



DANE COUNTY DEPARTMENT OF HUMAN SERVICES COMPREHENSIVE COMMUNITY SERVICES

APPLICATION and CONTRACTING FAQ

4.27.2018

General Questions

1. I am just starting my business, what do I need to know?

A lot. Thankfully, there are a number of resources to which you can turn, such as:

- State of Wisconsin Business pages website at: <http://www.wisconsin.gov/Pages/business.aspx> . This is a treasure trove of information from registering your business to accessing tax information and forms.
- Wisconsin Women's Business Initiative Corporation (WWBIC). Don't be fooled by the name, this statewide organization works with men and women by offering classes in business planning, financing, personal financial management, and more. Their website is at: <https://www.wwbic.com/> .
- Service Core of Retired Executives (SCORE) is a network of volunteer, expert business mentors who lend their time and expertise through mentoring, workshops, and educational resources. More information is on their website at: <https://www.score.org/> .
- University of Wisconsin School of Business offers a number of Startup Business Courses. More information may be found on their web site at: <https://bus.wisc.edu/cped/sbdc/program-topics/start-up-business-solutions> .
- National Council of Non-Profits has an entire section to starting a non-profit organization on their web site at: <https://www.councilofnonprofits.org/tools-resources/how-start-nonprofit> .

A good approach is to work with or for another business and to learn as much as you can from them about the fiscal and administrative aspects of the business before venturing out on your own.

2. What are the minimum standards to become a CCS provider?

A good place to start is to review the DCDHS Provider web page regarding the Comprehensive Community Services Program found at: <https://danecountyhumanservices.org/ccs/prov/default.aspx> . This has links to a number of resources including Wisconsin Administrative Code Ch. DHS 36 which outlines the program requirements and to the *Provider Handbook* that contains important information on the CCS service array, steps to becoming a provider, ongoing expectations of providers, and authorization and billing information.

For all agencies, DCDHS requires that the agency has a designated fiscal staff person with the appropriate credentials who is not a program staff person OR that the agency contracts with an outside accounting firm.

Service Facilitation Agencies. For agencies providing service facilitation services, DCDHS requires that the agency has at least a 25% full-time equivalent (FTE) CCS Mental Health Professional directly employed by the Agency who meets the minimum qualifications described in DHS 36.10(2)(g)1-8 with the ability to provide consultation during agency business hours throughout the work week AND has at least three (3) full-time equivalent (FTE) service facilitators

directly employed by the agency. These requirements must be met within one year of the initial contract, with the discretion to extend the timeline upon DCDHS approval.

Service Array Agencies. For agencies providing service array services, DCDHS requires that the agency has a CCS Supervisor directly employed by the Agency who meets the minimum qualifications described in DHS 36.10(2)(g)1-8 OR CCS staff on the CCS Staff Listing have a mean experience of at least two (2) years providing psychosocial rehabilitation within any of the service array categories to individuals with mental health and/or substance use disorders. This means that while some staff may have less than two years of experience, across all CCS staff the average should be two years.

Fiscal Questions

3. I use QuickBooks, do I need an Accountant or Bookkeeper too?

The short answer is yes. QuickBooks is a tool. It does not replace the knowledge or expertise of a fiscal professional or someone with an accounting background. Nor will it assure that your paperwork and documentation are ready to withstand an audit.

In considering your organization's financial management system, you will want to reference the Department of Health Services *Financial Management Manual* <https://www.dhs.wisconsin.gov/business/fmm-toc.htm>. In particular Chapter 2, Accounting Records and Source Documentation, would be most helpful to small agencies.

4. Will I need an audit?

If your organization receives \$25,000 or more from the Department of Human Services in a year, then a financial audit will be needed.

5. How do I find an auditor?

We can not recommend any specific auditing or accounting individual or firm. You may want to check with other businesses to see who they have used. The Wisconsin Institute of Certified Public Accountants has a web site that allows a search for Certified Public Accountants, including those who handle audits, at: <http://www.wicpa.org/Content/PublicResources/findacpa.aspx>. Accounting Firms and Certified Public Accountants in Wisconsin are credentialed by the Wisconsin Department of Safety and Professional Services.

The State of Wisconsin, Department of Health Services on their web site: <https://www.dhs.wisconsin.gov/business/fmm-d1.htm> has additional resources on how to contract for audit services.

Just like with any service, you will want to get more than one estimate on the cost of your audit. It is helpful to work with an auditor who has experience working with government/non-profit agencies; one with experience working with the Comprehensive Community Services program is a bonus.

6. What is the cost of an audit?

There are a number of factors which impact the cost of an audit. Audits start in the neighborhood of \$5,000 and go on up. The cost of an audit should be factored into the cost of doing business.

7. How do I set my rates for services?

This is where a fiscal professional can help. See the resources listed under questions 1 and 5. A good reference regarding allowable costs is the *Wisconsin Allowable Cost Manual* found at: <https://www.dhs.wisconsin.gov/business/allow-cost-manual.htm> .

The CCS Rate Proposal Worksheet found on the CCS website at: <https://danecountyhumanservices.org/ccs/prov/forms.aspx> under Fiscal Forms is useful in understanding the rates that can be supported.

8. How do I obtain the required insurance – professional liability insurance, commercial general liability insurance, etc.?

Start by contacting your personal insurance company.

Application Specific Questions

Application Summary

9. What is a Federal EIN?

An EIN is an Employer Identification Number. It is also known as a Federal Tax Identification Number (TIN) and is used to identify a business entity. To learn more, check out the IRS website at: <https://www.irs.gov/businesses/small-businesses-self-employed/employer-id-numbers> .

10. What is a DUNS number?

D-U-N-S, which stands for data universal number system, is a unique nine-digit identifier for businesses. It is used to establish a business credit file. It is also required when doing business with the federal government and associated agencies. More information may be found on the Dun & Bradstreet web site at: <http://www.dnb.com/duns-number/what-is-duns.html> .

Agency Background

11. What is an independent contractor versus an employee?

The Internal Revenue Service (IRS), has a web page dedicated to tackling this question at: <https://www.irs.gov/businesses/small-businesses-self-employed/independent-contractor-self-employed-or-employee> . Please be sure to check this site so that you do not inadvertently run afoul of the rules.