



Division of Early Care and Education  
**ADMINISTRATOR'S MEMO**

ACTION  
X NOTICE DECE 16-03

ISSUE DATE: 10/28/2016

DISPOSAL DATE: None

**To:** County Child Care Program Directors  
**From:** Judy Norman-Nunnery, Ph.D.  
Division Administrator  
**RE:** CY 2017 Child Care Administration Contract – Performance Standards

**PURPOSE**

This Administrator's Memo provides notice of the Child Care Administration performance standards for the contract period from January 1, 2017 through December 31, 2017 (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 § 49.155 (1m) and (3) permits the Department of Children and Families (DCF) to contract for child care services with a county department or tribal agency in each geographical region or tribal unit to determine eligibility and administer the Wisconsin Shares child care subsidy program.

Effective in the 2013 contract year, the Department set child care performance standards in consultation with county representative of the Wisconsin County Human Services Association (WCHSA).

**CONTRACT YEAR 2017 PERFORMANCE STANDARDS**

For the 2017 calendar year, the 2016 performance standards will be adjusted to meet current federal and state program initiatives. These performance standards are intended to address errors identified in state and federal audits, improve accuracy, improve customer service to families, and reduce Wisconsin Shares overpayments.

Additionally, two key initiatives will impact the administration and performance monitoring of Wisconsin Shares child care subsidy: (1) CCDBG Reauthorization Act of 2014 requires states to determine Wisconsin Shares child care subsidy eligibility for 12-month periods, which eliminates the performance monitoring standard pertaining to the accuracy and timeliness of the Six Month Review Form (SMRF); and (2) the MyWIChildCare EBT card initiative impacts the availability of data used to monitor the Average Timeframes for Child Care Processing performance measure, resulting in this measure being for monitoring purposes only in contract year 2017.

The following performance standards apply to county agencies January 1, 2017 through December 31, 2017:

**1) Obtain Social Security Numbers for Eligible Children**

Under Wisconsin statutes § 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 in Webl identifies children eligible for WI Shares that are over three months of age without a SSN recorded in the CARES Worker Web (CWW) system. County agencies are expected to run this report in Webl the week after cutoff and at the end of each month to review 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 CWW. This performance standard is monitored monthly by DCF.

**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.

## **2017 MONITORING ACTIVITIES**

**1) 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 established for Contract Year 2017.

**2) 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. Due to

the implementation of MyWIChildCare, this report may be unavailable for periods of time throughout the contract period as this initiative is rolled out statewide.

**Performance Standard:** For each quarter that data is available, agencies will complete no fewer than 75% of all child care applications within 32 calendar days from the assistance request date.

## **CHANGES EXPECTED FOR CALENDAR YEAR 2018**

The Department will work with applicable agencies in the development of new performance measures that align with the MyWIChildCare child care subsidy initiative and changes associated with the Child Care Development Block Grant (CCDBG) Reauthorization Act of 2014.

### **ACTION SUMMARY STATEMENT**

- The Department will provide technical assistance as needed.
- Counties will utilize Webl reports provided by the Department to obtain monthly performance data on Obtaining SSN for Eligible Children.
- The Department will publish quarterly TCR results for each county.
- For the months prior to implementation of MyWIChildCare, counties will utilize the Webl report provided by the Department to obtain and monitor timeliness of child care authorizations.
- For the months MyWIChildCare is implemented and data is available, the Department will publish monitoring reports for each county.
- County 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 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), Regional Child Care Coordinator. Contact information is located at: <https://DCF.Wisconsin.gov/RegionalOperations>