

The Wisconsin Department of Children and Families

TRIBAL WORKER RESOURCE SUBSIDY

FALL 2021



Wisconsin Department of
Children and Families

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 (WRS) – 711 to contact the department.

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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;
- 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

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

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

Phone: 715.361.7722

Northeastern Region Section Manager:

Kelly Bueschel

Email: 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: TBD

Email: tbd@wisconsin.gov

Phone: 555.555.5555

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 attends, in person or via telephone, all scheduled Child Care Program Committee (CCPC) meetings that occur quarterly.

See **Policy 1.1.3 Local Program Administration** for more information through the link below.

Link:

<https://dcf.wisconsin.gov/manuals/wishares-cc-manual/>

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

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



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>

Security Request Access

If you need child care system access, visit the Security Access Guide for Child Care Agency Workers for a complete list of request forms.

Website

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

Website

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

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



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, WISCCRS access request form.

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



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 on page 18.

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.

If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: 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 under the WIEXT instructions.

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

Access form for CCPP/CSAW:

<https://dcf.wisconsin.gov/files/forms/doc/13358.docx>
[WISSCRS](#)

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

If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: 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:

DCFServiceDesk@wisconsin.gov

If you need assistance, please contact the DCF Service Desk at 608.264.6323 or email: dcfservicedesk@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 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

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



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 CCPP

- 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

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 various staff can have.

Worker Roles

- Child Care Coordinator / Supervisor Roles
- DCF Staff Roles

Security Profiles

- Authorization Maximum Weekly Hours
- School Closed Indicator
- Retro Authorization
- Parent Activity Schedule
- RFA date override
- School closed Hours Sat/Sunday validation
- Adhoc Module
- PLBC Provider Accreditation/YS Adjustment
- PLBC "Apply to"
- PLBC "Offset"
- Announcements
- Dashboard
- BRITS

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_Sept%202019.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.

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.

<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



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.

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

If you lost your Logon ID Contact:

PTT Registration Staff

Phone: 920.424.1071

Email: 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-learning, 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.

You can also find additional child care trainings by searching the catalog The Partners Training Team Training (PTT) Website.

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

CONTRACTS

State/Tribal Child Care Contract and Scope of Services

This contract is a sub-award 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.

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 BRO child care coordinator.

FRAUD

Examples of Possible Fraud:

If someone:

- Is using their MyWIChildCare EBT card or subsidy funds inappropriately or fraudulently
- Is asking for MyWIChildCare EBT 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

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

If you have questions about reporting fraud or other program integrity-related questions, email: childcare@wisconsin.gov

Voluntary Repayment Agreement

Operation Memo 20-04

Operation Memo 20-04 updates to Retraction and Voluntary Repayment Agreement Procedures.

Link: <https://www.dhs.wisconsin.gov/dhcaa/memos/20-04.pdf>

Procedure for Compromised MyWICChildCare EBT Cards and Confiscation

Operation Memo 17-12

Operation memo 17-12 explains the process for compromised EBT cards and the process for confiscating the card from the provider.

Link: <https://www.dhs.wisconsin.gov/dhcaa/memos/17-12.pdf>

HANDBOOKS AND PROGRAM GUIDES

HANDBOOKS

Wisconsin Shares Child Care Policy and Process Handbook

<https://dcf.wisconsin.gov/manuals/wishares-cc-manual/>

USER GUIDES

Find a complete list of User Guides on the DCF website:

<https://dcf.wisconsin.gov/childcare/user-guides>

CSAW Dashboard User Guide

https://share.dcf.wisconsin.gov/CSAW/Shared%20Documents/Process%20Resources/CSAW%20Dashboard%20User%20Guide_Aug%202019.pdf

CSAW Authorization User Guide

https://share.dcf.wisconsin.gov/CSAW/Shared%20Documents/Process%20Resources/CSAW%20Authorizations%20User%20Guide_March%202021.pdf

Processing Various Changes User Guide

https://share.dcf.wisconsin.gov/CSAW/Shared%20Documents/Process%20Resources/CSAW%20Processing%20Various%20Changes%20User%20Guide_Nov%202019.pdf