

Child Care Corner Reminders

➤ **Don't forget to calculate benefits**

An authorization entered in the same month it starts must be calculated in order for the current month's subsidy to be loaded onto the parent's card overnight. On the CSAW menu, click on "Benefit Summary", then "Calculate Benefits". Scroll down on the next page and click "Calculate". You will know this is done successfully when the subsidy and Youngstar adjustment amounts show for each month.

➤ **Remember that only overlapping approved activity hours can be authorized on cases with 2 parents in the child care assistance group**

If the parent is stating that the child care need is 8am to 4pm, for example, but the overlapping work hours are only 12pm to 4pm, enter the child schedule as 8am to 4pm. We can only authorize the overlap though, and CSAW will pick this up from the parent schedules. Always explain this to the parent when you are on the phone with them to avoid confusion and extra phone calls.

➤ **If a parent has a gap between approved activities and is requesting an authorization during that gap time, this can be done in certain situations**

CC Manual 2.2.8.6. For example, if there is a gap between work and school, and the time is 2 hours or less, this can be authorized. Also include travel time in considering if the gap can be authorized. When a parent and child would be home less than 2 hours between approved activities due to travel time, the full gap can be authorized for the child to remain at the daycare. The gap should be entered as a separate block and marked as "other" on the parent schedule in EBT CSAW.

➤ **Reminder for ACTS and TBRK**

If the parent calls and reports that they have a temporary or permanent loss of their approved activity, but they do not have an authorization set up currently, they are still eligible for the 3 month activity search as long as they were eligible for CC in the month they reported the loss of activity. They are not eligible for an authorization though for any child that did not already have one when the approved activity ended.

➤ **Reminder to run with dates after Adverse Action to close CC for the next consecutive month in the following situations:**

- Non-cooperation with child support
- The parent no longer resides in WI
- There are no longer eligible children in the household
- The required verification was not returned within 7 business days

Run without dates for recurring months first and confirm. Then change the CC request back to “yes” and run with dates for the next consecutive month, confirm CC closed for that month. Run again without dates. Certain closure codes will not allow the worker to confirm when running with dates. In this situation, the worker will need to go into EBT CSAW and end the authorization for the last day of the current month. This needs to be done to prevent benefits from being loaded on the parent’s EBT card.

➤ **The CSAW error message “There are no activity schedules for all eligible parents for the period” may come up as a red banner when trying to enter a CC authorization if CC was set to close or had closed**

You will need to run with dates and confirm CC in CARES when this happens.

Examples:

1) Verification was due on 1-15-18 and not received. CC is set to close on 1-31-18. Verification was received late on 1-30-18 and CC remains open. Because CARES is already looking at CC for February, CSAW still sees that there was not an activity for January, because the case was set to close. Running with January dates and confirming CC in CARES will fix this.

2) CC had closed at the end of December due to a sanction. The child support sanction was lifted on 1-24-18. CARES opens CC correctly from January, but the approved activity information for January and February does not transfer over to CSAW since we are already looking at March benefits. CSAW still sees that the parent is not eligible for those months because CC had closed at the end of December. You will need to run with dates in CARES and confirm CC for January and February before entering the authorization.

➤ **When a parent reports that their child has stopped attending a daycare center, always ask them when the last day of attendance was**

End the current authorization at the end of the month. If the parent is no longer requesting Child Care, change the request to “no” and close Child Care. Always make case comments about the action taken and when the last day of attendance was. Send an email to Jessie, so the unused funds can be retracted from the card.

➤ **Anytime you are processing documents or making changes on a case that has Child Care open, remember to always check the authorization in CSAW to make sure it is still correct for ongoing months**

If not, it should be end dated, and a new authorization written starting with the following month.

For Example:

The client reported a schedule change of M-F 7am to 3pm and submitted paystubs that show 40 hours per week. She requested a full time authorization for her 2 year old child. The authorization in CSAW was only for 30 hours per week. After processing paystubs, the authorization should be ended this month. A new one should be entered starting next month to reflect the new schedule of 40 hours. PLBC may be used for the current month to issue the extra hours if the change was reported and verified timely.

If you have updated a Child Care case from a different county, email #HS EA Capital Leads to have the authorization updated. Enter "Child Care" with the county name in the subject line, then give a brief description of what was done with the case.

- **During a 3 month activity search period, a child care parent can choose to switch day care providers**

However, they can only switch for the following month, and cannot switch mid-month. The authorization for the new provider must match the old authorization exactly. Both the parent and child schedules and the hours authorized cannot be changed during the entire 3 months, unless the parent specifically requests a decrease in hours.

- **Since the policy was recently updated, remember that we can now use a lot more items to verify address for Child Care eligibility.**

1.5.10 of the Child Care manual states we can use "any other reliable document that verifies Wisconsin residency and residence". For example, we can now use any piece of mail received at the client's address. Please

make sure you look in ECF before you deny any Child Care case for not verifying address.

- **It is a performance standard that we enter Child Care authorizations into CSAW timely.**

If you are at the Front Desk, and you accept documents for a case that is open for Child Care, please remember to direct the parent to the phones to request an authorization and then document this in case comments. If we have these comments in CWW that we told the parent to call, then it is not an agency error for not updating the child care authorization timely.