



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Division of Early Care and Education

ADMINISTRATOR'S MEMO

_____ ACTION
_____ NOTICE DECE 15-04

ISSUE DATE: 6/11/2015

DISPOSAL DATE: None

To: Tribal Child Care Program Directors

From: Judy R. Norman-Nunnery, Ph.D
Division Administrator

**RE: FFY 2016 Child Care Administration Contract
– Performance Standards for Tribal Agencies**

PURPOSE

This memo provides notice of the Child Care Administration performance standards for the contract period from October 1, 2015 through September 30, 2016 (Contract Year 2016). This Administrator's Memo applies only to tribal agencies that are administering the Wisconsin Shares child care subsidy program.

BACKGROUND

Wisconsin Statutes sections 49.155 (1m) and (3) require that the Department of Children and Families (DCF) contract for child care services with a county, tribe or other agency in each geographical region or tribal unit to determine eligibility and administer the Wisconsin Shares child care subsidy program. Under the contracts, counties and tribes determine eligibility for families seeking Wisconsin Shares child care subsidy and authorize child care payments for eligible children.

Effective in the 2013 contract year, DCF set child care performance standards which applied only to county agencies that administered the Wisconsin Shares child care subsidy program. Effective for federal fiscal year 2015, these performance standards will also apply to tribal agencies that are administering the Wisconsin Shares child care subsidy program under contract with DCF.

CONTRACT YEAR 2016 PERFORMANCE STANDARDS

For the federal fiscal year that begins on October 1, 2015 and ends on September 30, 2016, the following performance standards will apply to tribal agencies.

1) Obtain Social Security Numbers for Eligible Children

Under Wisconsin Statutes section 49.82, all applicants for Wisconsin Shares must provide a social security number (SSN) as a condition of eligibility. In addition, children receiving Wisconsin Shares subsidy benefits must be US citizens or qualified aliens. The Legislative Audit Bureau auditors accept citizenship as verified when the automated interface with the Social Security Administration verifies the SSN for program participants.

Monthly Performance Report: The SSN Detail Report identifies shares-eligible children over three months of age without a SSN recorded in the CARES Worker Web (CWW). The SSN Detail report is run and published on the week after cutoff and at the end of each

month. The SSN Month-to-Month Report is published at the end of each month to show the ratio of missing SSN for eligible children over the year.

Performance Standard: At least 97% of eligible children older than three months of age will have an SSN entered in CARES.

2) **Process SMRF during the month when due**

The Six Month Review Forms (SMRF) must be completed by child care recipients and processed by the local agency. Processing of the SMRF is complex and error-prone. When the SMRF are late or processed inaccurately, the family's child care authorization may be stopped inappropriately. Once ended, the child care authorizations must be re-established retroactively. In these cases, Wisconsin Shares payments are delayed.

Monthly Performance Report: The Overdue SMRF Detail Report will be run and published on the week after cutoff and at the end of each month. The Overdue SMRF Month-to-Month Report is published at the end of each month to show the percentage of late SMRFS for all SMRFS due each month.

Performance Standard: The target error rate will be not more than 25% overdue SMRF at the end of each month.

3) **Verify Activities to Prevent Shares Overpayments**

Under Wisconsin Shares policy, local agency workers are required to verify that the parent is working for a qualified employer or is engaged in other qualifying activities before authorizing child care. DCF will conduct an annual Targeted Case Review (TCR) to ensure that local agency workers document and create appropriate child care authorizations. The TCR sample will include a minimum of five cases from each local agency and up to 850 cases statewide.

Annual Performance Report: Each year, DCF will publish the TCR results for each local agency.

Performance Standard: The target error rate will be not more than 20% (1 in 5 cases) with an error related to qualified activities.

4) **Identify Client Overpayments**

Under administrative rule, all Wisconsin Shares client overpayments are subject to recovery whether caused by customer error, worker error, or fraud. DCF collects information related to the number of client overpayment claims for each county and the overpayment amounts that are subject to recovery.

Quarterly Performance Report: The year-to-date client overpayment ratio is calculated and published quarterly. This overpayment ratio is expressed as the percent of overpayment claims compared to the total amount of subsidy issued for the period.

Performance Standard: The overpayment ratio for each agency is calculated, but no performance standard is set. In the future, a performance standard may be set for local agencies that have high error rates cited in the TCR or other audits.

ACTION SUMMARY STATEMENT

- DCF will publish performance standards reports monthly to show agency-by-agency performance summary data and provide technical assistance to tribal agencies as needed.
- Tribal agencies will review performance reports and take appropriate action to obtain missing documentation and verifications; and, take appropriate action to correct all errors found and recover any overpayments that are identified.
- The department and the tribal agencies will work together to ensure the reliability of performance data and consider other initiatives that reduce errors and improve services.

CONTACT:

Bureau of Regional Operations (BRO), Child Care Regional Coordinators.

Contact information is located at: <https://dcf.wisconsin.gov/regionaloperations>