



Division of Early Care and Education

ADMINISTRATOR'S MEMO

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_____ X _____ NOTICE DECE 16-04

ISSUE DATE: 10/28/2016

DISPOSAL DATE: None

To: Tribal Child Care Program Directors

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

RE: Child Care Contract Year 2017 – Performance Standards for Tribal Agencies

PURPOSE

This Administrator's Memo provides notice of the Child Care Administration performance standards for Wisconsin tribes from October 1, 2016 through September 30, 2017 (Contract Year 2017). This Administrator's Memo applies only to tribal agencies administering the Wisconsin Shares child care subsidy program.

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.

DCF first established child care performance standards for county agencies administering the Wisconsin Shares child care subsidy program for Contract Year 2013. Starting with Contract Year 2016, the 2015 county performance standards were applied to tribal agencies administering the Wisconsin Shares child care subsidy program under contract with DCF.

CONTRACT YEAR 2017 PERFORMANCE STANDARDS

For Contract Year 2017, tribal agency performance standards from Contract Year 2016 will be adjusted to reflect 2016 county performance standards and current federal and state program initiatives. The 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 MyWICChildCare 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 tribal agencies October 1, 2016 through September 30, 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. Tribal 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 engaged in an approved activity 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 tribe.

Quarterly Performance Reports: Each quarter, the Department will publish the TCR results for each tribe administering the Wisconsin Shares child care subsidy program.

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 tribe 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 tribe 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 MyWICildCare, 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 tribal agencies in the development of new performance measures that align with the MyWICildCare 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.
- Tribes 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 tribe.
- For the months prior to implementation of MyWICildCare, tribes will utilize the Webl report provided by the Department to obtain and monitor timeliness of child care authorizations.
- For the months MyWICildCare is implemented and data is available, the Department will publish monitoring reports for each tribe.
- 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 tribes 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>