

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 Kevin R. Hayden  
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: **Income Maintenance Supervisors**  
**Income Maintenance Lead Workers**  
**Income Maintenance Staff**  
**W-2 Agencies**  
**Workforce Development Boards**  
**Job Center Leads and Managers**  
**Training Staff**  
**Child Care Coordinators**

FROM: Janice Peters, Director  
Bureau of Wisconsin Works  
Division of Family Supports

Amy Mendel-Clemens  
Technical Assistance, Training and  
Education Section  
Bureau of Eligibility Management  
Division of Health Care Finance

**BEM/DFS OPERATIONS MEMO**

No: 07-33

DATE: 07/03/2007

|      |                                     |       |                                     |     |                                     |
|------|-------------------------------------|-------|-------------------------------------|-----|-------------------------------------|
| FS   | <input checked="" type="checkbox"/> | MA    | <input checked="" type="checkbox"/> | SC  | <input type="checkbox"/>            |
| CTS  | <input checked="" type="checkbox"/> | CC    | <input checked="" type="checkbox"/> | W-2 | <input checked="" type="checkbox"/> |
| FSET | <input checked="" type="checkbox"/> | EA    | <input checked="" type="checkbox"/> | CF  | <input type="checkbox"/>            |
| JAL  | <input type="checkbox"/>            | JC    | <input type="checkbox"/>            | RAP | <input type="checkbox"/>            |
| WIA  | <input type="checkbox"/>            | Other | EP                                  |     |                                     |

PRIORITY: HIGH

SUBJECT: **New DWD Call Center for Child Care and W-2**

**CROSS REFERENCE:** None

**EFFECTIVE DATE:** JULY 1, 2007

**PURPOSE**

The Department of Workforce Development (DWD) is assuming responsibility for call center services to answer Wisconsin Works (W-2) and Wisconsin Shares Child Care systems related questions. This memo will outline the process and timing of that transition.

**BACKGROUND**

Currently, local agencies send their W-2 policy questions to the Division of Family Supports (DFS) regional offices, and their W-2 CARES questions and Child Care policy and CARES questions to the Department of Health and Family Services (DHFS) Bureau of Eligibility Management (BEM) CARES Information and Problem Resolution Center. The BEM CARES Information and Problem Resolution Center will either provide an immediate answer or, in some

instances, will send the question to DWD for research and response. It is becoming increasingly difficult to separate policy questions from CARES systems questions. Both Departments feel that local agencies will be better served if their program questions (whether systems or policy) go directly to the Division responsible for the administration of those programs.

### **POLICY CHANGE**

Beginning July 1, 2007, all Child Care policy and CARES system, and W-2 CARES questions should be submitted to DWD through one of several new Call Center options. The main telephone number workers should call is **(608)261-6317**. This is the same number used by DFS Security and the Child Care Call Center. The Child Care Call Center option is appropriate for Child Care policy and Child Care Payment System (CCPS) questions. New options have been added for Child Care CARES Eligibility problems/questions, and W-2 related CARES questions/problems. When workers call the main number, instructions will be provided on how to reach the Call Center option appropriate to their question. **The options are new as of July 1, so all callers should listen to the instructions to make sure they are requesting the correct option.**

The agency CARES and Policy Coordinators roles and functions will not change with this new process. Both Call Centers will utilize the existing Coordinators mailing list during the transition.

This chart lists the new DWD contact information by program of assistance.

| <b>Program</b>                            | <b>Type of Help Needed</b>                  | <b>Telephone Number</b>                          | <b>Email</b>   |
|---|---|--|--|
| Child Care                                | Policy                                      | (608) 261-6317                                   | <a href="mailto:ChildCare@dwd.state.wi.us">ChildCare@dwd.state.wi.us</a> |
| Child Care                                | Systems - Child Care Payment System related | (608) 261-6317                                   | <a href="mailto:ChildCare@dwd.state.wi.us">ChildCare@dwd.state.wi.us</a> |
| Child Care                                | Systems - CARES/CWW Eligibility related     | (608) 261-6317                                   | <a href="mailto:W2CARESHD@dwd.state.wi.us">W2CARESHD@dwd.state.wi.us</a> |
| W-2, including FSET, Emergency Assistance | Systems: CARES, CWW, BST, EATS              | (608) 261-6317                                   | <a href="mailto:W2CARESHD@dwd.state.wi.us">W2CARESHD@dwd.state.wi.us</a> |
| W-2, including FSET, Emergency Assistance | Policy                                      | <b>Continue to contact DFS Regional Offices.</b> |  |

All calls or emails will receive an acknowledgement within one day of submittal and a response to the issue will occur within 48 hours. The DWD Call Center will be staffed between 8 a.m. and 4:30 p.m. Monday through Friday. Please note that information with social security numbers and similar confidential personal information should not be put in e-mail. Such information should be called in or faxed.

**OTHER PROGRAMS**

Continue to send all Income Maintenance questions (FoodShare, Medicaid/BadgerCare, and Caretaker Supplement) to the BEM CARES Information and Problem Resolution Center.

**CONTACTS**

DWD Call Center for Child Care and W-2

\*Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare 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.

DHFS/DHCF/BEM/AMC  
DWD/DFS/BW-2/BPSS/GM