

The Wisconsin Department of Children and Families

# TRIBAL WORKER RESOURCE ADMINISTRATOR

SPRING 2023



Wisconsin Department of  
Children and Families

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We make extensive use of live links to content hosted on the web. Many of the items can be downloaded and printed.

**We strongly encourage downloading documents on a need only basis.**

**While the path (website link or file link) will remain the same, the content of the document may change.**

This could render files you have downloaded and printed null and void, and unusable as the information contained within will have changed between document updates.

Our department's vision is that all Wisconsin children and youth are safe and loved members of thriving families and communities. To reach our goal, we are focused on reducing racial and ethnic disparities in our programs and services, focusing on five key priorities:

- Systematically increasing access to quality early care and education programs that support the needs of children and families statewide;
- Putting families in the center of successful child support and good-paying jobs programs;
- Safely transforming the child welfare and youth justice system to dramatically increase the proportion of children supported in their homes and communities;
- Dedicating additional resources to support vulnerable and historically underserved youth, specifically teenage girls, kids with complex care needs, and youth transitioning out of the foster care system; and,
- Fostering a workplace where agency staff feel engaged, valued, and connected to our vision.

## **Website:**

<https://dcf.wisconsin.gov/>

## Department of Children and Families

### Address

201 West Washington Avenue

P.O. Box 8916

Madison, WI 53708-8916

**Main Contact Telephone Number:** 608.422.7000

**Fax:** 608.422.7163

**Email:** [dcfweb@wisconsin.gov](mailto:dcfweb@wisconsin.gov)

### Website:

<https://dcf.wisconsin.gov/>

## Tribal Affairs Office

The Tribal Affairs Office serves as liaison to tribal governments, tribal organizations, the urban tribal population, the general public, and DCF staff. Through a collaborative effort that recognizes and respects their sovereignty, DCF consults with the Tribes to support tribal children and families through the Department's various programs, including:

**Child Welfare**

**Child Support**

**Temporary Assistance for Needy Families**

**Child Care**

**Domestic Abuse Services**

**Tribal Liaison:** Stephanie M. Lozano

**Email:** [StephanieM.Lozano@wisconsin.gov](mailto:StephanieM.Lozano@wisconsin.gov)

**Phone:** 608.422.7076 | **Mobile:** 608.219.3178

**Website:**

<https://dcf.wisconsin.gov/tribalaffairs>

## Area Administrator

The Bureau of Regional Operations (BRO) area administrators work with local county and tribal directors regarding DCF's four program areas: child care, child support, child welfare, and W-2.

Area administrators also serve as a point of contact for county and tribal directors for contracts and fiscal questions.

**Your Area Administrator:** Kimberly Edwards

**Email:** [KimberlyA.Edwards@wisconsin.gov](mailto:KimberlyA.Edwards@wisconsin.gov)

**Phone:** 715.361.7722

**Northeastern Region Section Manager is:**

Kelly Bueschel

**Email:** [Kelly2.Bueschel@wisconsin.gov](mailto:Kelly2.Bueschel@wisconsin.gov)

**Phone:** 920.785.7821

**Website:**

<https://dcf.wisconsin.gov/regionaloperations>

## **BRO Child Care Coordinator**

The Bureau of Regional Operations (BRO) works with local agencies administering DCF programs (child welfare, child care, child support, and W-2 financial assistance). The local agencies include county human services departments, child support agencies, private W-2 agencies, tribes, and other service providers.

The Bureau of Regional Operations child care coordinator handles all your child care certification and subsidy questions.

**BRO Child Care Coordinator:** Becky Burdick

**Email:** [rebecca.burdick@wisconsin.gov](mailto:rebecca.burdick@wisconsin.gov)

**Phone:** 715-361-7719

**Website:**

<https://dcf.wisconsin.gov/regionaloperations>



## **BRO Child Care Coordinator (continued)**

The agency child care coordinator is selected by an administrator/director within the local agency.

### **Role / Duties of Agency Child Care Coordinator**

The child care coordinator serves as the point of contact for the department regarding:

- CSAW enhancements
- Program integrity
- Staffing changes
- Security privileges within CSAW as assigned
- Any child care-related changes or issues within the local agency
- Child care policy questions

The child care coordinator must attend, in person or via telephone, all scheduled Child Care Program Committee (CCPC) meetings that occur quarterly.

Agency child care coordinators can also be a contact for DCF assignments such as:

- Child Care Agency Annual Summary
- Fraud Plan
- Subcontracts

# **FORMS & PUBLICATIONS**

Documents – paper or electronic – that contain information that is critical for accessing the provider/agency services and/or benefits; letters or notices that require a response from the customer; and documents that inform customers of free language assistance, are a necessary part of doing daily tasks.

Below are links to forms and publications pages used by programs and DCF staff. Forms or publications can be searched via title, number, and language or by scrolling through the complete list on each page, and by navigating from page to page at the bottom of each list.

Some forms and publications are preprinted and can be ordered from **Document Sales**.

### External Forms Website

<https://dcf.wisconsin.gov/forms>

### External Publications Website

<https://dcf.wisconsin.gov/publications>



### Need Help?

If you cannot find the form or publication you are looking for, contact *DCF Agency Operations* for assistance.

**Email:** [dcfmbagencyoperations@wisconsin.gov](mailto:dcfmbagencyoperations@wisconsin.gov)

## Document Sales

Some **forms** and **publications** are preprinted and can be ordered from **Document Sales**.

**Link:** <https://docsales.wi.gov/>

New Document Sales users need to create a login and password in order to search for products, place, and track orders. Start the process by clicking **New Customer** in the upper right corner of the Document Sales landing page.

Any questions about Document Sales should be directed to Document Sales and Distribution at 608.243.2441.



### Need Help?

If you cannot find the form or publication you are looking for, contact *DCF Agency Operations* for assistance.

**Email:** [dcfmbagencyoperations@wisconsin.gov](mailto:dcfmbagencyoperations@wisconsin.gov)

**ACCESS**

## Confidential Information

The information in DCF systems is confidential, and everyone using these systems must follow confidentiality guidelines. Please read the Wisconsin Statutes regarding disclosing information about child care subsidy recipients.

### Wisconsin Statutes on Confidential Information

<http://docs.legis.wisconsin.gov/statutes/statutes/49>

See sections:

#### **49.32(9)**

<http://docs.legis.wisconsin.gov/statutes/statutes/49/III/32/9>

#### **49.32(10)**

<http://docs.legis.wisconsin.gov/statutes/statutes/49/III/32/10>

#### **49.32(10m)**

<http://docs.legis.wisconsin.gov/statutes/statutes/49/III/32/10m>

#### **49.81:**

<http://docs.legis.wisconsin.gov/statutes/statutes/49/VI/81>

#### **49.83**

<http://docs.legis.wisconsin.gov/statutes/statutes/49/VI/83>

#### **19.69**

<http://docs.legis.wisconsin.gov/statutes/statutes/19/IV/69>

## **Access To Subsidy and Certification Programs**

On the following pages you will find instructions and the necessary forms for requesting access to DCF's IT programs to the following systems.

### **Child Care Subsidy Workers**

- Cares Worker Web (CWW)
- Child Care Statewide Administration on the Web (CSAW)

### **Child Care Certification Workers**

- Wisconsin Child Care Regulation System (WISSCRS)
- Provider Portal (CCPP)
- Web Intelligence (WebI)
- YoungStar

### **SharePoint Sites**

- Certification
- Subsidy
- Fraud Plan
- Child Care Program Integrity Resource Library

## **Website**

<https://dcf.wisconsin.gov/it/security>

## WAMS ID

### Web Access Management System

The WAMS ID is the **basis for access to many systems**. Your WAMS ID will be used to access Cares Worker Web (CWW) and select necessary security functions for workers.

Go to: <https://on.wisconsin.gov/WAMS/home>

Follow the Self Registration link.

**Link:** <https://on.wisconsin.gov/WAMS/SelfRegController>

Once you have it, keep your ID and password in a safe and secure place.

Upon submission of the profile information, an email will be sent to you with a confirmation link. You must click the confirmation link in order to activate your WAMS account.

Cares Automated Systems Access Request Form (F-00476)  
<https://www.dhs.wisconsin.gov/forms/f0/f00476.pdf>

**WAMS accounts are supported by DOA's Wisconsin Helpdesk. If you have questions or problems setting up your account, please call the Wisconsin Helpdesk at 608.261.4400 or toll-free at 866.335.2180.**





## WIEXT ID

### DWD Wisconsin Login ID

You will need to indicate your Wisconsin Login ID on the CSAW/CCPP, and WISCCRS access request forms.

#### Access form for CCPP/CSAW

<https://dcf.wisconsin.gov/files/forms/doc/13358.docx>

#### Access form for WISCCRS

<https://dcf.wisconsin.gov/files/forms/doc/2666.docx>

**Do not create the same ID for your Wisconsin Login ID as your WAMS ID.**

If you have set up an ID for Wisconsin Unemployment Benefits, you already have a WIEXT ID and may use that.

#### If you do not have a WIEXT ID

Go to the WIEXT Account Management Page:

<https://accounts.dwd.wisconsin.gov/>

Create a Login ID.

Upon submission of the profile information, you are finished with this step.

Once you have it, keep your ID and password in a safe and secure place.

**If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov)**



## CWW ACCESS

### Cares Worker Web

CWW is used for **eligibility determination of public benefits, including child care**. You will need your WAMS ID as part of your access request.

If you do not have one, follow the instructions to create your **WAMS ID and password**.

### Cares Automated Systems Access Request Form (F-00476)

<https://www.dhs.wisconsin.gov/forms/f0/f00476.pdf>

Download and complete the form F-00476.

There are spaces for electronic signatures of the user, supervisor, and security officer. Please complete the form with all necessary electronic signatures.

### Instructions for CARES Access are here:

<https://www.dhs.wisconsin.gov/forms/f0/f00476a.pdf>

Email completed form to the DCF Service Desk at [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov).

If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov)



## CSAW ACCESS

### Child Care Statewide Administration on the Web

CSAW is used to create child care authorizations according to the policies implemented for the [MyWICChildCare initiative](#). For access, you will need your DWD Wisconsin Login ID.

If you do not have one, follow the instructions to create your **DWD Wisconsin Login ID and password**.

Once you have it, keep your ID and password in a safe and secure place.

#### Access form for CCP/CSAW

<https://dcf.wisconsin.gov/files/forms/doc/13358.docx>

Download and complete the DCF-F-DWSW13358e form.

**Print** the DCF-F-DWSW13358e form and obtain **physical signatures** from the user, supervisor, child care coordinator, and security officer.

Scan and email the completed form to:

[DCFServicedesk@wisconsin.gov](mailto:DCFServicedesk@wisconsin.gov)



**If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov)**

## WISCCRS ACCESS

### Wisconsin Child Care Regulation System

WISCCRS is used for processing certification and licensing applications, enforcements, and monitoring information. For access, you will need your DWD Wisconsin Login ID.

If you do not have one, follow the instructions to create your **DWD Wisconsin Login ID and password**.

Once you have it, keep your ID and password in a safe and secure place.

Go to form DCF-F-2666 (WISCCRS Access Request):  
<https://dcf.wisconsin.gov/files/forms/doc/2666.docx>

Download and complete the WISCCRS Access Request form DCF-F-2666.

**Print** the 2666 form and obtain **physical signatures** from the user, supervisor, child care coordinator, and security officer.

Scan and email the completed form to:  
[DCFSserviceDesk@wisconsin.gov](mailto:DCFSserviceDesk@wisconsin.gov)

If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: [dcfservedesk@wisconsin.gov](mailto:dcfservedesk@wisconsin.gov)



## WEBI Child Care Access

Web Intelligence (WebI) is part of the SAP BusinessObjects product suite. It facilitates the publishing and distribution of reports via the web.

Download the WebI Child Care request form here:

<https://dcf.wisconsin.gov/files/forms/doc/5200.docx>

Complete the form, have your supervisor sign the form, and send it BOP IT inbox [dcfdecebopit@wisconsin.gov](mailto:dcfdecebopit@wisconsin.gov) for approval from the Program Area Data Owner.

The program area data owner needs to sign the form and send it to the DCF Service Desk at [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov)

**The DCF security officer grants access to the user.**

**NOTE:** If you are requesting Analyst Level access or above, the user will be required to meet with a business intelligence data and visualization specialist for data training.

If you need assistance, please contact the Data Owner by email: [DCFDECEBOPIT@wisconsin.gov](mailto:DCFDECEBOPIT@wisconsin.gov)



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## Child Care Provider Portal (CCPP) Access

The **Child Care Provider Portal (CCPP)** is a secure website, available 24/7, where regulated Wisconsin child care providers can manage their child care business using any computer, tablet, or smartphone with an internet connection.

**Link:** <https://mywchildcareproviders.wisconsin.gov/>

### **The CCPP enables child care programs to:**

- Submit requests for background checks on individuals affiliated with the child care program.
- View background check eligibility status and notices
- View child care authorizations and payment details
- Update child care prices (required for licensed centers participating in Wisconsin Shares) for the center
- Send a request to end a child care authorization for a child who is no longer attending or has never attended the program
- Report program closures so a parent can request an authorization to an alternate provider during the closure
- View YoungStar quality rating information and documents
- View certain Licensing, Certification, and Registry details/documents
- Pay licensing and certification fees using the E-Payment module

## To access CAPP

- You will need to a DWD Logon ID and Password.

**Note:** This form is **not to be used** by child care providers/center staff.

### The application form for tribal/county/state staff:

<https://dcf.wisconsin.gov/files/forms/doc/13358.docx>

Agency staff must complete this form accurately. Make sure that you read all the directions carefully and supply all the required information.

The agency's security officer **must sign** the form. Email completed form to the DCF Service Desk at:

[dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov)

You will receive an email once your access has been granted.

## CSAW Dashboard Access

The EBT CSAW Dashboard was programmed to alert local agencies of important events that have effect on authorization calculation and/or benefit loads.

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.

### For Access Instructions:

<https://dcf.wisconsin.gov/it/security>



**Dashboard User Guide:  
All CSAW User Guides are accessible after you log in to CSAW.**



## EBT CSAW Security Profiles

The CSAW Security Profiles Guide explains the various security profiles/roles that different staff can have.

- Child Care Coordinator / Supervisor Roles
- DCF Staff Roles
- Worker Roles

### Security Profiles

- Authorization Maximum Weekly Hours
- School Closed Indicator
- Retro Authorization
- Parent Activity Schedule
- Appointment Module
- Backdating Authorization prior to the RFA Date
- School Closed Hours Sat/Sunday validation
- Adhoc Module
- PLBC Provider Accreditation/YS Adjustment
- PLBC “Apply to”
- Announcements
- Dashboard

**Copy and paste the link below to view the latest EBT CSAW Security Profiles. You will need your WAMS ID to log in.**

### Link:

[https://share.dcf.wisconsin.gov/CSAW/Shared%20Documents/Process%20Resources/CSAW%20Security%20Profiles%20User%20Guide\\_November%202021.pdf](https://share.dcf.wisconsin.gov/CSAW/Shared%20Documents/Process%20Resources/CSAW%20Security%20Profiles%20User%20Guide_November%202021.pdf)

## SharePoint Access

The forms linked at the websites below may be filled out to end system access and should be sent to the noted contacts.

### **Wisconsin Shares SharePoint site:**

<https://share.dcf.wisconsin.gov/cca/SiteAssets/home.aspx>

### **CSAW Users SharePoint site:**

<https://share.dcf.wisconsin.gov/CSAW/Lists/Links/UserGuides.aspx>

### **Certification SharePoint**

Certification workers who have WISCCRS access are automatically granted access to the Certification SharePoint site.

<https://share.dcf.wisconsin.gov/childcarecertification/>

### **Wisconsin Shares Child Care Subsidy SharePoint**

Subsidy workers who have CSAW access are automatically granted access to the Subsidy SharePoint site.

<https://share.dcf.wisconsin.gov/cca/SiteAssets/home.aspx>

### **Child Care Fraud Plan SharePoint**

In order to gain access to the **Child Care Fraud Plan SharePoint** site and **Child Care Program Integrity Resource Library**, you should contact the **Child Care Help Desk** at:

[childcare@wisconsin.gov](mailto:childcare@wisconsin.gov).

<https://share.dcf.wisconsin.gov/CCAFPAR/default.aspx>

<https://share.dcf.wisconsin.gov/CCPIRL/Site%20Assets/home.aspx>

**If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: [dcfservicedesk@wisconsin.gov](mailto:dcfservicedesk@wisconsin.gov)**



## To End Access

If a worker leaves the agency, the local security office is responsible for informing DCF security to end all systems access. The forms linked at the website below may be filled out to end system access and should be sent to the noted contacts.

**Website:**

<https://dcf.wisconsin.gov/childcare/securityaccess>



*Be sure to contact your BRO child care coordinator with any staffing changes and termination of access requests.*

**ANNUAL  
ASSIGNMENTS  
AND TASKS**

## Wisconsin Shares Fraud

Program integrity provides oversight of Wisconsin Shares subsidies to ensure funds are being used appropriately and that the program rules are being followed by parents and child care providers. Fraud can occur when program rules are abused and/or ignored.

### Examples of possible fraud

If someone:

- Is using their MyWIChildCare EBT card or subsidy funds inappropriately or fraudulently
- Is asking for a MyWIChildCare Card, account number, or pin that does not belong to them
- Wants to use the money on the card for things that are not related to the care of the authorized child(ren)
- Does not report income accurately
- Falsely reports employment
- Sells or trades MyWIChildCare EBT cards for services or goods

**Email to report fraud or request assistance with a case:**

[DCFMBCHILDCAREFRAUD@wisconsin.gov](mailto:DCFMBCHILDCAREFRAUD@wisconsin.gov)

## Child Care Agency Annual Summary

The agency Annual Summaries are used to report agency details such as how the agency administers the Child Care Certification program, child care subsidy, fraud investigations, subcontracts with agencies, required trainings (see training section), contact information, and specific questions or comments that the agency wants to share with DCF.

Per Your Tribal Child Care Scope of Services:

This document is to be completed and returned to your BRO child care coordinator by October 31.

If you administer all functions, (Certification and Child Care Subsidy) please complete this form: [DCF-F-425-E](#)

**Link:** <https://dcf.wisconsin.gov/files/forms/doc/425.docx>

If you only administer one function, (Certification OR Child Care Subsidy) complete this form: [DCF-F-425B-E](#)

**Link:** <https://dcf.wisconsin.gov/files/forms/doc/425b.docx>

If your agency subcontracts with another agency for any child care program, please include the following year's draft contract for approval.

**When a subcontract has been approved by your BRO child care coordinator, you will need to submit the final subcontract that has been signed by all parties by January 31.**

**TRAINING**

Subsidy and certification trainings are delivered through our partner, The Partners Training Team (PTT).

**Link:** <https://wss.ccdet.uwosh.edu/stc/dcf/>

You will need to get a PTT Logon ID to take these trainings.

## **To obtain a PTT Logon ID:**

1. Click on: Learning Center New Employee Profile Form
2. Download the form
3. Fill out the form
4. Email form to: [regstaff@uwosh.edu](mailto:regstaff@uwosh.edu)

## **If you lost your Logon ID Contact:**

### **PTT Registration Staff**

Phone: 920.424.1071

Email: [regstaff@uwosh.edu](mailto:regstaff@uwosh.edu)

You can also find additional child care trainings by searching the catalog at the PTT website.



## Required Subsidy Trainings

### **New Worker Child Care Subsidy Training (NWT)**

This 10-day blended learning course is comprised of multiple e-learnings, demonstrations and group discussions via Zoom, attending a two-day scenario-based practical application virtual training workshop, and post requirements. This training will provide newly hired Wisconsin Shares staff the ability to apply policies and procedures to accurately determine program eligibility, create authorizations, and provide ongoing case management.

**Prerequisites:** The *Introduction to CWW* **must** be completed through IM New Worker Training or W-2 New Worker Training prior to taking this course **only** if you are unfamiliar with CWW.

### **PTT Training Website Link**

[https://wss.ccdet.uwosh.edu/stc/dcf/psciis.dll?linkid=776158&classmenu=DCF&top\\_frame=1&searchoption=FIELDS&field0=audience&value0=%25ccs%25&flsDirectList=1](https://wss.ccdet.uwosh.edu/stc/dcf/psciis.dll?linkid=776158&classmenu=DCF&top_frame=1&searchoption=FIELDS&field0=audience&value0=%25ccs%25&flsDirectList=1)

## Required Certification Trainings

**DCF 202.04 (3)(b)(1)** requires new child care certification workers to complete department-approved training within six (6) months of hire or taking over duties as a certification worker.

**Link:** <https://dcf.wisconsin.gov/childcare/ccadminrule>

### **Child Care Certification New Worker Policy Training**

This training provides an overview of child care certification rules and policy including the following:

- Child Care Background Checks
- Certification Standards
- Home Visit Requirements
- Making Determinations for Certification Approval and Sanctions

Required Pre-requisite Courses:

- Informational Materials for Prospective Operators
- Number of Children in Care

### **Link: PTT Training Website**

[https://wss.ccdet.uwosh.edu/stc/dcf/psciis.dll?linkid=776158&classmenu=DCF&top\\_frame=1&searchoption=FIELDS&field0=audience&value0=%25ccs%25&flsDirectList=1](https://wss.ccdet.uwosh.edu/stc/dcf/psciis.dll?linkid=776158&classmenu=DCF&top_frame=1&searchoption=FIELDS&field0=audience&value0=%25ccs%25&flsDirectList=1)

# CONTRACTS

## State/Tribal Child Care Contract and Scope of Services

This contract is a subaward of the Child Care and Development Block Grant (CCDBG), a part of the Child Care Development Fund (CCDF) program, which provides grants to states, territories, tribes and tribal organizations for child care assistance for low-income families. Wisconsin State Statutes §49.155(1m) and (3) require that the Department of Children and Families (DCF) contract for Wisconsin Shares child care eligibility and authorization with a county, tribe or other agency in each geographical region or tribal unit to determine eligibility and administer the program.

You can access the State/Tribal Scope of Services through the Wisconsin Shares Child Care Subsidy Administration SharePoint Site (**You will need to request SharePoint access**).

<https://share.dcf.wisconsin.gov/cca/SiteAssets/home.aspx>

This contract should be reviewed each year by the agency to maintain compliance.

**Not fulfilling the requirements of the contract can result in the loss of the Child Care administration program and funds.**



## **Subcontracts (Sub Recipient Contracts)**

Any agency can subcontract out child care services such as:

- Fraud
- Authorizations
- Certification

### **The Process**

- Contact your BRO child care coordinator to let them know.
- Send a draft copy of the subcontract to your BRO child care coordinator for review.
- After final draft has been signed by all parties – send to your BRO child care coordinator.
- Create a monitoring plan on how your agency plans to oversee the sub-contracting agency during the contract and send along with the final copy of the subcontract to your BRO child care coordinator.
- Each year that you subcontract out the agency's child care services, you will need to include a new FY Subcontract with the subcontracted agency, and a monitoring plan along with your Agency Annual Summary.

## **SPARC**

SPARC is the DCF system for monitoring and paying grant contracts to DCF sub-recipients.

The SPARC system allows you to revise reports for 90 days which is consistent with most contract terms.

### **SPARC Website**

**Link:** <https://dcfspark.wisconsin.gov/>

### **Allowable Costs Manual**

**Link:**

<https://dcf.wisconsin.gov/files/finance/fias/pdf/dcfallowablecostmanual.pdf>

### **SPARC Contacts**

**Link:** <https://dcfspark.wisconsin.gov/contact-us>

# REVIEWS

## Subsidy Reviews

County and tribal agencies (local agencies) contract with the Department of Children and Families (DCF) to deliver program services to families that qualify for Wisconsin Shares child care subsidy.

Pursuant to Contract Agreement Section XII, A., DCF will monitor the local agency's general compliance with and adherence to the terms of the contract and the Scope of Service provisions on a periodic basis. DCF reserves the right to monitor all aspects of the contract, including agency performance, adherence to the terms and conditions of the contract, adherence to state and federal laws, achievement of program performance standards, adherence to fiscal reporting and cost allocation requirements, and customer satisfaction and quality of service provided.

Reviews are completed every three (3) years.

**Visit:** <https://dcf.wisconsin.gov/childcare/agencyworkers>

See **Admin Memo: 17-01:**

**Link:** <https://dcf.wisconsin.gov/files/wishares/adminmemos/adminmemo-17-01.pdf>

If you are unable to locate this ops memo, please contact your child care coordinator.



## Certification Reviews

The Certification Review process is a joint effort between the **Bureau of Regional Operations (BRO)** and the **Bureau of Early Care Regulation (BECR)** to monitor certification agencies for compliance with certification requirements and provide technical assistance to agencies to ensure the safety of children and support quality child care services by certified operators.

In 2009, the Legislative Audit Bureau (LAB) evaluated child care regulation in licensed and certified facilities and the potential for fraud and abuse under Wisconsin Shares. The LAB report included several recommendations for improvements of certification practice including, but not limited to:

- Timeliness of site visits
- Documentation of attempted visits
- Identification of violations
- Documentation of monitoring results in WISCCRS in database
- Sanctioning of programs with large numbers and/or severe violations

The review process includes the following elements:

- Review of certification activity documentation by looking at a sample of provider records in the WISCCRS system and on-site at the agency, including open records for currently certified providers and closed records.
- Orientation and training activities to assist providers in becoming certified and meet ongoing training requirements.
- Compliance with background check procedures.

# Schedule For Reviews

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- Completion of new worker training by certification workers.
- Review of provider complaints and denial, revocation or suspension actions taken against providers.
- Interviews with agency staff.

Certifying agencies will be reviewed every three (3) years, with the reviews scheduled by BRO child care coordinators at the agency's convenience. The BRO child care coordinator will work with the agency to conduct the various elements of the review process.

Upon completion of the review, the agency will receive a written report with the results. If improvements are needed, the BRO child care coordinator will work with the agency to develop an Action Plan to address review findings and recommendations. These will be reviewed by the BECR certification specialist. If a serious problem is identified, the agency may be directed to take corrective action. The BRO child care coordinator will provide consultation and technical assistance to agencies as they develop and implement their Action Plans and any Corrective Actions.

**See Module 3.1 in the Certification handbook for more information on Certification Reviews.**

**Link:** <https://dcf.wisconsin.gov/manuals/cc-cert-manual/>