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| CHILDCARE DHS CALL CENTER QUESTIONS January 2018  |

HILDCARE DHS CALL CENTER QUESTIONS February 2018

**Scenario:** Client called and reported employment loss as of 12/29/17.  I was unable to put her Childcare into the 3 month approved activity search due to the case being in renewal/review mode from a current FoodShare renewal that is pending for final wage verification.

She was previously approved for CC for W2 and an auth was built from 10/26/17-12/16/17 for her W2 EP.   She did not have a current auth in place at the time employment was reported to have ended.  She is requesting continued CC and requesting the 3 month approved activity search.

Do we continue what her auth was during her W2 EP once we are able to put her CC into the 3 month approved activity search **or** do we built a new auth from 12/17/17 through March 2018 at what she would have needed during her employment, that has now ended?

**Call Center response**: The worker should enter a parent schedule with a begin date of 12/17/16, and an end date of 3/31/18. The parent schedule should reflect the parent’s schedule while she was employed (her employment, plus any W-2 activities). Collect and enter what the CC Need would have been for that time, if the parent had requested an auth. Create the CC authorization for the appropriate begin date (see [WI Shares Policy Manual](https://dcf.wisconsin.gov/manuals/wishares-cc-manual/) 2.2.4 Authorizations for Ongoing Eligibility); remember that the begin date cannot be prior to 1/1/18. The auth end date should be 3/31/18.

Once the case enters Ongoing status again, the worker should enter the CC Activity Type of ACTS starting 1/2018, and run eligibility.

**Scenario:** The paystubs for the husband do NOT include **hours worked**.  He is paid on a salary basis.

1.6.12 Financial Eligibility Verification requires “employer and employee name, rate of pay, and **hours worked**.”

Since Ops Memo 17-29 pertains to newly employed parents, the documentation in CWW case comments does seem to be allowed.

Rock County is unable to use a collateral contact as a means for verifying HOURS, as Walmart/Sam’s uses the “Work Number”

The schedule provided by the parent is not being questioned by the agency.  Please advise how Rock County should verify hours worked for parent paid on a salaried basis?

**Call Center Response:** For this case, since the paystubs showing the amount received and how often it is received scanned into ECF, and the parent’s schedule is documented on the Employment page in CWW and not questionable, it’s fine to not have the hours worked for a salaried employee.

**\*\*These types of cases take extra documentation in case comments that the hours worked and schedule has been provided \*\*\***

**Scenario:** Client requests additional time to provide verification documents for a CC RFA

**Call Center Response:** Just an FYI that you cannot extend the due date for initial CC applications once they have received the 30 days.  Confusing compared to other programs, but it is a definite 30 days.  Unfortunately, the RFA date must be the later date of 1/24/2018. Policy states that the parent can have an additional 30 days



**Scenario:** When figuring an OP for CC do you use actual income for CC or do we use the converted amounts ?

**Call Center Response:** Agencies are advised to use **actual** income versus converted income. The Chapter 4 policy manual will be updated soon to clear up any confusion.

**Scenario:** Are agents allowed to use personal experience with an individual to allow them the disability exemption for Childcare?

**Call Center Response**: No, you may not use a workers personal experience to make a determination of disability, 2.2.8.7.  “unable to work and unable to care for children as documented by a physician, psychiatrist, or psychologist.”

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**Scenario:** Hardship clarification –when do you enter the EBTCSAW Hardship screen?

**Call Center Response:** According to 2.2.13, “Families experiencing unforeseen circumstances that are no fault of their own and that inhibit them from utilizing the originally authorized child care provider during the current month may be eligible for a new authorization to a different child care provider during the current month…if continuing with the original child care provider would cause a hardship for the family.”

If a parent reports that they want to change providers mid-month, the first question a worker should ask is “can it wait until the first day of the following month?”  If the parent says yes, then this would not be considered a hardship and does not need to be documented on the hardship page.  (Cont’d)

If the parent answers “can it wait until the first day of the following month” with a no, then the worker should ask the parent why he/she wants to change their child care provider, enter the request on the hardship page and then determine whether it meets a hardship situation.

The intent of the Hardship page is **not** to document **every** situation in which a parent requests a second authorization for the same month but to document those requests that might be a hardship for the family and document whether they are approved or denied by the agency.

A Denial letter must be sent – see CC Forms in IMSC Portal

Last update 02/26/18 MG