

Department of Workforce Development
Family Supports Division
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State of Wisconsin
Department of Workforce Development
Jim Doyle, Governor
Roberta Gassman, Secretary
Bill Cllngan, Division Administrator

June 18, 2007

Felice Riley, Administrator
Economic Support Division
Milwaukee County Department
of Health and Human Services
1220 W. Vliet St.
Milwaukee, WI 53205

Dear Ms. Riley:

I am writing in regard to this department's priorities for the 2008 Child Care Administration contract for Milwaukee County.

In addition to the requirements of this department's 2007 Child Care Administration contract with the Milwaukee County Department of Health and Humans Services, the 2008 contract and Appendix M will include priorities for Program Integrity, Fraud, Monitoring, and Customer Service efforts. As part of the direction imposed by these priorities, this department supports the use of child care administration dollars by Milwaukee County to add five new positions to the Program Integrity/Fraud unit to investigate and process child care fraud and two positions in both the verification center and call center to improve customer service for parents seeking child care authorization or changes.

Please contact Sue Mathison, Contract Manager for any questions in regard to this matter. She may be reached at (608) 266-8872 or at susan.mathison@dwd.state.wi.us.

Thank you.

Sincerely,

Laura Saterfield, Chief
Child Care Section
Department of Workforce Development

APPENDIX M
to the
CY 2009
Administration of Child Care Programs Contract
by and between
the State of Wisconsin Department of Children and Families
and
Milwaukee County

MILWAUKEE PROGRAM OPERATION

In accordance with the Department's responsibility to monitor the Administration of the Child Care Programs Contract, Milwaukee County agrees to the following steps in the administration of its Wisconsin Shares Child Care Assistance Program:

Section 4.6 Customer Satisfaction

The following timelines are provided to ensure completion of this requirement:

The County must submit, to the Department's Contract Manager, a description of its method for obtaining feedback from child care applicants and participants, by February 27, 2009; and

The County must initiate its 2009 assessment of customer satisfaction, by May 1, 2009 or at a later date if approved by the Department of Children and Families.

Additionally, on the occasions that the County denies a child care authorization E-Form request, sent to the County by the W-2 Contract Agency, the County must contact the identified person at the W-2 Contract Agency within two (2) days of the E-Form Request and explain the reason for the denial and inform the W-2 Contract Agency of what is needed to obtain the child care authorization.

Section 4.6.1 Customer Service

The County agrees to send a weekly status report indicating the number of weekdays of the backlog for verification, call center turnaround time, and appointment times. The status report must be in the form of an email send to the Department of Children and Families Child Care Helpdesk on Monday containing data on the previous week.

As a continuing goal from 2008, the County agrees to respond to customer's calls to the call center or to their specific worker, within fifteen (15) minutes or less and that customer wait times for in-person visits shall not exceed one hour.

The County agrees to process all authorizations for child care cases within two business days of receiving notice of a customer's eligibility or of determining a customer's eligibility, if the parent has provided the name and location of their child care provider. If the County determines that additional information is needed to process an authorization, the County agrees that, within two (2) business days of that determination, they will contact the parent to obtain the information. Once the information is obtained, the County agrees to process the authorization within two (2) business days.

The County agrees to have all finalized authorizations entered into the CARES system by close of business on the day in which the authorization was finalized.

Section 4.6.2 Program Monitoring and Quality Assurance Requirements

The County agrees to submit a child care subsidy program monitoring plan for the 2009 contract period to the Department's contract manager or program integrity staff, no later than February 27, 2009.

The County monitoring plan must include a description the following mandatory objectives:

- 1) A comprehensive strategy of selecting how and when the County will review child care authorizations, attendance reporting, payments, and over-payment determinations.
- 2) The projected number of unannounced, on-site inspections of certified, licensed family, and licensed group child care providers that the County plans to make in 2009 should provider fraud be suspected or alleged.
- 3) The names (or position titles if vacant) of the individuals who will implement the plan.
- 4) The full-time-equivalence (FTE) and the salary associated with each individual implementing the plan

The County shall obtain and verify the records and actual attendance of authorized children when conducting on-site inspections of certified, licensed family, and licensed group child care providers.

The County agrees, throughout the 2009 contract period, to monitor payments made to Milwaukee County providers for child care services. If it has been determined that an administrative error has occurred resulting in a provider overpayment, the county will be required to recoup or recover the overpayment, as required under Wisconsin Administrative Code 201.04 (5).

The County agrees to submit to the Department's contract manager or program integrity staff, a monthly performance and monitoring report that shall include information on the status of the monitoring plan objectives, including information on monitoring activities, overpayment recoveries, and fraud investigation activities and their outcomes on a case and/or provider specific basis. Monthly reports are due on the 15th day of the month following the report month.

The County agrees to collaboratively determine, with the Department's contract manager or program integrity staff, when to bar providers from participating in the subsidy program.

The County agrees to send a monthly report to the Department accounting for all special needs expenditures in 2009 that are not issued through the CSAW "Other Rate" authorization-attendance form-issuance system method. The monthly report must include the name and PIN number of the child who is determined to have special needs and the corresponding training dollars expended on the specific child and the name and number of the child care provider. Monthly reports are due by the fifteenth day of the month following the training sessions to the DCF contract manager. Special needs expenditures must be reported on CORE line 0854.

Section 5.4 Subcontracting

If the County intends to purchase any services not listed in the CORE reporting instruction for 0851, the county will be required to discuss their intent, submit a description of the service and obtain approval from the Department, prior to releasing an RFP.

The following timelines are provided to ensure completion of this requirement:

The County must submit, to the Department's Contract Manager, a list of intended subcontracts and the anticipated amounts for 2009, by February 27, 2009;

The County, upon signing a subcontract, must submit a copy of the subcontract, to the Department's Contract Manager, for review within fifteen (15) business days.

Funding Amount

The County must submit its child care and operations budget for the use of these funds, to the Department's Contract Manager, by February 27, 2009. The County will be required to dedicate, no less than \$500,000 of its budget, toward the improvement of customer service, monitoring, overpayment determination and recoveries and fraud investigation activities during the 2009 contract period. The County and the Department's contract manager shall meet to review and approve the budget by March 31, 2009.