

# WI SHARES REMINDERS



# HOW ARE WE DOING WITH THE CHANGES?

## QC RESULTS

- **19 CASES**
- **4 CASES CORRECT, 15 CASES HAD ERRORS**
- **SOME CASES HAD MULTIPLE ERRORS**

## ERRORS FOUND

- **TEMPLATE NOT USED AT ALL**
- **TEMPLATE USED, BUT ONLY PARTIALLY**
- **SCHEDULES ENTERED IN CSAW**
- **TRAVEL TIME ENTERED IN CSAW**

# CASE COMMENT TEMPLATE

- **REQUIRED AT INTAKE, RENEWAL, AUTHORIZATION AND REPORTED CHANGE FOR DANE COUNTY**
- **THE ENTIRE TEMPLATE SHOULD BE USED**
- **POLICY REQUIRES SPECIFIC INFORMATION IN CASE COMMENTS**
- **THE TEMPLATE ENSURES THAT INFORMATION IS INCLUDED**

**\*\*\*PARTNER COUNTIES FOLLOW YOUR AGENCY PROCEDURES\*\*\***

# CHILD CARE NEED



- **SCHEDULES ARE NOT NEEDED IN CSAW OR CASE COMMENTS**
- **PARENTS CAN SELF-DECLARE THE TOTAL NUMBER OF HOURS NEEDED FOR CC**

# CHILD CARE NEED

- **THE TOTAL HOURS SHOULD INCLUDE TRAVEL, SLEEP, GAP TIMES; THESE DO NOT NEED TO BE ENTERED SEPARATELY**
- **VERBALLY CONFIRM WITH THE PARENT THAT THEIR SELF-DECLARED CC NEED INCLUDES THESE**
- **PARENTS WITH A VARYING CC NEED CAN RECEIVE THE HIGHEST WEEKLY HOURS NEEDED**

# CHILD CARE NEED

**\*\*\* ONLY ENTER SCHEDULES WHEN THE PARENT CANNOT DETERMINE THEIR CC NEED. THIS SHOULD BE RARE AND ONLY IN COMPLEX SITUATIONS \*\*\***



# WHAT IS ALIGNMENT ?

- **ALIGNMENT:** HOURS REQUESTED ARE REASONABLY RELATED TO HELPING THE PARENT PARTICIPATE IN THEIR APPROVED ACTIVITY
- **REASONABLY ALIGN:** DO THE REQUESTED HOURS MAKE SENSE GIVEN THE VERIFIED APPROVED ACTIVITY HOURS

**IF THE PARENT'S SELF-DECLARED SCHEDULE AND APPROVED ACTIVITY VERIFICATION OBTAINED DURING ELIGIBILITY DETERMINATION DO NOT ALIGN EXACTLY , BUT THE DIFFERENCE IS WITHIN FULL-TIME (ABOVE 20 WEEKLY HOURS) OR PART-TIME (20 HOURS OR LESS), THE WORKER SHOULD ENTER THE PARENT'S SELF-DECLARED HOURS; NO FURTHER FOLLOW-UP IS NEEDED**



# EXAMPLES OF USING THE TEMPLATE

- **APPROVED ACTIVITY HOURS:**  
OR
- **ACTIVITY HOURS VERIFIED:**
- **CC HRS REQUESTED:**
- **REASONABLE ALIGN :**
- **PT/FT THRESHOLD DISCUSSION:**
- **HRS APPROVED:**

# EXAMPLE 1

JOHN REQUESTS A 48 HOUR AUTHORIZATION FOR HIS SON JACOB. JOHN WORKS FULLTIME FOR S-MART AND HIS VERIFIED EMPLOYMENT REFLECTS 28 HOURS A WEEK.

THE DIFFERENCE IN HOURS '**REASONABLY ALIGNS**' BECAUSE JOHN IS WORKING 28 HOURS AND TRAVEL TIME MUST NOW BE INCLUDED IN THE "MAXIMUM WEEKLY AUTHORIZED HOURS".

**THE DIFFERENCE BETWEEN 28 AND 48 HOURS ARE BOTH CONSIDERED TO BE FULL-TIME. THERE IS NO DIFFERENCE IN THE SUBSIDY AMOUNT SINCE BOTH ARE FULL-TIME.**

- **ACTIVITY HOURS VERIFIED:** 28 HOURS A WEEK AT S-MART
- **CC HRS REQUESTED:** 48 HOURS A WEEK INCLUDING TRAVEL TIME FOR JACOB

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- **REASONABLE ALIGN :** YES, PP WORKS FULLTIME.
- **PT/FT THRESHOLD DISCUSSION:** N/A
- **HRS APPROVED:** 48

**WHY DO WE JUST ENTER THE 48 AND NOT 35 OR ANOTHER NUMBER IN BETWEEN ?**

**BECAUSE NO FURTHER FOLLOW-UP IS NEEDED. EVEN THOUGH THE PARENT'S SELF-DECLARED SCHEDULE AND APPROVED ACTIVITY VERIFICATION DO NOT MATCH, THE DIFFERENCE IS WITHIN FULL-TIME (ABOVE 20 WEEKLY HOURS) THRESHOLD.**

# EXAMPLE 2

JESSIE VERIFIED THAT SHE IS WORKING 8 HOURS A WEEK. JESSIE REQUESTS A 20 HOURS A WEEK AUTHORIZATION FOR HER 3 YEAR OLD SON JIMMY AND 4 HRS A WEEK OF AFTER SCHOOL CARE FOR HER SON JOHNNY.

THE WORKER ENTERS THE 20 HOUR AUTHORIZATION BECAUSE JESSIE IS ELIGIBLE FOR A PART-TIME AUTHORIZATION .

**NO FOLLOW UP QUESTIONS ARE NEEDED BECAUSE THE DIFFERENCE IN 8 HRS OR 20 WEEKLY HOURS IS WITHIN PART-TIME THRESHOLD AND DOES NOT CHANGE THE SUBSIDY AMOUNT.**

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- **ACTIVITY HOURS VERIFIED:** 8 HRS A WEEK A SUPERMART
  - **CC HRS REQUESTED:** 20 HRS INCLUDING TRAVEL TIME FOR JIMMY AND 4 HRS OF AFTER SCHOOL CARE FOR JOHNNY.
  - **REASONABLE ALIGN :** YES, PP WORKS PART TIME.
  - **PT/FT THRESHOLD DISCUSSION:** N/A
  - **HRS APPROVED:** 20 HRS FOR JIMMY AND 4 HRS FOR JOHNNY

# EXAMPLE 3 – VARYING WORK SCHEDULE

- ANNA REPORTS THAT SHE WORKS 2-4 DAYS A WEEK FOR 8 HOURS A DAY FOR GREAT THINGS. ANNA REQUESTED 45 HOURS A WEEK OF CHILDCARE FOR HER CHILD JULIA..
- ANNA IS PAID BIWEEKLY AND THE PAY STUBS TURNED IN SHOWS 47 HOURS BIWEEKLY AND 32.44 HOURS BIWEEKLY. FOR AVERAGE HOURS OF  $79.44/2= 39.72$  BIWEEKLY AVERAGE.
- THE DIFFERENCE IN HOURS “**REASONABLY ALIGNS**” BECAUSE ANNA IS WORKING OVER 20 HOURS IN WEEKS SHE WORKS 4 DAYS FOR 32 HRS A WEEK, AND SHE IS ELIGIBLE TO RECEIVE THE MAXIMUM HOURS NEEDED FOR ALL WEEKS IN THE MONTH.
- **SO IF ANNA IS WORKING 4 DAYS IN A WEEK, WHICH WOULD BE 32 HOURS A WEEK, THE DIFFERENCE BETWEEN 32 AND 45 HOURS ARE BOTH CONSIDERED TO BE FULL-TIME.**



- **ACTIVITY HOURS VERIFIED:** 39.72 HRS BIWEEKLY AT GREAT THINGS
- **CC HRS REQUESTED:** 40 HOURS INCLUDING TRAVEL TIME FOR JULIA
- **REASONABLE ALIGN :** YES, SINCE PP WEEKLY WORK HOURS VARIES 2-4 DAYS AND 4 DAYS FULL-TIME AND CAN HAVE THE MAXIMUM HOURS
- **PT/FT THRESHOLD DISCUSSION:** N/A
- **SCHOOL CLOSED :** N/A
- **HRS APPROVED:** 40

# WHAT TO DO IF THE VERIFIED HOURS ARE PART-TIME AND PARENT REQUESTS A FULL-TIME AUTHORIZATION

**IF THE DIFFERENCE CROSSES THE FULL-TIME/PART-TIME THRESHOLD, DISCUSS THE REQUEST WITH THE PARENT TO DETERMINE IF THE HOURS CAN BE INCLUDED/REQUEST. IF THE DIFFERENCE MAKES SENSE AUTHORIZE.**

**\*\* IS THIS DUE TO GAP BETWEEN CLASSES; SLEEP TIME; DO PAYSTUBS HAVE VARIATION FROM USUAL SCHEDULE DUE TO UNPAID TIME OFF; GAP BETWEEN SHIFTS; TRAVEL TIME, ETC. \*\***

**THE INFORMATION FROM YOUR DISCUSSION IS NEEDED IS TO HELP YOU DETERMINE IF THE AUTHORIZATION SHOULD BE FULL-TIME OR PART-TIME.**

# EXAMPLE 4- CROSSES THE THRESHOLD

JERRY VERIFIED THAT HE IS WORKING 18 HOURS A WEEK AT BIG TIME AND IS REQUESTING 25 HOURS A WEEK OF CHILDCARE FOR HIS CHILD MONICA..

SINCE THE EMPLOYMENT VERIFICATION AND THE REPORTED CC NEED CROSSES THE PART-TIME/FULL-TIME THRESHOLD, THE WORKER WILL NEED TO ASK SOME FOLLOW UP QUESTIONS.

- ✓ IS THE REQUEST INCLUDING TRAVEL TIME
- ✓ IS THIS FOR GAP TIME BETWEEN A POSSIBLE SPLIT-SHIFT WORK
- ✓ ARE THE PAYSTUBS NOT SHOWING UNPAID BREAKS, UNPAID TIME OFF
- ✓ IS THIS FOR SLEEP TIME

AFTER SPEAKING WITH JERRY, HE TELLS THE WORKER THAT THIS IS FOR TRAVEL TIME TO THE DAYCARE .

THE DIFFERENCE IN HOURS **“REASONABLY ALIGNS”** SO THE WORKER ENTERS IN THE 25 HOURS AUTHORIZATION.

- **ACTIVITY HOURS VERIFIED:** PP WORKS 18 HRS WEEKLY AT BIG TIME
- **CC HRS REQUESTED:** 25 HOURS FOR MONICA
- **REASONABLE ALIGN :** NO
- **PT/FT THRESHOLD DISCUSSION:** ADDING TRAVEL TIME PUT THE AUTH HOURS INTO THE FULLTIME
- **SCHOOL CLOSED :** N/A
- **HRS APPROVED:** 25 HRS FOR MONICA

# • **QUESTIONS**