

DEPARTMENT OF WORKFORCE
DEVELOPMENT
Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



State of Wisconsin
Governor Jim Doyle

DEPARTMENT OF HEALTH AND
FAMILY SERVICES
Secretary Helene Nelson
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens
Technical Assistance, Training & Education
Section
Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	05-29				
DATE:	08/18/2005				
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★
PRIORITY: HIGH					

SUBJECT: **New Child Care Review Process and Six Month Reporting Requirement**

CROSS REFERENCE: Operations Memo 04-27 and 03-40, CARES Worker Web Process Help

EFFECTIVE DATE: AUGUST 26, 2005

PURPOSE

This memo:

- Describes the changes made to the existing Six Month Report Form (SMRF) used for FoodShare (FS) and describes the new Child Care Additional Information page that will be used for Child Care (CC).
- Describes how the FS and CC review/SMRF dates will be aligned.
- Describes the changes made to CARES/CARES Worker Web (CWW) in order to accommodate adding CC to the current SMRF process.

NOTE ➤ Refer to Operations Memo 04-27 for more detailed information on SMRF processing in CARES. Access CWW Process Help for more information on SMRF processing in CWW.

BACKGROUND

In February 2004 most FS units became eligible for 12 month certification periods. These FS units are required to submit a SMRF in the 6th month of the certification period.

Local agencies noted that this process would be more efficient for families and agency staff alike if it included CC. The Wisconsin County Human Services Association requested that Division of Workforce Solutions change the CC review process to match that of FS and to align the FS and CC review/SMRF dates. This request is now being implemented.

An advisory group was formed for this project. Local agency staff knowledgeable in FS and CC reviewed the policy, process, CARES updates, and SMRF form. Their feedback was invaluable in the development of this project and has been incorporated wherever possible.

POLICY CHANGE

Effective August 26, 2005, CC will change its review process so that a face-to-face review is due every 12 months and a mandatory change report will be required in the 6th month of the certification period. The review/SMRF dates for the FS and CC AG in the same case will be aligned. All CC assistance groups will convert to this new process including foster care and kinship care CC assistance groups.

SIX MONTH REPORT FORMS

Reminder Notice

There will be one Reminder Notice sent for FS and CC AGs. The Reminder Notice language has been changed to include CC and will be sent to all assistance groups (AGs) that are open for FS and/or CC for month 5. The Reminder Notice will continue to be sent the weekend after Adverse Action (AA) in month 4 (referred to as the "reminder month") and at the beginning of month 5 for any FS/CC AGs that were closed at AA in month 4 but reopened for month 5.

SMRF and Additional Information for Child Care Form

The Food Stamp Six-Month Report Instructions and the Food Stamp Six-Month Report Form have been re-titled and slightly modified to accommodate the addition of CC to this process. They are now called the FoodShare and/or Child Care Six-Month Report Instructions and FoodShare and/or Child Care Six-Month Report Form. These forms will be referred to in this memo as the FS/CC SMRF Instructions and the FS/CC SMRF.

An additional page has been created to collect additional information needed specifically for CC. The name of the form is Additional Information for Child Care. This form will be referred to in this memo as the CC Add On. The CC Add On will be on the same blue colored paper as the FS/CC SMRF Instructions and FS/CC SMRF.

The FS/CC SMRF Instructions and the FS/CC SMRF will be mailed to all FS and CC AGs. The CC Add On will be mailed with the FS/CC SMRF Instructions and FS/CC SMRF when the case has an open CC AG.

If the case has an open CC AG but does not have an open FS AG, the FS/CC SMRF will still need to be completed for CC. Much of the information on the FS/CC SMRF is needed for CC; however some information on the form is not needed for CC. For example, information on shelter costs, utility costs, and payment of child support is not needed for CC. For cases with a CC AG but not FS AG, the answer fields will be pre-filled with "Not Required" and the check boxes will be blacked out for questions asking for information that is not needed for CC.

The following information is pre-printed on the CC Add On:

- Date the form is due back.
- Date Child Care eligibility will end if forms are not completed and returned timely.
- Each adult in the CC AG is pre-printed in Section A.
- Each child with an authorization that spans the SMRF process month is pre-printed in Section B along with the provider name and number of hours authorized.

The SMRF will continue to be sent the weekend after AA in month 5 of the certification period, known as the “sent month” for cases that are open in month 6 and sent again in the beginning of month 6 for cases that were pending closed and then re-opened between AA and beginning of month 6. The SMRF is due back by the fifth day of month six, known as the “process month”.

Incomplete Notice

The Incomplete Notice has been modified to include CC. There is one notice with two sections; one section identifies incomplete items on the FS/CC SMRF and the other section identifies incomplete items on the CC Add On. Local agencies will continue to print/mail these notices from their agencies.

REVIEW FOR COMPLETENESS FOR CC

The caseworker for each program determines if the SMRF form(s) are completed for the purposes of the FS and CC AG. The definition of what is required for a complete SMRF for the FS AG remains the same. A form is complete for FS if all “Yes” or “No” response are checked and the form is signed by a responsible household member or an authorized representative. Forms returned without verification are still considered complete as long as all yes/no questions are answered and the form is signed.

For a SMRF to be considered complete for a CC AG, information on both the FS/CC SMRF and CC Add On must be completed. Not all of the questions on each of these forms are required to be completed for the CC AG. Determination of whether each form is complete for the CC AG is identified below.

FS/CC SMRF:

- Each section of the combined FS/CC form requires a “Yes” or “No” response from the recipient indicating if a change has occurred. In order for the form to be considered complete, Sections 1 (Address/Shelter Expense Information), 3 (Household Members), and 4 (Household Income) must include a “Yes” or “No” response, and the form must be signed by a responsible participant in the CC AG.

NOTE ➤ A “Yes” or “No” response for Section 2 (Child Support Payments) is not required for the CC AG. If the case does not have an open FS AG at the time the FS/CC SMRF is mailed, the “Yes” and “No” check boxes will be blacked out.

CC Add On:

Section A – Approved Activity:

- An activity type must be identified for each adult and minor teen parent in the CC AG. The section displays the pre-printed names of individuals in the current CC AG who must be in an approved activity in order for CC eligibility to exist. If other adults or minor teen parents have been reported on the FS/CC SMRF as moving into the household, their activity type must also be identified on the CC Add On or a separate piece of paper.
- The daily start and stop times *do not* need to be entered in order for the CC Add On to be complete or processed for CC. This information is used to determine the number of hours needed to authorize care and is not used in order to determine CC eligibility.

Section B – Child Care Authorization Information:

- This section *is not* required in order for the CC Add On form to be complete or processed. Authorization information is not required to determine eligibility for CC. This section is part of the CC Add On to facilitate the communication of authorization information needed in order to authorize CC for eligible CC AGs.

Section C - Signature:

- The form must be signed by a responsible participant in the CC AG.

If the FS/CC SMRF and/or CC Add On are incomplete, you may either:

- contact the participant to get the information needed to complete the form(s) or
- hold the form for the participant to come in and sign or
- mail the incomplete form(s) to the participant with the Incomplete Letter

If unable to make contact with the participant, the incomplete form(s), along with the Incomplete Letter, must be returned to the participant.

INITIATING SMRFING FOR CHILD CAREREVIEW/SMRF DATES**For CC AG's**

A case with a CC AG that was open prior to 8/26/05 will continue to have a 6 month face-to-face review as scheduled on AGOR. At the completion of the next CC face-to-face review and CC is confirmed open, the next review date will be scheduled for 12 months and the SMRF will be due in the 6th month.

Example: A case has an open CC AG. The next review for CC is scheduled for 10/31/05. The review is completed 10/19/05, eligibility is run, and the CC AG is confirmed open. The next review date is 10/31/06 and a SMRF is scheduled for 4/30/06.

In addition, effective with this change, when an application for a CC AG is confirmed open and there is no FS AG, the review date will be set for 12 months and the SMRF will be due in the 6th month.

Example: A family applies for and is confirmed opened for CC on 8/29/05. The family does not receive FS. The next review is 7/31/06 and a SMRF is scheduled for 1/31/06.

For FS AGs

A case with a FS AG will continue to set review/SMRF dates as described in Operations Memo 04-27. Most FS AGs will have a 12 month review and 6 month SMRF. Elderly, Blind and/or Disabled (EBD) FS AGs with no income have a 12 month review and no 6 month SMRF. Homeless and Migrant FS AGs will have 6 month reviews. Transitional FoodShare (TFS) AGs will have five months of eligibility and then be required to re-apply at the end of TFS eligibility.

For FS and CC AGs

The CC AG review/SMRF date will change to the FS AG review/SMRF date. The CC AG will set its own 12 month review if the FS unit is Homeless, Migrant Workers, or receiving Transitional FoodShare. The CC AG will match with the EBD FS unit for the 12 month review and will set its own SMRF date based on the 6 month point in the FS 12 month cycle.

Also, effective with this change, a case that has an open FS and CC AG will transition to the 12 month review and SMRF at the next face-to-face review that takes place when eligibility is run and confirmed.

The review date will be determined by the answer to "Is this a FS review?" question. If the review question is answered "Yes", the FS/CC review dates will be pushed out 12 months. If the review question is answered "No", the CC review date will be the FS review date that exists in CARES.

Example: A case has open FS and CC AGs. The FS review date is 4/30/06 and the CC review date is 10/31/05. On 10/11/05 the case is put in review mode. The worker has indicated that this is a face-to-face review and that it does count for FS. The review is completed and the FS and CC AGs are confirmed open. The FS and CC review date is 10/31/06 and the SMRF date is scheduled for 4/30/06.

Example: A case has open FS and CC AGs. The FS review date is 4/30/06 and the CC review date is 10/31/05. On 10/11/05 the case is put in review mode. The worker has indicated that this is a face-to-face review and that it *does not* count for FS. The review is completed and the CC AG is confirmed open. FS and CC share the same 4/30/06 review date. A SMRF will need to be processed for FS in October 2005 in order for the FS benefits to continue. A SMRF is not required for CC. The code on ANIR is NCS. The CC authorization can be entered up to the review date of 4/30/06.

Adding CC to an Existing Case Open for FS

The CC AG review/SMRF dates will change to the same days as the FS AG review/SMRF dates.

When a CC AG is added to a case with an open FS AG, the CC review/SMRF dates will match the FS review/SMRF dates. The review/SMRF dates will depend on how the worker adds the CC to the case.

- The case is put into review mode and worker indicates that it is a review for FS. CC is requested on ACPA, eligibility is run, and the FS and CC AGs are confirmed open. The FS and CC review dates will be scheduled 12 months later and the SMRF will be due in the 6th month.
- The case is put into review mode and worker indicates that it is not a review for FS. CC is requested on ACPA, eligibility is run, and the FS and CC AGs are confirmed open. The CC review/SMRF dates are set to the existing FS review/SMRF dates.
- The worker does not put the case into review mode but adds CC by entering information onto the relevant screens, eligibility is run, and the FS and CC AGs are confirmed open. The CC review/SMRF dates are set to the existing FS review/SMRF dates.
- The worker adds CC to an existing case that has an open FS AG. The CC AG is confirmed open. The FS AG is due for a SMRF and the SMRF has been sent. The CC review/SMRF dates will match the FS review/SMRF dates. The SMRF does not

need to be complete for the CC AG. ANIR will display the code NCS – No Child Care SMRF. The authorization can be entered with an effective end date up to the scheduled FS/CC review date.

Example: A case has an open FS AG and the review date is 3/31/06. On 8/29/05, the worker puts the case into review mode and indicates that this is a review for FS. CC is requested on ACPA, eligibility is run, and the FS and CC AGs are confirmed open. The FS and CC review date is 8/31/06 and the SMRF date is 2/28/06.

Example: A case has an open FS AG and the review date is 1/31/06. On 10/17/05, the worker puts the case into review mode and indicates that this is *not* a review for FS. CC is requested on ACPA, eligibility is run, and the FS and CC AGs are confirmed open. The FS and CC review date is 1/31/06.

The result would have been the same had the worker not put the case in review, requested CC on ACPA, run eligibility, and confirmed the FS and CC AGs open.

Example: A case has an open FS AG. The SMRF for the FS AG was mailed to the client on 9/19/05. The family requests CC and the CC AG is confirmed open between 9/19/05 and 9/30/05. The worker either added the CC AG by tranning to the appropriate screens or putting the case in review mode and indicating that the review did not count for FS. The CC review date will be the same as the FS review date of 3/31/06. The SMRF will need to be completed for FS but not for CC. ANIR will display the code NCS for the CC AG. The maximum CC authorization effective dates can span 8/28/05 – 3/31/06.

Had the worker put the case in review and indicated that it counted for FS, the FS and CC review date would be 9/30/06 and the SMRF date would be 3/31/06

Adding FS to an Existing Case Open for CC

The CC AG review/SMRF dates will change to the same days as the FS AG review/SMRF dates.

Effective 8/29/05, when a FS AG is added to a case with an open CC AG, the CC review/SMRF date will change to match the FS review/SMRF dates if the FS AG is required to complete a SMRF. The CC review/SMRF dates will be pushed out to match the FS review/SMRF dates. It does not matter how the worker adds the FS AG to the case. The worker can put the case in review mode or add the FS request to ACPA and tran to the appropriate screens. The result will be the same.

Since the CC review/SMRF dates will be pushed out, the worker can authorize for a new period of time. The authorization length is still limited to no more than 7 months, but a second authorization could be entered for the new period of time available before the next review/SMRF. A new alert will be sent to the authorization worker informing the worker that the authorization period has been expanded. The new alert is 395 – EXTEND AUTH-CC SMRF DT CHANGED.

Example: A case exists with an open CC AG with a review of 4/30/06 and SMRF date of 10/31/05. The maximum authorization period is 5/1/05 – 11/5/05. On 9/2/05, the case requests FS. The FS AG is added to the case and confirmed open. The CC and FS review date is 8/31/06 and the SMRF date is 2/28/06. The authorization can be expanded for the period 11/6/05 – 3/4/2006. The authorization worker will receive alert 395 – EXTEND AUTH-CC SMRF DT CHANGED. The authorization worker should enter a new auth for the new period of time. The authorization worker should contact the parent if there are questions about the need for care for the new time period.

NOTE ➤ Neither the parent nor the provider are aware of this new time period that can be authorized. The worker must take the action to either enter the authorization or contact the parent to get the necessary information to enter the authorization.

IMPACT OF OVERRIDES ON FS/CC REVIEW/SMRF DATES

The system does allow workers to override the FS and CC review date or eligibility status. However, the FS and CC review/SMRF dates may become out of synch when only the CC AG review date or status is overridden.

Because of this, a limitation has been placed on overriding the CC review date on AGOR. The worker must have a security level of 50 or higher in order to override the CC review date. If a worker with a security level less than 50 attempts to override the CC review date on AGOR, a new error message will display. The new error message is BXR – MUST HAVE SECURITY 50 OR MORE. ACTION WILL DELINK FS/CC RVW DT.

Listed below are the impacts on the aligning of the FS and CC review/SMRF dates when an override is processed:

- If the CC AG has not converted to the SMRF process (a review has not been run and there has been no application), review dates on AGOR will not be the same if the worker overrides the review date.
- When a worker with a security level of at least 50 modifies a CC review date it will not match the FS review date, a new informational message will be displayed. The informational message is BXT – BOTH FS AND CC REVIEW DATES ARE OUT OF SYNCH NOW. The worker can override the CC review date again to put the dates back in synch.
- If a worker modifies the CC review date to cause it to not to match the FS review date, and the FS AG then closes and reopens for the same month, the worker modified CC review date will match the review date of the re-opened FS AG.
- When a worker modifies the FS review date on AGOR, the CC review date will match the new FS review date.
- If both the FS and CC AG review dates are modified on AGOR at the same time with two different dates, CARES will match the CC review date with the modified FS review date.
- When a worker does an override on AGOE to change the CC AG eligibility status from fail to pass, the CC review/SMRF dates will match the FS review/SMRF dates.
- When a worker does an override on AGOE to change the FS AG eligibility status from fail to pass, the CC review/SMRF dates will match the FS review date.

SMRFS PROCESSED IN MONTH 7 OF THE REVIEW CYCLE

If the SMRF for a FS AG is not processed by the end of month 6, the FS AG closes. The only way to reopen the FS AG is with a new application.

If the SMRF for a CC AG is not processed by the end of month 6, the CC AG will close. However, the CC AG can be re-opened in month 7 by processing the SMRF for the CC AG. The CC AG will continue to be tested at 200% FPL. The CC review/SMRF dates will align with the existing FS review/SMRF dates.

If the CC AG closes in month 6 for not processing a SMRF and the CC AG remains closed through month 7, the CC AG can only open with a new application and will be tested at 185% FPL.

CARES CHANGES

ADDING CC TO SMRF PROCESSING

Since this new process for CC is being implemented in the middle of CARES Worker Web (CWW) rollout, the screens used to process SMRFs are being updated in both CARES and CWW. Counties still using mainframe CARES to process case information will continue to use mainframe CARES to process SMRFs. This section will discuss the modifications made to CARES due to adding CC to the SMRF process. The next section will discuss the modifications made to CWW. A training PowerPoint has been written to describe the screen functionality in more detail. See the "Training" section in this operations memo for more information.

Refer to Operations Memo 04-27 for more detailed information on how to process SMRFs.

CMIL – Log Interim Report Forms

This screen has not changed. Local agency staff use this screen to record the receipt of FS/CC SMRF and/or CC Add On. Multiple receipts can be entered on a single screen to indicate if the forms were received on different dates. If the forms arrive separately at the agency, a received date is entered for each date that a form was received.

NOTE ➤ It was decided not to identify on this screen whether it was the FS/CC SMRF or the CC Add On that was received.

ANIR – Record Interim Report Action

ANIR is a case level screen used by workers to show actions taken on the FS or CC AG.

The changes to ANIR include:

- A column has been added to track the status of the SMRF process for the FS AG. The column is identified as FS.
- A column has been added to track the status of the SMRF process for the CC AG. The column is identified as CC
- The worker must enter an "X" in either the FS or CC column or both when entering an action code. There will be a new error message on ANIR to support this requirement. The error message is: <BXQ: Only X is valid>.
- There is a new Action Code and Action Description for CC. The new code is NCS – No Child Care SMRF. This new action code is automatically entered by CARES when the CC Add On has not been sent. This happens when the FS/CC SMRF has been sent for a case that has an open FS AG but no CC AG. The case requests CC and is confirmed open for CC after the FS/CC SMRF has been sent. The FS AG will go through the SMRF process. The CC AG will not go through a SMRF process. The FS and CC

SMR/review dates will be aligned. See the “Transitioning CC to SMRFing” section for more information.

The NCS code will also display for the CC AG when the case is open for both FS and CC, the SMRF has been sent, and a review for CC is completed and confirmed open. The SMRF is not required in order for the CC AG to remain open under this circumstance. The CC review/SMRF date will still be aligned with the FS review/SMRF date.

The FS and CC columns are used to track the SMRF status for each type of AG. The columns do not relate to the FS/CC SMRF and CC Add On forms themselves. The worker will need to determine whether the form(s) are complete for each type of AG. Operations Memo 04-27 defines how the FS/CC SMRF is complete for a FS AG. That has not changed. This operations memo defines how the FS/CC SMRF and CC Add On forms are complete for the CC AG. See the “Review for Completeness for CC” section for more information.

ANIR RECORD INTERIM REPORT ACTIONS 08/15/05 11:26
CASE: 4700373547 WORKER: XCT103 XCT103 R BRUEGGEMAN
LAST UPDATED: 11 09 05 CASE STATUS: CLOSED CASE MODE: ONGOING
PP NAME: J JONES

ACTION DATE	ACTION CODE	ACTION DESCRIPTION	FS	CC	PROCESS MONTH	UPDATE WKR ID
11 09 2005	INC	Incomplete Form	X		11 2005	XCT103
11 09 2005	CMP	Complete		X	11 2005	XCT103
10 20 2005	SNT	Original Form Sent	X	X	11 2005	
09 20 2005	RMD	Reminder Letter Sent	X	X	11 2005	

PF14-ACDF PF15-AQIR PF16-CNSL
NEXT TRAN: _____ PARS: 4700373547 _____

MA + a 09/004

AQIR – Pending SMRFs

No changes have been made to AQIR. AQIR is a worker level screen for tracking pending SMRFs. AQIR appears immediately after the DXBM (broadcast messages) screen each time an eligibility worker logs into CARES. AQIR lists cases with a pending SMRF for either a FS or CC AG for the primary worker of that case. If there is a FS eligibility worker and a CC eligibility worker for the same case, the case will be listed on AQIR for the primary worker only. FS and CC eligibility workers who share the same case will need to communicate internally while processing the SMRF for each AG.

AQIR will not display the pending status by CC or FS AG. It will simply identify that a SMRF is pending for that case. The worker will have to tran to ANIR to determine whether the SMRF is for the FS and/or CC AG.

CLOSURE REASON CODES

Currently there are two closure reason codes associated with the SMRF process. Reason code 554 indicates when a SMRF has not been returned or has been returned incomplete. Reason code 555 indicates when a SMRF has not been processed.

Reason codes 554 and 555 have been changed to indicate that a SMRF for FS has not been received or processed. Below are the new reason codes:

Closure Reason Code: 554

SHORT: A complete SMRF has not been received for FS.

LONG: Your 6-Month Report Form has not been returned or has been returned incomplete for FoodShare. If this form is not processed by the end of the month, a new application and interview will be needed for you to receive FoodShare benefits.

Closure Reason Code: 555

SHORT: Reported SMRF changes have not been processed for FS.

LONG: Changes you reported on your 6-Month Report Form have not been processed for FoodShare. If these changes are not processed by the end of the month, a new application and interview will be needed for you to receive FoodShare benefits.

New closure reason codes 560 and 561 have been added for the CC AG. Below are the new reason codes:

Closure Reason Code: 560

SHORT: A complete SMRF has not been received for CC.

LONG: Your 6-Month Report Form has not been returned or has been returned incomplete for Child Care. If this form is not processed by the end of the month, a new application and interview may be needed for you to receive Child Care benefits.

Closure Reason Code: 561

SHORT: Reported SMRF changes have not been processed for CC.

LONG: Changes you reported on your 6-Month Report Form have not been processed for Child Care. If these changes are not processed by the end of the month, a new application and interview may be needed for you to receive Child Care benefits.

These reason codes are set when an AG or a case closes in AA for SMRF related reasons.

ACDF – Case Driver Flow for Ongoing Mode

Screen ACDF provides a driver flow for workers to use when processing changes reported on the FS/CC SMRF. No changes have been made to ACDF. Workers will have to tran directly to screens not currently in the driver flow in order to update data used for CC only. The most notable eligibility related screen that is related to CC only that is not in the ACDF driver flow is the screen ANCI – Child Care Participation Information.

Remember, a mini driver flow may be initiated depending upon what information is changed on screens ACCH, AFEI, and AFUI. Refer to Operations Memo 03-04 for more information on Mini Driver Flows.

Duplicate FS/CC SMRF and CC Add On

The process to send a duplicate SMRF is not changing. The system will send out the SMRF that was sent previously whether it was the FS/CC Instructions/SMRF alone or with the CC Add On. Effective with this change, when a duplicate SMRF is requested, the new version of the FS/CC Instructions/SMRF will be sent.

To send the duplicate SMRF forms, go to screen CNHS and select the appropriate form (CMLM). Use PF13 to tran to CNHD. From CNHD you can send the duplicate SMRF forms using PF14.

Manual SMRF Forms

The non-CARES FS/CC Instructions and FS/CC SMRF will continue to be available on the DHFS Eligibility Management web site and now there will be a link from the DWD Internet Forms Repository web site to these forms. The CC Add On will be available on the DWD Internet Forms Repository web site and there will be link to this form on the DHFS Eligibility Management web site.

NOTE ➤ Remember to enter the manual (MNL) code on ANIR when a manual SMRF has been given to a participant.

CARES WORKER WEB (CWW) CHANGES DUE TO ADDING CC TO SMRF PROCESSING

The Record Six Month Report Actions page will be modified to add two columns, the FS and CC columns. The purpose of the FS and CC columns is to track the status of the SMRF for the FS and the CC AG. The columns are not to be used for tracking the status of the FS/CC SMRF or the CC Add On forms.

The SMRF driver flow has been changed to include the CC Activity Page.

User ID: XCTG04 User Name: P KIERN Quick Select : CASE/RFA Go Help Logout

Primary Person : VERONICA SUTTER 23F PP Case: 2700372522 Status: Open Mode: Ongoing 08/17/2005

Record Six Month Report Actions Cancel [] Reset

Record Six Month Report Actions

Action Date: MM/DD/YYYY Action Code: []

Select Program(s): FS - FoodShare CC - Child Care

Reset Add

Review Six Month Report Actions

Action Date	Action Code	FS - FoodShare	CC - Child Care	Process Month	Update Worker ID
11/20/2005	SNT - Original Form Sent	✓	✓	12/2005	
10/20/2005	RMD - Reminder Letter Sent	✓	✓	12/2005	

Cancel [] Previous Next

CHANGES TO THE CHILD CARE AUTHORIZATION PROCESS

Currently authorizations can be entered for a maximum of 7 months and can not be entered beyond the six month review date. Authorizations will continue to be limited to a 7 month length of time. Authorizations will not be able to be entered beyond the review date or the SMRF date, whichever event is scheduled to occur next.

There is a new edit on the New Authorizations page in CSAW that will prevent a worker from processing an authorization with an end date that is greater than the Saturday following the SMRF date. When the worker attempts to enter an authorization with an end date greater than the Saturday following the SMRF date, the worker will receive this new error message: <End date for (First Name/Last Name of Child): This date cannot be greater than the Saturday following the SMRF date>.

The New Authorizations page in CSAW will be modified to identify when the next review or SMRF date will occur. The Case Details section of the page currently displays the next review date. The Case Details section will be changed to display either the next SMRF or review date, whichever is scheduled next. The authorization worker will use the SMRF or review date as a guide to know the maximum authorization end date that can be entered.

As described in the “Transitioning CC to SMRFing” section of this operations memo, the review/SMRF dates can be pushed out. If the review/SMRF dates for CC are pushed out, the authorization worker will receive a new alert that the CC review/SMRF date has been pushed out. The new alert is 395 – EXTEND AUTH-CC SMRF DT CHANGED. When the authorization worker receives this alert, he/she should check to see if a new authorization should be entered for the new period of time that can be authorized up to the next review/SMRF. The authorization worker may need to follow up with the participant to ensure that the new authorization is needed or if the need for care is questionable for this new period of time.

REPORTING CHANGES FOR CHILD CARE

Child Care participants are still required to report all changes that affect eligibility or their authorization within 10 days of the change occurring. If the change is not reported timely, an overpayment may occur if the change would have resulted in either loss of eligibility or a reduction in the authorization amount.

TRAINING

The [Child Care 12 Month Review](#) Training PowerPoint provides information on the FS/CC SMRF process in CARES and CWW.

ATTACHMENTS

The following documents have been updated. A DXBM will be issued when the new documents are posted to the web. Sample copies of these documents are attached:

Reminder Notice FS/CC
FoodShare/Child Care SMRF
FoodShare/Child Care SMRF Instructions
DWSW 14751 – Additional Information for Child Care
Incomplete Notice

CONTACTS

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.