

HARDSHIP POLICY FOR CHANGE IN PROVIDERS

Ops Memo 17-36, CC Manual 2.2.13

New policy restricts the ability of a parent to receive a new authorization for the current month to a different provider after their EBT card has been loaded except in *timely* reported situations *that meet hardship criteria*.

The request for this change in authorization must be made by the parent within 10 days of the start of the unforeseen circumstance. *Untimely reported hardship requests must be denied*.

In order to be eligible for an authorization in this situation, the child care assistance group must meet one of the Hardship criteria and the situation must create a legitimate and unforeseen hardship for the child or children to continue to attend the current child care provider location for the remainder of the current month. See CC Manual 2.2.13 or the second page of this document for the list of Hardship criteria.

Hardship Procedure:

1. If parent calls to report a change in daycare providers for the current month, you must ask the parent the reason why they are changing providers and document the reason in case comments. Please include the last day at the old provider and the first day at the new provider
2. Inform the parent that the new authorization cannot start until the 1st of the following month and we can not pay the new provider until then. Parents should be told that Wisconsin Shares policy prohibits issuing subsidy for a second provider midmonth
3. End the current authorization for the last day of the current month and enter the new authorization for the 1st of the following month
4. If the worker believes the parent may qualify for a second authorization, the worker can tell the parent their situation will be referred for a possible exemption to the policy. The process can take a few days
5. Send an email to Jessie Miller, Cortney Kauss and Roxana Vega with **Hardship** in the Subject line with the case number and a brief description of the issue
6. The hardship situations will be reviewed and approved or denied by one of us
7. We will enter the Denial or Confirm the Hardship in EBT CSAW on the EBT CSAW Hardship page
8. We will contact the parent to inform them if their Hardship was approved or denied
9. If approved, we will email the worker back to enter the new authorization for the current month
10. If the two authorization total hours are above 75 hours then the system will give you an Error Message that it is above 75 hours. Leave the new authorization in Pending Status and send email to Jessie/Cortney/Roxana to confirm the pending authorization

If you receive a request which does not fall under the criteria in CC manual 2.2.13 but is demonstrated to be a hardship on the family, worker can email Jessie/Cortney/Roxana who will send the request to the *Child Care Subsidy and Technical Assistance staff* for review and approval or denial. Agencies must send cases involving foster or other placement children to the *Child Care Subsidy and Technical Assistance staff* for approval or denial.

Parents who are requesting a hardship authorization for the current month due to alleged child abuse or neglect by their provider **must** report the incident to the appropriate certification or licensing agency. If their provider is a licensed Family or Group center they need to contact DCF licensing at 608-266-2900 or if their provider is Certified they need to contact 4-C at 608-271-9181.

Moving is not a hardship situation itself; the policy permits a hardship authorization in certain situations when a family moves. Occurrences of hardship are unforeseen and moving from one home to another is typically a planned event. Workers should find out why the family moved, and when they knew they would be moving, and determine if it was a possible hardship. If so, the situation may be emailed Jessie/Cortney/Roxana and we will send the case to the *Child Care Subsidy and Technical Assistance Staff* for review.

NOTE: Parents who do not agree with the denial of a second authorization midmonth may request a fair hearing and dispute the start date of the new authorization.

HARDSHIP SITUATIONS

- The child is relocated from his or her current residence so the family can escape domestic abuse and it is not reasonable to travel to the current child care provider location.
- The child is ill and is not able to attend his or her current child care provider due to that illness, but another child care provider will allow the child to attend child care at his or her facility. This may be a chronic or temporary illness not otherwise qualified under special needs.
- There is alleged abuse or neglect of the child by his or her current child care provider and a complaint has been made to the appropriate certification or licensing agency.
- The child is expelled from his or her current child care provider for behavior issues.
- The child's special needs are no longer being met by the current child care provider (for example, a teacher who supported the child has suddenly left the child care facility).
- The safety of the parent or child is threatened by remaining at the current child care provider.
- The family is evicted from their current home and it is not reasonable to travel to the current child care provider location.
- A formerly homeless family finds stable housing and it is unreasonable to use the current child care provider.
- There are sudden changes in a parent's approved activity location which makes the use of the current child care provider unreasonable.
- There are sudden changes in a parent's approved activity schedule and the provider's hours of operation do not accommodate the family's need for child care.
- One parent passes away or unexpectedly leaves a two-parent or multi-generational child care assistance group and the current child care provider either does not have the facility capacity to handle the additional hours of the family's child care need, or the hours of operation of the child care facility no longer supports the family's need for child care.
- There is damage to the child care facility that creates an unsafe environment for children, such that it is impossible for them to continue to attend the same provider.
- The child care provider has voluntary, unforeseen permanent closure and the family needs to attend an alternate provider.
- The provider does not allow the child(ren) to attend due to circumstances that are outside of the parent's control (for example, the center has reached their regulatory capacity or provider-to-child ratios).
- The child care provider's regulation is suspended or revoked by a regulatory authority.