

Section 10.1 Reporting Requirements

<updated section only>

Child Care Authorization Changes

A change in child care providers must be reported before the change occurs. If a parent intends to change to a new child care provider next month, the change needs to be reported before the last business day of the current month to receive subsidy funds for the new provider. There are limited exceptions (see 17.3 and 17.3.1).

An individual must report within 10 calendar days after the change if someone in the household:

- Has a change in the number of hours that a child needs care
- Receives a provider price discount
- Has not attended their authorized child care provider for 20 consecutive calendar days

Section 12.2 Authorization Comments

CSAW provides comments boxes on several of the authorization-related pages in addition to a Case Comments Summary page where authorization related comments are recorded.

The following information must be documented in case comments or comment boxes:

- The reason for the authorization end date when the authorization is less than 12 months long (see 15.3)
- A statement describing the reason for a delay in the authorization being completed within two (2) business days of the authorization assessment (see 16.1)
- A summary of the reason(s) for the difference in hours between the approved activity verification and the reported child care need if the difference crosses the part-time/full-time threshold or the threshold from full-time to above full-time (see 16.1.1.1)
- The reason for the difference between the approved hours and the requested hours, as well as the rationale for the hours that were ultimately approved, if the agency worker determines that the parent's self-declared need does not reasonably align with their approved activity (see 16.1.1.1)
- Whether the criteria are met for including education hours in an authorization for a child in 4K or Head Start (see 16.1.1.3)
- The reason for school closed hours/days (see 16.1.1.4.2)
- A summary of documentation that shows the entire child care need (including travel time, gap time, sleep time) when the child care need exceeds 12 hours per day (see 16.1.2)
- The approval or denial of an inclusion rate (see 16.4.1)
 - **Note:** Agency workers must not include any health information or diagnosis in case comments (see 2.3)
- A description of discounts the parent receives from the provider (see 16.4.2)
- A summary of the discussion with a parent regarding child care need following a reported change (see 17.1), including whether the parent opted for fewer hours following an offer of continuity of care (see 17.1.2)
- A summary of the situation for approved hardship authorizations (see 17.3.1)
- A description of attempted contacts to the parent before ending an authorization for excessive unexplained absences (see 17.4)

Section 16.1 Authorization Assessments

Agency workers must complete an authorization within two (2) business days of the parent providing all necessary information for the authorization assessment. Any delay in completing the authorization within two (2) business days must be documented in case comments (see 12.2).

Parents are required to provide the number of weekly hours for which they need child care.

Authorized hours are based on:

- The highest weekly hours within a month for which the child needs child care to allow the parent to participate in their approved activity, including time needed for lunch and breaks, a gap between approved activities, sleep hours, etc.
- Travel time between the approved activity and the child care location, including time to walk from parking lots or bus stops, changing into uniforms, etc.
- Overlapping schedules of two-parent and three-generation families
- The child's school day
- Shared placement arrangements
- School closed hours for school-age children (3 years or older)
- Other factors that affect the family's child care need

The exact schedule of attendance is determined between the parent and the provider. Only the total number of child care need hours are necessary for the authorization. Agency workers should discuss the factors above with parents to ensure the child receives the maximum number of hours for which they are eligible.

If the parent has a varying child care need, the child is eligible to receive the highest weekly hours within a month for which the parent needs child care.

Example 1 (Varying work schedule): Monroe works varying shifts at Albany Crafts and needs child care for his child, Robin, whenever he is working. Some weeks he works 15 hours, while other weeks he works 25 hours. The worker enters 25 hours (the highest number of weekly hours that Monroe needs) as the approved hours in CSAW.

When a parent has shared placement of a child, the child is eligible for the highest number of hours that each parent needs within a month. Parents are responsible for ensuring that they do not pay the provider more than the provider's price for the care of that child.

Example 2 (Shared placement, same provider): Logan and Haley have 50/50 shared placement of their child, Camilla. Each parent has Camilla three (3) days some weeks and four (4) days other weeks. Both parents are eligible for authorizations based on having Camilla four (4) days of the week. Camilla attends the same provider, regardless of placement. If this creates a full-time authorization for Camilla on both cases, Logan and Haley must collaborate to ensure they don't pay the provider more than the provider's full-time price for Camilla.

Example 3 (Shared placement, different providers): Jacob and William have shared placement of their child, Gianna. Each parent has Gianna every other week. Both parents are eligible for Wisconsin Shares and are requesting full-time authorizations. Gianna attends Exploring Learning on the weeks she is with Jacob and Koala Hugs on the weeks she is with William. Both

parents work full-time and need care whenever they are working. Each provider charges for full-time enrollment, including weeks when Gianna does not attend to hold her slot. Both parents are eligible for full-time authorizations and can pay the providers based on Gianna's full-time enrollment at each provider.

Wisconsin Works (W-2) Financial and Employment Planners (FEPs) do not determine the child care needs for families that participate in the W-2 program. The agency worker must use the activity information from the W-2 Employability Plan (EP) and the parent's stated child care need to complete the authorization assessment.

If an authorization-related agency error occurs, an overpayment must not be established but the authorization must be corrected.

Section 16.1.1 Authorization Hours

Parents can self-declare their child care need for all approved activities. Parents can also self-declare whether they meet the policies for education hours to be included in the authorized hours when a child is in Head Start or 4K (see 16.1.1.3). For parent education, the schedule for classes with set log in times is collected as part of approved activity verification (see 7.8) to determine alignment with the self-declared child care need (see 16.1.1.1) but the schedule does not need to be entered in CSAW or case comments.

Child care need includes any time the child is at the child care provider related to the parent's approved activity, including sleep hours for the parent (see 16.1.1.2), gap time (see 16.1.1.5), travel time (see 16.1.1.6), etc. These times must be included in the total hours when entering the Approved Hours in CSAW.

Note: Approved activity verification (i.e., class schedule, W-2 Employability Plan (EP), paystubs, etc.) is collected during the eligibility determination process (see 7.8). Agency workers may view the Electronic Case File (ECF) for scanned documents.

If the parent does not know their child care need for new employment with a varying or on-call schedule, the agency worker should write the authorization based on the parent's best estimate. Authorizations must still be written for the longest period possible (see 15.3).

If the parent has on-call employment, the authorized hours must only include hours when the parent actually works and not include hours when the parent is waiting to be called. If the parent has a varying schedule or travel time need, the child is eligible to receive the highest weekly hours within a month for which the parent needs child care (see 16.1).

Example 1 (Varying schedule): Daniel has the following work schedule: 20 hours in Week One (1), 45 hours in Week Two (2), 25 hours in Week Three (3), and 15 hours in Week Four (4). The agency worker enters 45 hours as the authorized hours in CSAW.

Example 2 (On-call employment): Kris is a nurse and works 36 hours every week. She is also on call every other Saturday. The authorized hours entered in CSAW do not include the Saturday on-call times. If Kris is called into work, she can request additional hours after the days she works for the hours she needed.

Authorizations of 20 weekly hours or less are part-time authorizations; full-time authorizations are more than 20 weekly hours. The weekly approved authorization hours are multiplied by 4.348125 to determine the final monthly authorized hours, which is converted to a part-time or full-time subsidy amount (see 18.5).

Parents with a child care need of more than 50 weekly hours are eligible for an above full-time authorization, which is a full-time subsidy amount with an additional weekly add-on for the hours above 50 weekly hours up to 75 weekly hours.

Education

For education, parents must provide the class schedule for all classes with set in-person or online log in times throughout the week. Workers need to collect the schedule to verify the parent's approved activity (see 7.8) but do not need to enter the schedules into CSAW or document the schedule in case comments.

Authorized hours for education are based on the total number of class hours, as well as any other work experience, clinicals, or school hours where an instructor provides or supervises the parent's activity. Study time must not be included in the authorized hours unless the parent has a verified learning disability. A learning disability must be verified by the parent's current or previous educational institution or a medical professional. If the parent has a verified learning disability, the authorization may include study time for a maximum of one (1) hour per week per enrolled credit.

Study time must be included in the authorized hours for parents who are participating in W-2 (see 5.1.3) or Tribal TANF (see 5.1.4) and have study hours included on their Employability Plan (EP) or Individual Self-Sufficiency Plan (ISP).

Authorized hours for **self-paced** online education are limited to one (1) hour per week per enrolled credit. Additional hours can be authorized if the institution documents that the self-paced course is delivered over an accelerated period with more hours of instruction provided per week. For accelerated programs, the authorized hours can include the weekly hours needed for the parent to complete asynchronous classes (i.e., prerecorded lectures), as well as any other work experience, clinicals, or school hours where an instructor provides or supervises the parent's activity. Time for homework or other class commitments must not be included in the authorized hours because these are not hours of instruction provided or supervised by an instructor.

Example 3 (Blended learning): Ashley is attending college and has three (3) classes. Class A meets in-person on campus on Tuesday and Thursday. Class B allows students to choose if they will attend in-person or virtually and the class meets Monday, Wednesday, and Friday. Ashley has elected to attend the class virtually. Class C is entirely online and is not part of an accelerated program. Ashley will need to complete assignments for Class C on a predetermined schedule, but there are no scheduled class times. The authorized hours include the hours Ashley needs for Class A and Class B and up to one (1) hour per week per enrolled credit for Class C. Ashley will need to give the agency worker her class schedule for Class A and Class B to verify her approved activity, but the agency worker does not need to document the schedule.

Example 4 (Accelerated program): King is enrolled in an accelerated nursing program. The program expects students to complete 40 hours per week of class and study time. Some classes have set log-in times, while other classes are asynchronous (King can watch a prerecorded lecture at any time). King also has some clinical hours. There are strict deadlines for completing coursework. King needs child care for his child, Sasha, for class and study time. Sasha’s authorization includes the hours King has for the scheduled classes, as well as the weekly hours he needs for asynchronous instruction. Because this is an accelerated program, the asynchronous class time can exceed the one (1) hour per week per enrolled credit limit. Sasha’s authorization also includes time for King’s clinical hours. However, hours for study time are not included in Sasha’s authorized hours because these are not hours of instruction provided or supervised by an instructor.

Section 16.1.1.1 Approved Activity and Child Care Need Alignment

All parents must provide verification of participation in an approved activity (see 7.8). However, parents can self-declare their child care need (see 16.1.1). The parent’s self-declared child care need must align with the total number of hours on the approved activity verification. Alignment means that the request is reasonably related to the verified hours. The hours requested do not need to exactly match the verified approved activity hours.

If the parent’s self-declared schedule and approved activity verification obtained during eligibility determination do not align, but the difference is within full-time (above 20 weekly hours) or part-time (20 hours or less), the worker should enter the parent’s self-declared hours; no further follow-up is needed.

Example 1: Vicki is requesting an authorization for her child, Leah. Her paystubs show that she works 24 hours per week. Vicki requests 35 weekly hours for Leah’s authorization. The agency worker enters 35 weekly hours as the authorized hours in CSAW because Leah is eligible for a full-time authorization based on Vicki’s verified work hours. No follow-up questions are necessary because the difference between 24 weekly hours and 35 weekly hours is within full-time and does not change the subsidy amount.

Example 2: Lacey is participating in Wisconsin Works (W-2) and is requesting an authorization for her child, Andre. Her W-2 Employability Plan (EP) has five (5) hours per week of W-2 activities. Lacey requests 20 hours for Andre’s authorization. The agency worker enters 20 weekly hours as the authorized hours in CSAW because Andre is eligible for a part-time authorization based on Lacey’s EP activities. No follow-up questions are needed because the difference between five (5) weekly hours and 20 weekly hours is within part-time and does not change the subsidy amount.

If the difference crosses the threshold from part-time approved activity hours to full-time authorized hours, or the threshold from full-time to above full-time (see 16.1.1), agency workers should review the following items to account for the difference:

- Unpaid Lunch Breaks
- Other Unpaid Breaks
- Unusual circumstances that may not be reflected in pay stubs, including but not limited to:
 - Child was ill and the parent missed work
 - Parent was ill and had fewer work hours

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- Parent or child had medical/dental appointment and missed work
- Vacation
- The employer closed the business due to a holiday, weather, or unsafe conditions
- Parent was sent home early due to low workload
- Parent was called into work due to increased workload
- Parent is requesting child care based on the highest weekly hours needed within a month and CWW has averaged hours
- Sleep hours (see 16.1.1.2)
- Head Start or 4K times when the parent is in their approved activity only part of the school program hours (see 16.1.1.3)
- Gap time coverage (see 16.1.1.5)
- Travel time (see 16.1.1.6)
- Any other explanation that reasonably explains a difference between the self-declared child care need and the approved activity verification

If the inclusion of the items above brings the self-declared child care need into alignment with the verified approved activity hours, the agency worker must accept the parent's stated child care need. A summary of the reason(s) for the difference must be documented in case comments (see 12.2). Specific details about the difference (i.e., exact travel times, start or end times of gaps, etc.) do not need to be documented. Agency workers may request additional verification if the answers provided are questionable.

Example 3: Ray attends college and is requesting an authorization for his child, Alan. His school schedule shows that he has 15 hours of class per week. Ray requests an authorization for 25 hours per week. Because this crosses the full-time threshold, the agency worker asks follow-up questions to understand the 10-hour difference. Ray indicates that the 25 hours includes travel time and a gap between classes that occurs on Tuesdays and Thursdays. The agency worker documents that the authorized hours include travel time and gap time and enters 25 weekly hours as the authorized hours in CSAW.

Example 4: Lindsey requests an authorization for 30 weekly hours for her child, Tom. The approved activity verification she provided indicates that she works 20 hours per week. When the worker asks about this difference, Lindsey explains that she works third shift and leaves Tom at the child care provider until the morning so that she can sleep and avoid waking Tom up in the middle of the night. Her request also includes travel time to drop him off at the child care provider before work. The agency worker determines this reasonably aligns with the verification, documents the reasons in case comments, and enters 30 weekly hours as the authorized hours in CSAW.

If the agency worker determines that the parent's self-declared need does not reasonably align with their approved activity, the reason for the difference between the approved hours and the requested hours, as well as the rationale for the hours that were ultimately approved, must be documented in case comments (see 12.2).

Example 5: Hannah requests an authorization of 40 weekly hours for her child, Zoe. The approved activity verification she provided indicates that she works 15 hours per week. When the worker asks about this difference, Hannah indicates that she prefers to have Zoe attend the child care provider full-time because it allows her to do other things during the day after she is

done with work. The agency worker determines this is not reasonably related to Hannah’s need to participate in her approved activity. The worker discusses Hannah’s schedule with her and determines that Zoe needs 20 hours based on Hannah’s schedule and travel time. The agency worker documents in case comments that the requested 40 weekly hours were reduced to 20 weekly hours because Hannah did not need 40 hours to participate in her approved activity and that the 20 approved hours are sufficient to cover work and travel time. The agency worker enters 20 hours as the authorized hours in CSAW.

Example 6: Aiden works full-time and is requesting an authorization for his school-age child, Jack, in October. He requests 45 hours based on his 40-hour work schedule and his need to enroll Jack full-time at the provider. Since Jack is in school, the agency worker asks follow-up questions to understand the need for the full-time authorization. Aiden tells the worker that he works first shift but since he needs both before and after school care, Jack is enrolled “full-time” with the provider. He explains that the provider enrolls children “part-time” if they only need before or after school care (not both). The agency worker explains that even though this is how the provider defines full-time, the actual weekly hours needed are used to determine the authorization hours for Wisconsin Shares. Aiden and the agency worker discuss Aiden’s schedule and determine that Jack needs 18 hours per week based on the actual before and after school care, including travel time for Aiden. The agency worker documents that the requested 45 hours were reduced to 18 hours due to the misunderstanding of the “full-time” definition and that the 18 approved hours are sufficient to cover work and travel time. The agency worker enters 18 weekly hours as the authorized hours in CSAW.

Section 16.1.1.2 Sleep Hours

Parents who work third shift may request an authorization for child care for sleep time based on the parent’s need to sleep to remain employed. The local agency will determine a reasonable number of authorized hours on a case-by-case basis. The same family may also request child care for the hours of employment.

Agency workers must consider the maximum hours per day when determining authorized hours (see 16.1.2). This maximum includes hours of employment, travel time, gap time, and any sleep hours requested by the parent.

Example 1: Theresa works third shift and sleeps during the day. Theresa requests a child care authorization for her child, Milo, only for the hours that she sleeps. She requests an authorization for 24 weekly hours, which Theresa indicates is around 7 hours per day of sleep time plus travel time. The local agency determines that the requested hours are reasonable and enters 24 weekly hours as the authorized hours in CSAW.

Example 2: Ximena requests an authorization for 54 weekly hours. She tells the agency worker that this amount includes three (3) 12-hour work shifts plus five (5) hours of sleep time, and 30 minutes of travel time each way for each shift. Because the limit for a child to be in care at a licensed group provider is 14 hours in a 24-hour period, only 14 hours of care may be authorized for each shift, resulting in 42 weekly hours. Ximena must also provide written documentation showing the work, travel, or other factors that show a child care need of more than 12 hours per day. After Ximena provides the documentation, the agency worker enters 42 weekly hours as the authorized hours in CSAW.

Section 16.1.2 Child Care Need Schedule

Removed

Section 16.1.1.3 Co-located Head Start and 4K School Programs

Child care authorizations must always be based on the parent's need for child care while the parent is participating in their approved activity. However, when the 4K program is overseen by a public school board or a Head Start program is located at the same location and address as a licensed child care program and not at a school (as listed in CSAW), the education hours may be included in the authorized hours based on the criteria listed below. The school program provider and the licensed child care provider must have the same provider number and location number in CSAW to meet the definition of co-located.

If the school program (Head Start or 4K) is located at a different site than the licensed child care provider, the authorization must cover only the before and/or after school care outside of the school program.

The school program hours can be included in the authorized hours if all of the following are true:

- The parent is engaged in his or her approved activity at least part of the school program hours;
- The school program and the child care program are co-located;
- The total number of hours of the child's school program(s) is not more than four (4) hours per day; **and**
- The total length of the child's authorized child care day is five (5) or more hours per day (the school program hours are included in this total).

If any of these requirements are not met, the authorization must not include the school program hours.

Agency workers must ask the parent if each of the requirements are met (yes or no). Parents can self-declare the answers to these questions. Agency workers must document whether the criteria for including the education hours in the authorized hours are met in case comments (see 12.2).

Example 1 (Different locations): Charlie attends the Head Start program located at 1256 Water Street and the licensed child care program that is located at 1536 Water Street. Charlie's authorization is limited to the hours he will spend at the licensed child care program located at 1536 Water Street because the child care and the Head Start programs are in different locations.

Example 2 (Meets criteria): Dara attends a 4K program that is overseen by the local public school board and is located at the licensed child care center where she is enrolled. Dara's parent, Savannah, needs full-time child care during her work hours. The 4K program is provided at Dara's licensed child care center for three (3) hours per day, and Savannah indicates that the three (3) hours are entirely within her work day. Dara's authorization may be written to include the education hours because all requirements are met.

Example 3 (Head Start greater than four (4) hours): Cary attends a Head Start program that is overseen by the local public school board, and that is located at the licensed child care center

where she is enrolled. Cary's parent, Victoria, needs child care 40 hours per week while she works, plus travel time. The agency worker asks follow-up questions to determine if the criteria for including Head Start education hours in the authorized hours are met. Victoria states that the Head Start program is six (6) hours per day. Cary's authorization may only include the hours that Cary attends the licensed child care program and not the school program hours because the Head Start program hours are more than four (4) hours per day.

Example 4 (No overlapping schedule): Melissa attends a Head Start program that is overseen by the local public school board and is located at the licensed child care center where she is enrolled. The Head Start program hours are during the morning and Melissa's parent works in the afternoon. She leaves Melissa at the center after the Head Start program ends through the end of her shift. Because Melissa's parent is not engaged in her approved activity during any part of the school program hours, those hours would not be included in Melissa's authorization.

Example 5 (Sleep hours do not count): Josh attends a 4K program that is overseen by the local public school board and is located at the licensed child care center where he is enrolled. Josh's parent works third shift and he is only requesting an authorization for daytime sleep hours. The authorized hours can only include the child care hours plus travel time, not the school program hours, because Josh's parent is not in an approved activity during any part of the school program hours.

Example 6 (Partial overlapping schedule): Melvin attends a Head Start program that is located at his licensed child care provider. Melvin's parent, Raquel, works 12 weekly hours. Raquel requests 25 weekly hours for Melvin's authorization. The agency worker asks about this difference between her self-declared child care need and her verified work hours. Raquel explains that she needs child care in the morning, and then the school program starts while she is working and ends two (2) hours after she is done working. She leaves Melvin at the child care provider until the end of the program. Because Raquel works during at least some of the school program hours, the agency worker determines that this requirement is met.

Early Head Start and 3K programs are considered regular child care and all hours can be included in the authorization if:

- The Early Head Start or 3K program is co-located with the child care provider location; and
- The parent is participating in their approved activity, including travel time, during the authorized hours.

Section 16.1.1.4 School-Age Children Authorizations

Wisconsin Shares does not allow authorizations for time during the typical school day for children in grades K through 12 while the school year is in session. The typical school day is determined by the local agency after a review of the school district hours of operation and school district calendar for schools within the county. A child's school bell schedule does not need to be entered in CSAW or documented in case comments.

Children in grades K through 12 can receive authorizations for times outside of the typical school hours during the school year and for times when school is not in session (e.g., summer break, planned holiday breaks, or other planned school-closed times).

The following children are not eligible for an authorization during the typical school day or for school closed hours:

- Children who are homeschooled
- Children who are truant
- Children between the ages of 6 and 18 who are required to be enrolled in school per the Department of Public Instruction and are not enrolled (excluding expelled children while the parent searches for a new education arrangement)
- Children who are suspended from school

Expelled children who are considered disenrolled may be eligible to receive an authorization during the typical school day while the parent searches for a new education arrangement. The parent will have been notified by the school if the child is expelled and disenrolled. If a child's enrollment status is questionable, the parent must provide verification of the child's school enrollment status.

Section 16.1.1.4.1 Zero-Hour Authorizations

Renumbered only.

Section 16.1.1.4.2 School Closed Hours

Parents with children who are enrolled in school may request authorized hours when they need child care to participate in their approved activity and school is closed due to:

- Planned closures, according to the school calendar (i.e., teacher conferences, teacher in-service days, etc.)
- Unplanned closures (i.e., inclement weather, emergency maintenance, etc.)

Children who have before and/or after school care at one (1) provider may need a second authorization to a different provider for when school is closed. If a child only needs care when school is closed, the agency worker can create a "zero-hour authorization" in CSAW (see 16.1.1.4.1).

Only children with part-time authorizations (20 weekly hours or less) or zero-hour authorizations are eligible to receive additional funds for days when school is closed. A parent with a full-time authorization (more than 20 weekly hours) or an above full-time authorization (50-75 weekly hours) for their school-age child must be advised to use their current authorized hours to meet their school closed need.

Example 1: Tara previously worked full-time, third shift, but now works first shift for 15 hours per week. She has a 45-hour authorization for her child, Tina. She uses these hours in the evenings and on weekends. In March, Tara calls to request school closed hours for Tina for March 4 and the week of spring break (March 21–March 25). The agency worker informs Tara that the school closed hours cannot be authorized because she already has a full-time authorization.

School closed hours can be requested in advance by parents who know their school closed need ahead of time. School closed hours can also be requested within 10 calendar days after the school day closure whether the day was a planned school closed day or an unexpected closure. The 10 calendar days begins the day after the last day of the school closure or school

closure period. A school closure period means multiple consecutive school closed days. Agency workers must document the reason for the school closure in case comments (see 12.2).

Example 2: Susie has a zero-hour authorization for her school-age child, Derek. She calls on January 15 to request school closed hours for Derek. His school was closed January 4 and 5 due to a snowstorm but the child care program was open, and Susie needed to work. Because the request was made within 10 calendar days from the last day the school was closed consecutively, the agency worker may add the additional hours for the days Derek attended child care while school was closed.

Example 3: Jessica has a zero-hour authorization for her school-age child, Laura. She calls on February 17 to request school closed hours for Laura because school was closed on February 5 and February 10. Because the request was made within 10 calendar days of February 10 but not February 5, the agency worker adds the additional hours only for February 10 for when Laura attended child care while school was closed. The agency worker does not add school closed hours for February 5 because Jessica requested the hours more than 10 calendar days after the school closure.

The following children are not eligible for school closed hours:

- Children who are homeschooled
- Children who are truant
- Children between the ages of 6 and 18 who are required to be enrolled in school per the Department of Public Instruction and are not enrolled
- Children who are suspended from school
- Children who are expelled and disenrolled

Parents can self-declare the additional hours needed when school is closed. If the parent does not know the exact number of hours needed, agency workers should enter the daily default amount of 10 hours. The parent's need for 10 hours does not need to be verified.

Parents in an Approved Activity Search Period (ACTS) or Temporary Break Period (TBRK) are not eligible for additional child care hours, including additional school closed hours (see 17.2.1).

The school closed hours are subject to the same 90-day removal policy as all other funds (see 18.7). If the parent received additional subsidy hours for school closures and has not expended all the funds within 90 calendar days, the funds will age off and no longer be available to the parent.

Section 16.1.1.5 Gaps Between Approved Activities

When a gap between approved activities occurs on the same day, the gap must be included in the authorized hours if the parent needs care during the gap time and the request is reasonable.

In a two-parent household, gap time cannot be approved for times when the second parent is available to care for the child.

When determining whether a request is reasonable, agency workers must consider the following factors:

- **Home Time:** Picking up the child and taking them home between the approved activities would cause the parent and child to be home for an unreasonably short period
- **Child Insufficient Sleep:** Picking up the child would cause the child to have fewer than eight (8) hours of potential sleep time
- **Travel Greater than Activities:** The number of activity hours for the first and the second activities are less than or equal to the travel time needed (job to child care to home, then home to child care to work)
- **Disruption of Child Schedule:** Picking up the child would interrupt mealtime or nap time
- **Child Wellbeing:** Picking up the child would disrupt the child's routine

Local agencies should consider the circumstances of the case, including the child's ability to have stable child care arrangements and the overall wellbeing of the child, and proceed according to their discretion.

Example 1: Hillary works and goes to school. Her child, Lisa, needs to attend child care whenever Hillary is at work or school. Hillary's work and school hours are verified at 18 hours per week. However, Hillary requests 25 hours per week because she leaves Lisa at the child care provider during a gap in her activities. She tells the worker that if she had to pick Lisa up and drop her off between the two (2) activities, they would only be home for 30 minutes. Because they would be home for an unreasonably short period, the agency worker must include the requested gap time in Lisa's authorized hours.

Example 2: Hayley works first shift and her spouse, Natalie, attends school during the day. Natalie reports that their child, Aurora, needs care during the day while Hayley works and Natalie attends classes. Natalie indicates that she is available for three (3) hours in the middle of the day between classes, but she prefers to leave Aurora at the child care provider because Aurora struggles with having multiple transitions during the day. Because picking up Aurora for three (3) hours and then dropping her off again would negatively impact Aurora's wellbeing, the agency worker must include the requested gap time in Aurora's authorized hours.

Agency workers must consider the maximum hours per day when determining authorized hours (see 16.1.2). This maximum includes hours of employment, travel time, gap time, and any sleep hours requested by the parent.

Section 16.1.1.6 Travel Time

Travel time is the amount of time the parent needs to travel from the child care location to their approved activity and from the approved activity back to the child care provider location. For sleep hours and online education when the parent logs in from home, travel time includes the time the parent needs to travel from the child care provider to home for sleep or their education activity. Parents do not need to provide their travel time and approved activity time separately.

Agency workers must ensure that adequate travel time is included in the number of authorized hours by confirming with the parent that their self-declared child care need includes travel time.

Agency workers are not expected to manually calculate a daily average of varying travel need and can use the maximum amount of daily travel need.

Section 16.1.2 Maximum Hours Per Day

Children may not be authorized for Wisconsin Shares for more than 12 hours in a 24-hour period unless written documentation is provided describing a parent's work schedule, travel time, or a combination of work and travel time that exceeds 12 hours in a 24-hour period. Written documentation may include a parent's written statement or other verification already provided for approved activity (see 7.8) or financial eligibility (see 7.9) and must demonstrate the entire child care need (not only the part that exceeds 12 hours). Documentation must be scanned into the Electronic Case File (ECF) and summarized in case comments (see 12.2).

If written documentation is provided describing a child care need of more than 12 hours in a 24-hour period, child care may be authorized up to the following limits:

- Licensed Providers and Day Camps: Up to 14 hours in a 24-hour period, including travel time.
- Certified Providers: Up to 16 hours in a 24-hour period, including travel time.

Out-of-state providers will have a status of Licensed or Certified in CSAW and CSAW will use the associated daily limit as described above.

Example 1 (Certified): Donna was recently determined eligible for Wisconsin Shares and contacts the local agency to request an authorization for her child, Violet. She tells the agency worker that she needs 76 weekly hours because she needs care for her four (4) 12-hour work shifts each week, as well as sleep time and travel time. Violet will be attending a certified child care provider. The 12-hour shifts prompt the agency worker to have further discussion about her schedule. Violet explains that Donna would be in care for 19 hours within a 24-hour period (12-hour shift + six (6) hours sleep time + one (1) hour travel time). The agency worker explains that because a child cannot be authorized to a certified provider for more than 16 hours per day, only 16 hours of care per day can be authorized. Donna must also provide written documentation showing the work, travel, or other factors that causes her to need child care more than 12 hours in a 24-hour period. After Donna provides the documentation, the agency worker enters 64 weekly hours as the authorized hours in CSAW (maximum that can be authorized for the times Donna will be in care).

Example 2 (Licensed): Carol is requesting an authorization for her child, Johnny, to attend a licensed child care provider. Carol tells the agency worker that she needs 53 weekly hours because she works 12-hour overnight shifts three (3) times a week and needs five (5) hours of sleep time and 30 minutes travel time for pick up only. This means that Johnny would be in care 17.5 hours within a 24-hour period (12-hour shift + five (5) hours sleep time + 30 minutes travel time). Because a child cannot be authorized to a licensed provider for more than 14 hours per day, only 14 hours of care per day can be authorized. Carol must also provide written documentation showing the work, travel, or other factors that causes her to need child care more than 12 hours in a 24-hour period. After Carol provides the documentation, the agency worker enters 42 weekly hours as the authorized hours in CSAW (maximum that can be authorized for the times Johnny will be in care).

Subsidized hours are capped at 75 hours per week. For more information about the subsidy calculation, see Section 18.5.

Section 16.2 Self-Employment Authorizations

Authorizations for self-employment have different policies depending on whether the business has been in operation for more or less than 24 months.

If the self-employment business has been operating for 24 months or less, see Section 16.2.1.

If the self-employment business has been operating for more than 24 months, see Section 16.2.2.

Foster care parents, subsidized guardians, interim caretakers, relatives with court-ordered placement receiving the Kinship Care Payment, and individuals caring for children in tribal placement homes under a substantially similar Wisconsin tribal law are not subject to the minimum wage calculation policy in Section 16.2.2.

Section 16.2.1 New Self-Employment Authorizations

During the first 24 months a parent is engaged in a new self-employment business, the local agency must authorize child care for the hours the parent is engaged in self-employment and needs child care to engage in that activity. The authorization may be up to full-time (50 hours per week, including travel time) until the annual renewal following the 24th month of the new self-employment business.

After the renewal following the 24th month of new self-employment, the business is considered ongoing. At that time, the weekly authorized hours must be limited to the parent's monthly gross self-employment earnings divided by the Wisconsin minimum wage divided by 4.3 (see 16.2.2). Foster care parents, subsidized guardians, interim caretakers, relatives with court-ordered placement receiving the Kinship Care Payment, and individuals caring for children in tribal placement homes under a substantially similar Wisconsin tribal law are not subject to the minimum wage calculation for those children.

If the parent's self-employment business began prior to the date he or she applied for Wisconsin Shares, the agency worker must use the actual start date of the self-employment to determine the 24-month new self-employment period. If the business started more than 24 months prior to the application date, it is an ongoing business (see 16.2.2).

Example 1 (Self-employment prior to application): Mary Jo began self-employment on May 6, 2021, but did not apply for Wisconsin Shares until July. The agency worker entered May 2021 on the Self-Employment page in CWW as the start of the self-employment business. Mary Jo's 24th month of self-employment is April 2023, but her annual renewal is not due until June 2023. Her authorization may remain in place until her renewal due date in June 2023. Beginning with the authorization assessment completed with her June 2023 renewal, her weekly authorization hours are limited to her monthly gross self-employment earnings divided by the Wisconsin minimum wage divided by 4.3.

A parent may be eligible for up to a full-time authorization for a new instance of self-employment only once. If a parent starts a new self-employment business during the 24-month period, or at any time in the future, they do not receive a new 24-month period during which they are eligible for full-time authorization(s) regardless of income. The 24-month clock continues to count down even if the business closes or Wisconsin Shares eligibility ends.

Example 2 (Initial eligibility with new self-employment): Rosa starts a business selling designer shirts. At the same time, she applies for Wisconsin Shares. Her child, Louisa, is eligible for an authorization based on Rosa's stated child care need (up to 50 hours per week including travel time) until the annual renewal after 24 months from the business' start month. Once the business is considered ongoing, Louisa's weekly authorized hours are limited to Rosa's monthly gross self-employment earnings divided by Wisconsin's minimum wage and then divided by 4.3.

Example 3 (Ongoing eligibility with new self-employment): Richard is employed working as a delivery driver for ABC Trucking and is receiving Wisconsin Shares for his child, Aubrey. In September, he reported that he quit his job and will now be starting his own delivery business. He requests 45 weekly hours for Aubrey's authorization. Because Aubrey is eligible for a full-time authorization until the annual renewal that follows the 24th month of new self-employment, the agency worker enters 45 weekly hours as the authorized hours in CSAW based on Richard's request.

Section 16.2.2 Ongoing Self-Employment Authorizations

Self-employment is considered ongoing after the annual renewal that follows the 24th month of new self-employment or when the business has been operating for more than 24 months at application. The 24-month clock begins when the self-employment business begins, not when the parent applies for Wisconsin Shares.

An authorization assessment is required at each annual renewal. The authorized hours for ongoing self-employment cannot exceed the minimum wage calculation, which is the monthly gross self-employment income divided by Wisconsin's minimum wage and then divided by 4.3, rounded up to the next whole number. This is the maximum number of hours a child can receive; parents can always request fewer hours than the maximum.

Foster care parents, subsidized guardians, interim caretakers, relatives with court-ordered placement receiving the Kinship Care Payment, and individuals caring for children in tribal placement homes under a substantially similar Wisconsin tribal law are not subject to the minimum wage calculation for those children. The minimum wage calculation applies for any biological or adopted children in the household.

For ongoing businesses, the total authorized hours, including travel time, cannot exceed the calculated number. If the number of hours requested for child care is less than the calculated amount, agency workers must use the requested number of hours including travel, up to the calculated hours. Self-employed parents are eligible for school closed hours for school-age children in addition to the maximum calculation for part-time authorizations (see 16.1.1.4.2).

Example 1 (Ongoing self-employment): Tiffany's cake business has been in operation for three (3) years and has a monthly gross income of \$600. CSAW will calculate a maximum number of hours that can be authorized based on \$600/month divided by \$7.25 to get 82.75 monthly hours, and then divided by 4.3 which equals 19.24 rounded up to 20 weekly hours. The total is displayed on the CSAW Case Activity Summary page. If Tiffany's child care need exceeds 20 hours per week, the worker must override the derived hours in CSAW to 20 hours per week to ensure that the total authorized hours, including travel time, do not exceed the maximum

amount calculated on the CSAW Case Activity Summary page. If Tiffany's child care need is 10 hours per week, up to 10 hours of travel time per week can be added to the authorized hours.

Example 2 (Changing self-employment): Jonathon is a mechanic and has been operating his business from his home for the past three (3) years. He is receiving Wisconsin Shares for his child, Joseph. Now, Jonathon wants to close the mechanic shop and start a new business as a handyman. Jonathon has expended his new 24-month self-employment period. His handyman business is new, but he is not eligible for another new 24-month period. Joseph's weekly authorized hours must be based on Jonathon's monthly gross self-employment earnings divided by the Wisconsin minimum wage and then divided by 4.3 and rounded up.

When there are two (2) self-employed parents that have different maximum calculated hours in CSAW, the agency worker must use the lesser of the two (2) calculations for the maximum authorization amount.

Example 3 (Two-parent household, different minimum wage calculations): Kabo has been operating his farm for 10 years and works during the day. His spouse, Doua, has operated her own self-employment business making purses for five (5) years. They need Wisconsin Shares for their child, Tia, while they both work during the day. Kabo's monthly gross self-employment earnings divided by the Wisconsin minimum wage divided by 4.3 results in a maximum of 35 authorized hours per week. Doua's calculation results in a maximum of 20 authorized hours per week. Tia can receive a maximum of 20 authorized hours per week because the authorized hours must be based on the lesser of the two (2) calculations.

Example 4 (Two-parent household, no overlapping schedules): Keisha and Rick are married and have four (4) children. Rick has an auto repair business. Rick works at the auto repair business first shift Monday through Friday and on Saturday mornings. The auto repair business produces a monthly gross income of \$1,000. Keisha has her own small business selling home décor. The monthly gross income from Keisha's business is \$600. Keisha works 15 hours per week, always in the evenings after Rick is home. Keisha and Rick do not have overlapping schedules; therefore, they are not eligible for an authorization.

Example 5 (Two-parent household, shared self-employment business): Mary and Tom are married and share a sole proprietorship business selling honey. Their monthly gross income of \$1,000 is divided equally on two (2) Self-Employment pages in CWW. The maximum weekly authorized hours calculation uses \$500 for Mary and \$500 for Tom. Because the calculations are the same, the maximum weekly authorized hours will be \$500 divided by the Wisconsin minimum wage and then divided by 4.3 and rounded up. ($\$500/\$7.25/4.3 = 16$ total monthly hours allowed which also includes travel time).

In a two-parent household where one (1) parent is in a new self-employment period and the other parent is engaged in ongoing self-employment, the authorization can be up to full-time (50 hours per week, including any travel time that is needed) until both parents have used their 24-month new self-employment period. Authorizations must be based on the parents' overlapping schedules and child care need.

Example 6 (Two-parent household, new and ongoing self-employment): Casey is self-employed as a hair stylist. Her business has been in operation for five (5) years. In May, she applies for Wisconsin Shares. Because her business started more than 24 months ago, it is considered ongoing and her child's authorization must be based on the minimum wage calculation. In August, her child's other parent, Matt, moves into the home. Matt is starting his own business as a landscaper. Their child's authorization can be up to full-time, based on their overlapping schedules, until the annual renewal following the 24th month of Matt's new self-employment.

For additional two-parent policies, see Section 16.3.

Section 16.2.3 Self-Employed Out-of-Home Care Placement Parents

Removed

Section 16.3 Two-Parent and Three-Generation Families

The local agency must only authorize child care in two-parent or three-generation families for the period of overlap in the parents' approved activities.

Note: Agency workers must confirm with the parent that the self-declared child care need only includes times when all parents are participating in their approved activities (plus travel time, gap time, sleep time), but do not need to document each parent's schedule.

When determining the authorization for a teen parent's child, the agency worker must authorize child care for the period of time during the overlap of approved activities of all parents in the assistance group, including the dependent teen parent.

When determining child care hours for other children in the assistance group of a three-generation family that are not the dependent teen parent's children, the dependent teen parent's schedule is not considered in the overlap. The agency worker must consider only the overlap in approved activity of the other adults in the assistance group for other children in the assistance group.

Example 1: Alberto and Alana both work full time. Alberto works second shift and Alana works first shift. The child care authorization is limited to the overlap in work and travel time for both parents. Alberto is available to care for their child until he drops her off with the provider in the afternoon and leaves for work. Alana picks the child up after she gets done with work. The authorized hours include the entire time that the child is at the provider, from the time Alberto drops the child off to go to work until Alana picks the child up after work.

Example 2: Melissa is 16 years old. She and her baby live with her parents. The agency worker must consider the overlapping approved activity hours of Melissa and both of her parents when determining the number of authorized hours for Melissa's baby.

Example 3: Mai is 17 years old. She and her baby live with her parent, Choua, and her 3-year-old sister Nancy. The agency worker must consider only Choua's approved activity when determining the number of authorized hours for Nancy. The authorization for Mai's baby is based on the overlap of both Choua's and Mai's approved activities.

In two-parent and three-generation family situations where one (1) parent is unable to work and unable to care for the children as documented by a physician, physician assistant, nurse practitioner, psychiatrist, or psychologist, child care may be authorized for the time period when the other parent is participating in an approved activity (see 5.2).

Section 17.1 Authorization Changes

Parents must report changes that impact any of the authorization components defined in Chapter 16. In some instances, a change requires a new authorization to be based on the assessment results (see 17.1.1). Other times, the new authorization may continue at the same number of hours as the previous authorization (see 17.1.2).

After a parent reports a change that impacts any of the authorization components defined in Chapter 16, the agency worker must complete an authorization assessment. An authorization assessment means the agency worker has a discussion with the parent about their child care need. A summary of the discussion must be documented in case comments (see 12.2).

If the parent's child care need has not changed, and the parent is eligible to maintain the hours per Section 17.1.2, the agency worker must not update the authorization. If the criteria in Section 17.1.1 are met, or if the parent requests a part-time authorization despite being eligible for a full-time authorization based on continuity of care, the agency worker must:

- End the current authorization
- Complete a new authorization using the most recently reported information.

The new authorization must start the beginning of the next month if there is an existing authorization that covers the entire current month.

If an assessment indicates an increase to the authorized hours because of an increase in approved activity hours, the agency worker must verify eligibility information related to the increase of approved activity hours before increasing the authorized hours (see 7.9.2). Increases due to other reasons, such as a change in travel time needed, do not need to be verified unless questionable.

Example 1: Shantell works 40 hours per week. Her child, Tara, has an authorization for 45 hours per week (unpaid lunch and travel time included). In June, Shantell reports that her work hours have decreased to 10 hours per week. The agency worker determines that this is only a decrease in work hours and the criteria for the authorization to be based on the assessment results are not met. The agency worker asks Shantell if she plans to continue using the same full-time authorization. Shantell indicates that she does. The worker documents the conversation in case comments and does not update the authorization.

Example 2: Robin works 25 hours per week. Her child, Brandon, has an authorization for 30 hours per week, which includes travel time. She calls the local agency today to report that her hours have decreased to 10 hours per week. The agency worker asks Robin if she plans to continue using the same full-time authorization. Robin indicates that she is only sending Brandon when she is working and does not need a full-time authorization. The agency worker ends the current authorization at the end of the current month and creates a new authorization. The worker writes the new authorization with a start date of the first of the following month and

enters the decreased child care need plus travel time based on Robin's request. The agency worker documents the conversation with Robin, including her request for decreased authorized hours, in case comments.

Example 3: Erica works first shift and has a full-time authorization for her school-age child, Jonas, during the summer. It is now August and Erica contacts the local agency to request an authorization for Jonas during the school year. Since Erica currently uses the full-time authorization for daytime care and her school-age child is transitioning from summer break to the fall school year, the authorization must be reduced to avoid authorizing during the typical school day. The agency worker ends the current full-time authorization, starts a new authorization for the school year, and updates the authorized hours to align with Erica's need for part-time care during the school year.

Section 17.1.1 Assessment Results Authorizations

An agency worker must assess an Assistance Group's child care need (see 16.1) and the authorization must be based on the assessment results at all the following times, unless the parent is in an Activity Break Period:

- Initial eligibility
- Annual renewal
- When the parent selects a new provider
- When school-age children transition from summer break to the fall school year
- When an eligible adult or minor teen parent is added to the case
- When one (1) calendar month or more has passed since the parent's previous authorization ended
- At the end of the 24-month education time limit (see 5.1.2.5)
- When the child care needs no longer align with the provider's hours of operation

Agency workers must not reduce authorization hours while the parent is in an Activity Break Period unless the parent requests fewer hours.

If a reported change is not one (1) of the above situations, or if the parent is in an Activity Break Period, the Continuity of Care Authorizations policy (see 17.1.2) must be followed.

Agency workers must correct an error in authorization, even if the error results in a lower number of authorized hours.

Example 1 (More than one (1) calendar month): Jessie has two (2) school-aged children. The authorizations for both children began on January 1 and end on May 31. Jessie does not need child care during the month of June because the children will visit their grandparents that month. However, Jessie needs child care authorizations beginning on July 15. Jessie's worker must complete an authorization assessment before the July 15 authorizations are written and the authorized hours must be based on this assessment because more than one (1) calendar month has passed since the previous authorizations ended.

Example 2 (Fall school year transition): From July 15 through August 31, Arturo's school-aged children need full-time child care. When school starts in September, the agency worker completes an authorization assessment. The authorization for the school year must be based

on the assessment results because the children are transitioning from summer break to the fall school year.

Example 3 (ACTS-Second parent moves into the home): Roberta is in an ACTS period when Jackson, the biological parent of her child, moves into the home. Roberta and Jackson's child, Craig, has an authorization for 35 hours per week. Jackson has an approved activity of working 20 hours per week. Since Roberta is in an ACTS period, the agency worker does not update the authorization. Jackson's availability will be considered the next time an authorization must be based on the assessment results. If Roberta requests fewer hours because Jackson is now able to care for Craig, the authorized hours can be reduced based on her request.

Example 4 (TBRK-Provider change): Lauren is working 40 hours per week and her child, Kalie, has an authorization to ABC Child Care Center for when Lauren is working.

Change 1 (Decrease in hours, continuity of care): In January, Lauren's work hours decrease to 20 hours per week. She calls to report this change. The agency worker determines that this is only a decrease in work hours and the criteria for the authorization to be based on the assessment results are not met. The agency worker asks if she would like to maintain the same number of hours for Kalie's authorization. Lauren chooses to maintain Kalie's authorization at 40 hours per week. The agency worker documents the conversation in case comments and does not update the authorization.

Change 2 (Temporary break, maintain hours): In March, Lauren goes on maternity leave. A TBRK period is entered for April 1 – June 30. Lauren chooses to maintain Kalie's authorization at 40 hours per week while she is on maternity leave. The agency worker leaves the current authorization in place and documents the conversation in case comments.

Change 3 (Change providers): In April, Lauren decides that she wants to change providers for May. The agency worker ends the current authorization for April 30 and creates a new authorization to Julie's Jumpin' Beans beginning May 1. Because she is in a TBRK period when hours cannot be decreased unless the parent requests a decrease, the agency worker asks if she would like to maintain the same number of hours for Kalie's authorization. Lauren chooses to maintain Kalie's authorization at 40 hours per week. The agency worker documents the conversation in case comments and does not update the authorization.

Example 4 (ACTS-Fall school year transition): Nora is in an ACTS period from July 1 – September 30. Her child, Phillip, had an authorization for 40 hours per week when she lost her job and she requested that the authorization continue during the ACTS period. Phillip is starting school in-person on September 9. Nora calls to request a part-time authorization for the school year for Philip to attend the after-school program at the child care provider. The agency worker creates a part-time authorization because Nora requested the decreased hours.

Example 5 (TBRK-Fall school year transition): Ben is in a TBRK period from August 1 – October 31. His child, Ethan, had an authorization for 30 hours per week when he began his temporary break and Ben requested to continue the full-time authorization during the break. Ben uses these hours during evenings and weekends. Ethan returns to school on September 5. Because Ben uses these hours during evenings and weekends, not during the typical school day, the authorization does not need to be reduced for the transition from summer to the fall school

year. If Ben is continuing this arrangement during the school year, he does not need to report when Ethan begins school because he has not had a change in child care need.

Section 17.1.2 Continuity of Care Authorizations

During the 12-month eligibility period, an authorization assessment must be completed when an authorization is written to an expected change (see 15.3) or when certain changes are reported.

For all reported changes not listed in Section 17.1.1, or when the parent reports a change listed in Section 17.1.1 but is in an Activity Break Period, the authorized hours must be based on continuity of care. Reported changes include but are not limited to:

- A change in the number of child care hours required to allow the parent(s) to participate in their approved activities, including travel between the child care provider and the location of the activity
- A change in the overlapping activity schedules of two-parent families
- When a school-age child transitions from the end of the school year to summer break
- A change in a child's shared placement schedule
- Any change that results in a change in child care need, except when the child care need no longer aligns with the provider's hours of operation which will require an authorization to be based on the assessment results (see 17.1.1)

Following the reported change, the parent may:

- Choose an authorization for the reduced hours
- Maintain the original number of authorized hours
- Request an authorization for any number of hours between the original authorized hours and the new assessment results

If the parent chooses to maintain authorized hours, the agency worker must document the reported change in case comments but must not update the authorization (see 17.1). If the parent chooses the reduced hour authorization or any number of hours between the original authorized hours and the new assessment results, the agency worker must document the conversation and the parent's choice for a reduced authorization in case comments (see 12.2).

If at any time the parent informs the agency worker that the child will attend the child care provider part-time when they have a full-time authorization, or less than 50 hours when they have an above full-time authorization, the agency worker must create a new, reduced authorization that aligns with the parent's request. Parents are required to report when they have a change in child care need (see 10.1). If a parent reports a change in hours that is still within part-time or within full-time, agency workers must document the reported change in case comments but must not update the authorization (see 17.1).

Example 1: Annabelle works at Main Street Café 25 hours each week. She has an authorization for 30 hours per week which includes travel time. In June, she reports that her work hours have decreased to 15 hours per week. Annabelle is not planning to change child care providers. The agency worker asks Annabelle if she would like to keep her original authorized hours or if she would like to decrease her authorization to part-time. Annabelle chooses the reduction. The agency worker documents this conversation and the decision in case comments and creates a new part-time authorization.

Example 2: Cassie works at Plastics Manufacturing 35 hours each week. She has an authorization for her baby, Renee, for 40 hours per week, which includes travel time. In January, Cassie reports her work hours have decreased to 22 hours per week. The agency worker documents this decrease in hours but does not update the authorization because 22 hours plus travel time is still a full-time authorization.

Example 3: Eric has an above full-time authorization for his child, Josiah, at 56 weekly hours because he has been working overtime. In February, he stops working overtime and changes to a standard 40 weekly hour schedule. He contacts the local agency to request a decreased authorization because he only sends Eric when he is working and does not need the additional funds for above full-time care. The local agency documents the conversation, including Eric's choice for a reduction in authorized hours, and writes a new authorization based on the 40 weekly hours, including any travel time that Eric needs.

If the parent chooses to keep the original number of hours, the parent must intend to send their child to the provider for those authorized hours. If the parent consistently sends the child to their provider for significantly fewer hours but makes a full subsidy payment to the provider for the full number of hours, the local agency may conduct an investigation to determine if a parent error occurred.

Example 4: Roxanne loses her job and is placed in an Approved Activity Search Period (ACTS). She tells her agency worker that she would like to continue sending her children to child care using the same schedule as when she was working (40 hours per week). The agency worker leaves her current authorization in place. However, Roxanne only takes her children to child care for 10 hours per week and continues paying the child care provider the same full-time amount. Roxanne is required to report a change in child care need and her case must be evaluated by the local agency to determine if a parent error occurred.

Parents have the option to use authorization hours during whichever time they prefer if the provider is open and regulated during that time.

Example 5: Mariana has an authorization for her child, Paulo. Mariana is working third shift when she loses her job, and Paulo's authorization is for overnight care. Mariana contacts the local agency, and the agency worker updates the Approved Activity Status in CWW to ACTS. The agency worker does not need to update Paulo's authorization. Mariana can continue using the same number of authorized hours to send Paulo to child care during the day while she looks for a job. Mariana will need to work out the child care schedule with her child care provider.

Section 17.1.3 Authorization Assessments Following Activity Break Periods

If a Temporary Break Period (TBRK) crosses a renewal, an authorization assessment must be completed for the month following the end of the TBRK period and the authorized hours must be based on the assessment results. This would be considered their renewal authorization assessment (see 17.1.1) because the authorization assessment completed at the renewal may not have been reflective of their child care needs after they return to their approved activity.

Example 1: Christy is in a TBRK period from August 1 – October 31. Her renewal is due on September 30. Christy completes her renewal on September 12 and states that her child will be

attending the same child care provider for the same hours. The agency worker creates a new authorization to start on October 1 and end on October 31, the last day of Christy's TBRK period because the renewal authorization assessment must be completed at that time. The agency worker writes the new authorization using the same number of hours as her previous authorization. The worker must complete an authorization assessment when Christy returns to work so that the authorization starting November 1 is based on the assessment results.

When an Activity Break Period ends during the 12-month eligibility period (not at renewal), an authorization assessment is not needed unless the parent reports a change impacting the authorization (see 17.1).

Example 2: Terra is in an ACTS period from June 1 – August 31. On August 25, she reports that she started a new job and provides verification. Her previous authorization was for 25 hours per week, but she is only scheduled for 20 hours per week at her new job. The agency worker determines that this is not reason for the authorization to be based on the assessment results and informs Terra that her new authorization can continue at the 25-hour level if she plans to continue sending her child to the provider for those hours. Terra states that she would like to keep the same hours. The agency worker documents the conversation in case comments but does not update the authorization because Terra decided to maintain the authorized hours.

Section 17.2.1 Activity Break Period Authorization Hours

Parents are not eligible for an increase in hours (including additional school closed days [see 16.1.1.4.2]) during an Activity Break Period. This also includes a parent's change in schedule in a two-parent or three-generation household.

In a two-parent or three-generation household in which more than one (1) parent is participating in an Activity Break Period, the local agency must maintain authorizations at the same number of hours until all parents are again engaged and participating in approved activities. Authorized hours may be reduced at the parent's request, but authorized hours cannot be increased even if there is a change in one (1) parent's schedule or other change resulting in an authorization assessment (see 17.1.1 and 17.1.2) during the Activity Break Period.

Example 1: Cora is in a Temporary Break Period (TBRK), and her spouse, Finn, is in an Approved Activity Search Period (ACTS). Their child, Leo, has an authorization for 20 hours per week. Finn obtains new employment and provides financial verification showing he works 40 hours per week, while Cora remains in a TBRK period. Leo's authorized hours remain at 20 hours per week (or less at the parent's request) during Cora's TBRK period because authorized hours cannot be increased during a TBRK period.

Example 2: Penelope is in an ACTS period. Her child, Hazel, has a school-year authorization of 10 hours per week for before and after school care. When school lets out for the summer, Penelope wants to send Hazel to the full-time summer camp program at her child care provider and is requesting 40 hours per week based on her previous work schedule. However, Hazel is not eligible for an increase in hours due to Penelope being in an ACTS period. Penelope can use the 10 hours per week based on Hazel's previous authorization for summer camp because it is at the same provider and location, but she will need to pay the rest of the child care cost out-of-pocket.

Example 3: Kristine has a school-year authorization for her child, Ingrid, when she loses her job. Kristine is placed in an ACTS period from November 1 – January 31. In December, Ingrid’s school is closed for several days due to inclement weather. Kristine calls to request additional school closed hours. However, because Kristine is in an ACTS period, no additional hours can be added to Ingrid’s authorization.

Section 18.5 Subsidy Calculation

The variables described below are components of the subsidy calculation. When these factors change, the subsidy amount may also change (see 18.6).

- The family’s Federal Poverty Level (FPL), which is based on the Assistance Group (AG) size and household income
- The AG’s Copayment Period (see 18.4)
- Monthly Authorized Hours: The approved weekly authorized hours, capped at 35 hours (the full-time cap), converted to a monthly number, plus school closed hours

Note: The benefit calculation uses 30 weekly hours to determine the subsidy amount when the child’s weekly authorized hours are 20 hours or less (part-time authorization) and 35 weekly hours when the child’s weekly authorized hours are more than 20 hours (full-time authorization). Any school closed hours (see 16.1.1.4.2) are added to part-time authorizations after the 30 weekly hour conversion. School closed hours are calculated for individual days based on the parent’s child care need (see 16.1.1.4.2).

- Copayment Type (see 18.3)
- Capped Subsidy: The subsidy is capped at the lowest of the following three (3) amounts:
 - Initial Hourly Amount (hourly maximum from the Wisconsin Shares County and Tribal Subsidy Maximum Rates (see 18.5.1) multiplied by the monthly hours of care);
 - Monthly Provider Price; and
 - Monthly maximum from the Wisconsin Shares County and Tribal Subsidy Maximum Rates (see 18.5.1).
- Above Full-Time Hours: The number of average weekly hours above 50 and up to 75 per week (see 16.1.1), converted to a monthly number. This additional amount is added after the capped subsidy comparison.
- Out of State Accredited Adjustment: The Agency Rate and Agency Ceiling in the CSAW Benefit Calculation are increased by 10% for out-of-state providers whose accreditation is accepted by YoungStar.

For further details on the subsidy calculation, see the CSAW User Guide - Benefit Calculations.

Appendix VI Red Flag Reports and Referrals

<updated sections only>

Provider Red Flag Reports

Red Flag Reports are automatically generated reports available in Webl. The Red Flag Reports identify providers that may be violating a policy or where there is a reasonable suspicion of fraudulent activity. The findings from these reports are then utilized to generate possible referrals.

Provider Red Flag Reports in Webl include (but are not limited to):

- Unusual Payment Timing Report
- Unusual Revenue Growth Report

Client Red Flag Reports

Red Flag Reports identify potential program integrity issues. Each report identifies a set list of criteria that have been flagged for review. Local agencies should use these reports as a source of referrals for further review and to identify fraud trends. The Client Red Flag Reports are located in Web Intelligence (Webl).

Reports include:

- Current Authorized Hours Greater Than 50
- Current Schedules for Approved Parent Activity
- Cards Replaced Within 12 Months
- Expungement
- Funds About to Expire
- Inactive EBT Cards For More Than 30 Days With a Balance Amount
- Multiple Providers Including Child Care Need Schedule

The Bureau of Child Care Subsidy Administration (BCCSA) recommends local agencies prioritize reviewing the Expungement report and the Inactive EBT Cards For More Than 30 Days with a Balance Amount report. The Expungement report identifies cases where funds have aged off the EBT cards after not being used within a 90-day period. The Inactive EBT Cards For More Than 30 Days With a Balance Amount report identifies cards that have not been used for 30 calendar days and have a balance. **After funds have aged off the card, they cannot be reissued.**

Local agencies must perform a detailed case review on cases identified in these reports. This includes interviewing parents and/or providers to determine if the authorized hours are correct. After reviewing the case and verifying that no payment to the provider is necessary, the local agency may end a child's authorization and retract all subsidy funds in the parent's account.