

How can my business maintain Wisconsin Shares eligibility?

Child care providers accepting Wisconsin Shares subsidized families know that running a high-quality child care program takes effort. There's paperwork to keep organized and important rules to understand and follow. Sometimes, it can be hard for providers to keep up. The Department of Children and Families (DCF) is here to help you maintain your Wisconsin Shares eligibility and keep your business running smoothly.

Succeed with help from DCF

DCF delivers helpful information and guidance for providers in three ways:



Free online resources

DCF has an extensive library of resources just for providers at dcf.wisconsin.gov/providers, including manuals and guidelines, training materials, and useful tips and tools. You can even manage your business online via the Child Care Provider Portal at mywchildcareproviders.wisconsin.gov.



Provider updates

Get policy updates, training info, and new opportunities for Wisconsin child care providers in your inbox every week. Sign up to receive DCF's helpful and informative emails for child care providers at dcf.wisconsin.gov/childcare/email-signup



Monitoring visits

Monitoring visits and audits offer providers recommendations and technical assistance that can help your business comply with program rules and make important improvements. Your program may receive a visit. **Here's what to expect:**



Being selected

There are many reasons why your business may receive a monitoring visit. Some providers are randomly selected for an audit. Others may be referred to DCF by the public, a parent, or partner. Sometimes, automated system alerts get the process started. Being selected for a monitoring visit doesn't necessarily mean you've done something wrong. DCF is required by law to monitor Wisconsin Shares funds.



Experiencing a visit

Program integrity auditors make unannounced visits during a program's reported hours of operation. They'll gather observations, interview you and your staff, and review some of your records. Documents they may ask to see include:

- Daily attendance records
- Transportation records
- Teacher verification via your Registry Program Profile
- Provider and parents payment practices
- Written payment agreements



Wisconsin Department of
Children and Families

[WIShares.WI.gov](https://wishes.wi.gov)



Getting feedback

Your auditor will offer immediate feedback that can help you comply with rules and regulations and improve the quality of your program. In fact, some violations (anything that breaks DCF licensure standards or Wisconsin Shares child care subsidy program rules) may be addressed and corrected during the site visit with a little technical assistance.



Receiving a Provider Explanation Letter

After the monitoring visit, DCF will send you a Provider Explanation Letter, or 7M Letter, via regular and certified mail. It will outline any issues discovered during your audit. It will also ask you to provide explanations for the violations within 15 calendar days—in writing, over the phone, or in person at a provider meeting with the auditor assigned to your case.



Discussing your next steps

Once you've reviewed your 7M Letter, consider scheduling a provider meeting or phone call with your auditor. The auditor will help you understand each violation and you'll have the chance to ask questions and offer explanations. During the discussion, you can make plans for improving your program and may even receive technical assistance, so you can get back into compliance.



Closing your case

Once DCF receives your written or verbal explanations, the department will determine if the violations described in your 7M Letter were intentional or made in error. DCF will summarize its findings in a final notice and issue the appropriate assistance and/or sanctions, which may include:

- A technical assistance letter
- A warning letter
- Forfeiture and fines
- An overpayment assessment
- A stipulation, in lieu of permanent suspension
- Permanent suspension



Don't be afraid to ask for help! DCF's auditors are committed to helping child care providers succeed. Visit dcf.wisconsin.gov/elearning/wishares-programintegrity/story.html to watch a free online training video that can help providers understand Wisconsin Shares program requirements, stay in compliance, and get the most out of monitoring visits.



Wisconsin Department of Children and Families

Want to learn more about the Wisconsin Shares child care subsidy program? Visit dcf.wi.gov/wishares/providers today.

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Division of Early Care and Education at 608-422-6002. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay service by dialing 711 to contact the department.