the necessary information for this section they must check the *Accept Schedule* box at the bottom of the page and *Save*.

Parent Portal Activity Schedule			
Case Details			
Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open
There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks			
Individual Details			
Name	Sam Jones	PIN	9585164108
Date of Birth	10/20/2001		
Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted		Tracking#	2238410000
Request Processed		Last Updated	1/2/2018 12:38:55 PM
<input type="checkbox"/> Parent Contact Information			
Parent Activity Schedule Period			
Effective Begin Date *	<input type="text" value="01/02/2018"/>		
Effective End Date *	<input type="text"/>		
Comments			

Parent Schedule							
Schedule Type Single Week							
Sunday - Saturday							w/Weekends
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00 am							
6:30 am							
7:00 am		Work	Work			Work	
7:30 am		07:00 AM - 03:30 PM	07:00 AM - 03:30 PM			07:00 AM - 03:30 PM	
8:00 am		target	target	Work	Work	target	
8:30 am				07:45 AM - 01:30 PM	07:45 AM - 01:30 PM		
9:00 am				target	target		
9:30 am							
10:00 am							
10:30 am							
11:00 am							
11:30 am							
12:00 pm							
12:30 pm							
1:00 pm							
1:30 pm							
2:00 pm							
2:30 pm							
3:00 pm							
3:30 pm							
4:00 pm							
4:30 pm							
5:00 pm							
5:30 pm							

⬆ Show 24 hours...

Edit Schedule

Accept Schedule?

< Back to Request Details Save

Note: The end date fields in the *Child Care Parent Portal* are not required fields. The question in the *Child Care Parent Portal* is:

Will Sam's activity schedule change in the future?

For example, will Sam's job schedule change from first to second shift; will your job or your school semester be ending? If yes, enter the date and comment on the next page. If unknown, leave the date blank.



This parent's answer to this specific question is what is displayed as the parent's approved activity end date. If this field is left blank the agency worker must enter the effective end date on the *Parent Portal Activity Schedule* page in the *Parent Activity Schedule Period* section. For further guidance on entering the effective end date please see the [EBT CSAW User Guide: Authorization](#).

Note: A parent can make an authorization change request that only contains additional school closed hours. In those requests, a parent most likely will not change any information, other than adding the hours. Parents may also put in a future child schedule change for those school closed hours, which will

populate as an end date in EBT CSAW. If that occurs, contact the parent to ensure that is the only change they intend and if so remove that date from the authorization end date field and follow the guidance above.

Child Copay/Special Need section will be completed already; if there are any changes necessary, select the Add Details link. This navigates the agency worker to EBT CSAW, where the updated information can be added.

Child Care Need Schedule

The second *authorization warning* icon is for the *Requested Authorization* section. Switching child care providers is a two-step process for the agency worker. The first step is to accept the request to end the current child care authorization (effective May 31, 2018 in this example). The second step is to accept the request to begin the new child care provider effective June 1, 2018.

The *Request Type* provides the agency worker with the type of request that requires agency worker action. The *Request Type* is a dynamic field that is driven by what the parent selects within the *Child Care Parent Portal*. There are six different options to assist the parent in what type of request they are making:

- Change in child care need for same provider
- Change in provider
- End authorization
- Extend authorization
- Delete future authorization
- New authorization

First step: End the current child care authrozation effective May 31, 2018 as indicated by the parent through the *Child Care Parent Portal*. The end date is populated from the *Child Care Parent Portal*.

Selecting the *pencil* icon in the *Requested Authorizations* section navigates the agency worker to the *Modify Authorization Request* page. This page displays all of the information provided by the parent through the *Child Care Parent Portal*. The agency worker can edit any information related to the child care need. Once the agency worker completes all the necessary information for this section, they must check the *Accept* box at the bottom of the page and *Save Changes*.

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
James, Jones / 9585164116	04/05/2015	10/01/2017 - 05/31/2018	3800039963-001 Babies Gumboree 2821 Monroe Street , Madison, WI 53714-1254	End authorization	0 Days		    

Modify Authorization Request			
Case Details			
Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open
 There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks			
Individual Details			
Name	James Jones	PIN	9585164116
Date of Birth	04/05/2015		
Search for New Child Care Provider Location			
Child Care Provider Location Details			
Provider/Location#	3800039963/001	Months Open	Jan-Dec
Provider Name	Bubble Mint	Night Capacity	0
Location Name	Babies Gumboree	Day Capacity	125
Phone #	(608) 485-7987	Hours: MON-FRI	6:00AM - 10:00PM
Address	2821 Monroe Street 3E Madison WI 537141254	SAT-SUN	Closed
Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted		Tracking#	2238410000
Request Processed		Last Updated	1/2/2018 1:55:59 PM
<input type="checkbox"/> Parent Contact Information			
Authorization Period			
	Begin Date *	10/01/2017	
	End Date *	<input type="text" value="05/31/2018"/> <input type="button" value="Calendar"/>	
Shared Placement			
	Shared Placement Switch *	No	
	Shared Placement Comment		

Child School Enrollment Manage School Closed Hours Edit

School Closed Need Indicator * Yes No

School Name:

Transportation Details

Do you drop off your child at provider location before your approved activity? Yes No

Drop off duration to provider location?

Do you pick up your child at provider location after your approved activity? Yes No

Pick up duration from provider location?

Public Transportation Indicator * Yes No

Travel Duration Comment *

13 of 300 characters.

Head Start/Pre-Kindergarten

Pre K Program Switch * Yes No

Head Start Program Type Early Head Start Head Start

Pre K Type Public 3K Program Public 4K Program

Comments

Comments

0 of 500 characters.

Child Schedule Comments

Accept

[< Back](#) [Save Changes](#)

Note: For an authorization change request, the *travel duration comments* are duplicated on this screen from the original authorization that was created in *EBT CSAW*. The agency worker should update the comment if necessary. If the travel time requested by the parent is not questionable, agency workers should add the comment “*travel time request from Parent Portal is sufficient for the authorization.*”

Second step: Start a new child care authorization to a different child care provider beginning June 1, 2018 as indicated by the parent through the *Child Care Parent Portal*. The begin date is populated from the *Child Care Parent Portal*. Select the *pencil* icon to complete all the necessary information for this section. Check the *Accept* box at the bottom of the page and *Save Changes*.

Requested Authorizations							
Child's Name / PIN	Date of Birth	Effective Period	Provider Location Details	Request Type	School Closed	Status	
James, Jones / 9585164116	04/05/2015	06/01/2018 -	0800039980-001 Lip Sticks House 201 East Johnson , Madison, WI 53704-9877	Change in provider	0 Days		

Modify Authorization Request			
Case Details			
Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open
 There are 1 Unprocessed Tasks. Click here to view Unprocessed Tasks			
Individual Details			
Name	James Jones	PIN	9585164116
Date of Birth	04/05/2015		
Search for New Child Care Provider Location			
Child Care Provider Location Details			
Provider/Location#	0800039980/001	Months Open	Jan-Dec
Provider Name	Lip Stick	Night Capacity	15
Location Name	Lip Sticks House	Day Capacity	30
Phone #	(608) 569-8999	Hours: MON-FRI	6:00AM - 6:00PM
Address	201 East Johnson Madison WI 537049877	SAT-SUN	6:00AM - 12:00PM
Child Care Request Details			
Source	Parent Portal	Target	CSAW
Request Type	Authorization Change Request	Status	Submitted
Request Submitted		Tracking#	2238410000
Request Processed		Last Updated	1/2/2018 1:55:59 PM
<input type="checkbox"/> Parent Contact Information			
Authorization Period			
Begin Date *	06/01/2018		
End Date *			
Shared Placement			
Shared Placement Switch *	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Shared Placement Comment	<input type="text"/>		
	0 of 300 characters		

The next steps required to completing the request are highlighted under the **new authorization request section**. The steps are as follows and begin on page 45:

1. *Scheduled School Closed Need*
2. *Processing the Request*
3. *Pending Derived Hours*
4. ***Child Care Need Schedule***
5. *Track My Request Status*

Below is some additional information on the **Benefit Load Failure- Unprocessed Auth End Request**.

Currently, James Jones has an authorization to Babies Gumboree until May 31, 2018. Sam Jones makes a request to end the current authorization effective the last day of the current month. Sam makes this request through the Child Care Parent Portal on February 27, 2018.

List of Authorizations								
Child's Name	Date of Birth	Effective Period	Average Weekly Hours	Provider Location Details	Status	School Hours	Child Schedule	
James Jones	04/05/2015	10/01/2017 - 05/31/2018	39:30	3800039963-001 Babies Gumboree 2821 Monroe Street 3E, Madison, WI	Processed	School Hours	Child Schedule	

The *Authorization Change Request* task generates to the Dashboard in *pending* status.

Task Inbox									
Source	Created Date	Priority	Assigned Admin Unit/ Role	Task Description	Due Date	Status			
Parent Portal	02/20/2018	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 9150927990 Tracking Number: 2310510000	02/21/2018	Pending	Assign		

When there is an authorization request that is submitted through either the *Child Care Parent Portal* or the *Child Care Provider Portal* and is still in *pending* status on the last business day of the month the benefit load will fail. The following authorization requests will cause the benefit load to fail:

- Authorization End Request (Parent and Provider Portals)
- Change in child care providers (Parent Portal)
- End a future request that is happening next month (Parent and Provider Portals)
- Change in child care need for the same provider (Parent Portal)

The *Authorization Change Request* task that was unprocessed, will update that task’s status automatically to *cancelled*. A new task generates to the Dashboard with the new task description of *Benefit Load Failed-Unprocessed Auth End Request* in *pending* status.

The cancelled task can be viewable if the agency worker selects the “include cancelled” box for the case tasks menu item in EBT CSAW. The agency worker sees the original task that is now *cancelled* and the new task that is *pending*. The Tracking Number will be the same. There is a link provided for this task. The link navigates the worker to the *Authorization Request Details Page*; from here, the worker should process the authorization request. The benefits will load once the authorization request is processed.

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Tasks - Case

Case Details

Case Number	9150927990	Admin Agency	Dane County (13)
Primary Person	Sam Jones	RFA Date	10/24/2017
Address	222 Roller Street Madison, WI 53704 Dane County	Review Date	09/30/2018
		CC AG Status	Open

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

Search

Begin Date **End Date**

Include Processed
 Include Cancelled

Total No.of Rows Retrieved: 2

List of Tasks - Case									
Source	Created Date	Priority	Assigned Admin Unit/Role	Task Description	Due Date	Status			
⚠ CSAW	2/20/2018	High	County: Dane Role: Dashboard Administrator	Benefit Load Failed - Unprocessed Auth End Request Case Number: 9150927990 Tracking Number: 2310510000	2/21/2018	Pending	Assign		
⚠ Parent Portal	2/20/2018	High	County: Dane Role: Dashboard Administrator	Authorization Change Request Case Number: 9150927990 Tracking Number: 2310510000	2/21/2018	Cancelled			

Note: if there is no benefit load of any previous month you will be able to end date the current authorization prior to the current month.

Note: The parent can submit a request for one of the four scenarios above until the benefit load batch runs on the **last business day of the month**. The batch will never run prior to 6 pm on the last business day of the month. There will be times and instances when a request is submitted after 6 pm and the batch has not yet ran. If the parent submits the request after the batch runs on the last business day of the month their benefits will be loaded and the case may need to be assessed for a PLBC.

When there is a request to end a child’s authorization from both the *Child Care Provider Portal* and the *Child Care Parent Portal* for the same child, agency workers should first process the authorization request coming from the *Child Care Parent Portal*. There will be an enhancement to this process at a later date.