



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

Division of Early Care and Education

**ADMINISTRATOR'S MEMO**

\_\_\_\_\_ ACTION  
  X   NOTICE DECE 17-01

ISSUE DATE: 07/31/2017

DISPOSAL DATE: None

**To:** County Human Service Departments  
Tribal Social Service Directors

**From:** Judy Norman-Nunnery, Ph.D.  
Division Administrator

**RE: Wisconsin Shares Child Care Subsidy Agency Review Process**

**PURPOSE**

This memo describes the process to review administration of the Wisconsin Shares Child Care Subsidy program by agencies under contract with the Department of Children and Families (DCF) to operate the Shares program. Agencies are reviewed using the attached Child Care Subsidy Agency Review tools. Reviews of county programs began in early CY 2015, and reviews of tribal programs will begin in tribal FY 2018.

The Child Care Subsidy Agency Review process is a joint effort between the Bureau of Regional Operations (BRO) and the Division of Early Care and Education (DECE) to monitor agencies for compliance with Shares requirements, improve achievement of Shares performance standards, and provide technical assistance to agencies to ensure effective operation of the Shares program.

**BACKGROUND**

DCF manages Wisconsin Shares, the child care subsidy program for low-income working families. To provide child care subsidies to customers, DCF contracts with county and tribal agencies to determine eligibility and issue authorizations for child care recipients. DCF also contracts with counties and tribes to certify child care providers so that they may care for children whose families receive Shares subsidies.

Pursuant to the Child Care Administration Contract Agreement, DCF will monitor the local agency's general compliance with the terms of the contract on a periodic basis. DCF reserves the right to monitor all aspects of Shares program operation including:

- Adherence to terms of the base contract and child care scope of services
- Compliance with Shares program requirements
- Achievement of Shares program performance standards
- Use of Child Care Administration funds
- Customer satisfaction with the quality of service provided

The review process was developed in collaboration with local agencies providing input to the scope of agency reviews and specific content of the review tools.

## **REVIEW PROCESS AND TOOLS**

Agencies are generally reviewed on a three-year cycle, including desk review of child care data for the agency and on-site visit to interview agency staff. A monitoring review report is issued at the conclusion of the review process.

The review cycle depends on whether the agency is part of consortium with a DECE waiver allowing regionalized operation of the Shares program, including consortia that have pooled the Shares caseload and consortia that manage Shares cases as a regional team. For a regionalized consortium:

- The consortium as a whole will be reviewed annually, using the attached Child Care Subsidy Agency Review Questionnaire.
- Each agency within the consortium will receive a visit every three years to review items specific to the local agency, using the attached Three-Year Visit Form for Counties in Regionalized Income Maintenance (IM) Consortia.

All reviews and on-site visits will be scheduled by a BRO child care coordinator at the agency's convenience. The BRO child care coordinator will work with the agency to conduct the various elements of the review process, which include:

- Desk review of child care program data for the agency, including achievement of performance standards.
- Agency completion of certain sections of the Child Care Subsidy Agency Review Questionnaire or the Three-Year Visit Form for Counties in Regionalized Income Maintenance (IM) Consortia, in advance of the on-site visit.
- In-person interviews of agency staff during the site visit.
- The monitoring review report listing any compliance findings or recommendations for improvement requiring action by the agency.

The Child Care Subsidy Agency Review Questionnaire includes the following elements:

- Agency profile, including agency structure, hours of operation, staffing, and Shares caseload.
- Agency achievement of Shares program performance standards and other monitoring items.
- Agency quality assurance activities.
- Agency program integrity activities.
- Agency handling of formal complaints from customers.
- Civil rights compliance.
- Staff training.
- Confidentiality, system security, and record security.
- Purchase of child care services (if applicable).
- Agency best practices.
- Support needed from DCF.

The Three-Year Visit Form for Counties in Regionalized Income Maintenance (IM) Consortia consists of a subset of these elements that are specific to individual agencies:

- Agency staffing.
- Walk-in hours.
- YoungStar documents readily available to parents.
- Civil rights compliance.

Upon completion of the review, the agency will receive a written monitoring report with the results of the review, including noting strengths of the agency and listing any findings of non-compliance with Shares program requirements or recommendations for program improvement.

Reports will be issued within 45 days of all information being collected from the desk review, on-site visit, and other contacts with the agency. The agency must respond to the monitoring report within 30 days. If the agency must take action to address compliance findings, the BRO child care coordinator will work with the agency to develop an Action Plan if necessary to address the findings.

Action Plans will be reviewed by DECE staff to assess the proposed actions and identify training or technical assistance that can be provided to the agency. If a serious problem is identified, the agency may be directed to take immediate corrective action as specified in the Child Care Administration contract. The BRO child care coordinator, in collaboration with DECE staff, will provide consultation and technical assistance to agencies as they implement their Action Plans and any Corrective Actions.

Local agencies are encouraged to use the Child Care Subsidy Agency Review Questionnaire to conduct local quality assurance and prepare for agency reviews.

Counties and tribes will continue to be reviewed separately for their child care provider certification programs, as explained in DECE Administrator's Memo 2012-02. BRO will generally conduct the Child Care Certification and Subsidy Agency Reviews in the same year, if possible. The BRO child care coordinator will work with the agency to determine how to coordinate the two review processes.

#### **ACTION SUMMARY STATEMENT**

BRO conducts Child Care Subsidy Agency Reviews of counties and will begin reviews of tribes in tribal FY 2018. The reviews result in monitoring reports to agencies, with findings, recommendations, and if necessary, a requirement to develop Action Plans or Corrective Actions. Agencies are encouraged to examine the review tools and contact their BRO child care coordinator if they have questions.

#### **CONTACT:**

BRO Child Care Regional Coordinators' contact information:

<https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.pdf>

#### **Attachments:**

[Child Care \(CC\) Subsidy Agency Review Questionnaire](#)

[Three-Year Visit Form for Counties in Regionalized Income Maintenance \(IM\) Consortia – Appendix to the Child Care \(CC\) Subsidy Agency Review Questionnaire](#)

*Both of these review tools may be found on the [Wisconsin Shares Child Care Subsidy Administration SharePoint](#), under "Local Agency Plans."*