



Division of Early Care and Education

ADMINISTRATOR'S MEMO

_____ ACTION
 X NOTICE DECE 16-01

ISSUE DATE: 01/12/16

DISPOSAL DATE: None

To: County Child Care Program Directors

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

RE: CY 2016 Child Care Administration Contract – Performance Standards

PURPOSE

This memo provides notice of the Child Care Administration performance standards for the contract period from January 1, 2016 through December 31, 2016 (Contract Year). This Administrator's Memo applies to all county agencies, the Department of Health Services (DHS) Milwaukee Enrollment Services (MilES) unit and the Milwaukee Early Care Administration (MECA).

BACKGROUND

Wisconsin Statutes ss. 49.155 (1m) and (3) require that the Department of Children and Families 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, the Department set child care performance standards in consultation with county representatives of the Wisconsin County Human Services Association (WCHSA).

2016 PERFORMANCE STANDARDS

For the 2016 calendar year, the 2015 performance standards will be adjusted to meet current federal and state program initiatives. These performance standards address errors identified in state and federal audits with a goal to improve program accuracy and reduce Wisconsin Shares overpayments.

1) Obtain Social Security Numbers for Eligible Children

Under Wisconsin statutes ss. 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.

Monthly Performance Report: The SSN Detail Report will identify children eligible for shares over three months of age without a SSN recorded in the

CARES Worker Web (CWW). This report will be run on the week after cutoff and at the end of each month. The Department will publish detail reports for children without SSN after cutoff and a SSN Summary Report at the end of each month to show the ratio of missing SSN for eligible children.

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

2) **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. The Department will conduct quarterly Targeted Case Reviews (TCR) to ensure that local agency workers document and establish appropriate child care authorizations. The annual TCR sample will include a minimum of three cases from each county and up to 800 cases statewide.

Quarterly Performance Reports: Each quarter, the Department will publish the TCR results for each county.

Performance Standard: The target error rate will not exceed 20% with an error related to qualified activities.

3) **Identify Client Overpayments**

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

Quarterly Performance Reports: The year-to-date client overpayment information will be calculated as a percent of Wisconsin Shares subsidy for each county and published quarterly.

Performance Standard: The overpayment rate will be measured, but no performance standard will be set at this time. In the future, a performance standard may be tied to this measure or other corrective action may be required for counties that have high error rates cited in the TCR or other audits.

4) **Average Timeframes for Child Care Processing**

Low-income families rely on timely processing of child care eligibility and authorizations to obtain and maintain employment. Wisconsin Shares policy establishes certain timeframes for application and authorization processing.

Average Timeframes Report: The Department has developed a monthly report to capture whether eligibility and authorization timeframes are being met by local agency workers. This monthly report will be published on SharePoint for local agencies to review.

Performance Standard: At least 75% of all child care applications will be completed within 32 calendar days from the date of request for assistance. This performance standard will be measured on a quarterly basis and summary results published each quarter.

2016 MONITORING ACTIVITY

Accuracy of Authorizations

In anticipation of the Electronic Benefits Transfer-Parent Pay initiative (EBT-PP), The Department will monitor the accuracy of enrollment-based authorizations by measuring the number of hours authorized compared to the number of hours used/reported by child care providers.

Average Utilization of Authorizations Report: The Department has developed a report to capture variances in the number of enrollment-based hours authorized against the actual number of enrollment-based hours utilized. The Department will run this report and publish results for county review each quarter.

CHANGES EXPECTED FOR CALENDAR YEAR 2017

The Department will work with all applicable agencies in the development of new performance measures that will be applicable with the implementation of the Parent Pay process and changes associated with the Child Care Development Block Grant (CCDBG) Reauthorization of 2014.

ACTION SUMMARY STATEMENT

- The Department will publish performance standards reports monthly to show county-by-county performance summary data and provide technical assistance to local agencies as needed.
- Counties 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 counties will work together to ensure the reliability of performance data and consider other initiatives that reduce error-prone practices and policies.

CONTACT:

Bureau of Regional Operations (BRO), Child Care Regional Coordinators. Contact information is located at: <https://dcf.wisconsin.gov/regionaloperations>