

SYNC User Guide

Supporting Youth and Children

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Introduction

SYNC or, Supporting Youth and Children, is a website created for placement provider agencies to streamline referral processes and communication, as well as keeps records of current and past placements in one secure system. SYNC also allows uniform referral information to reach provider agencies at the same time, automates documentation of where referrals were sent and what those placement provider agency's decisions were, provides a repository of referral records for placement provider agencies to aid in tracking information about the number of referrals received, and occurrence of multiple referrals on the same child, and it eliminates duplication of data entry for placement provider agencies by automating communication in to eWiSACWIS (electronic Wisconsin Statewide Automated Child Welfare Information System) upon receipt. Child welfare agencies with full access will electronically submit referrals for placement through eWiSACWIS rather than submitting them manually via email or fax. eWiSACWIS is a website used by child welfare agencies to document and manage a family's involvement in child welfare. Placement provider agencies in Wisconsin who request access will be provided credentials to securely access the SYNC website.

SYNC Website: <https://apps-okta.dcf.wisconsin.gov/sync/LOGON.do>

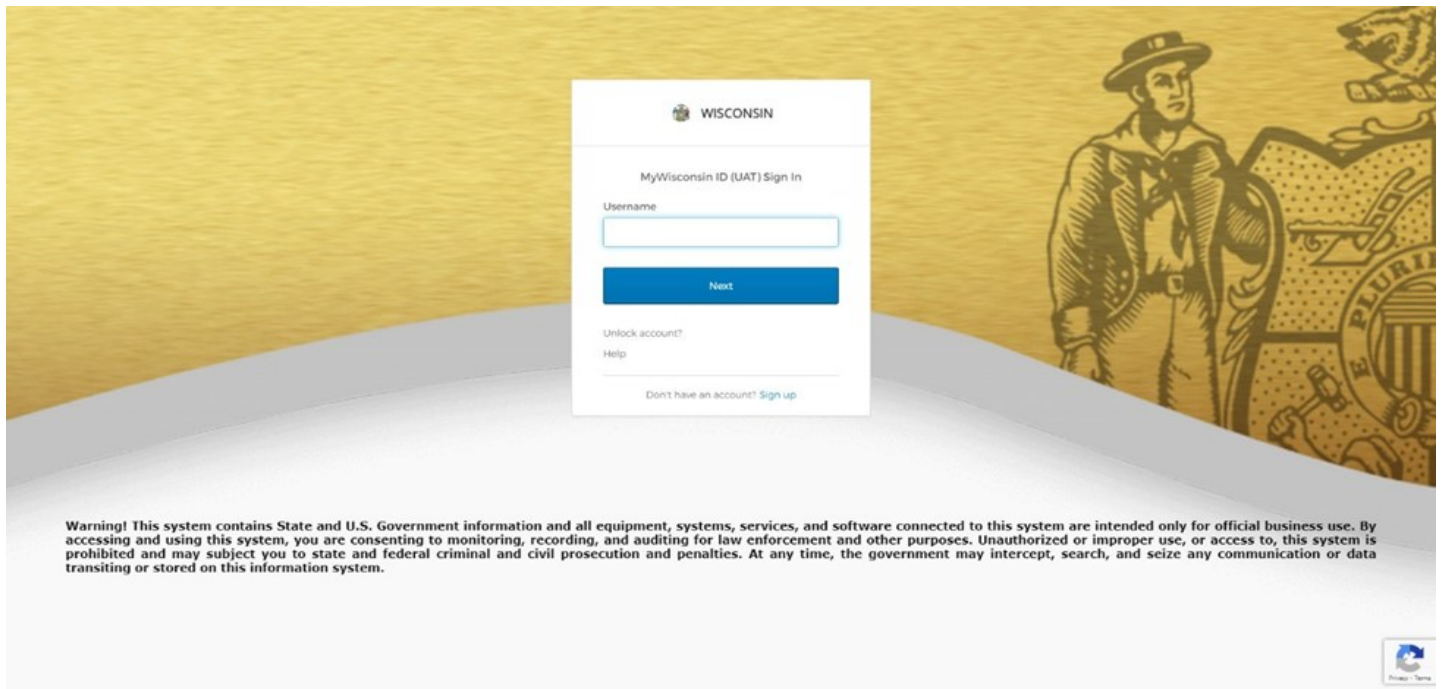
Requesting SYNC Credentials

Placement provider agencies should designate a SYNC Administrator. This individual will determine who, within the agency, will have access to SYNC and what level of access will be delegated to each individual. For example, access and delegation may range from review only to the ability to approve/deny referrals, or to document and transmit information about a youth back to the child welfare professional. The SYNC Administrator is the primary contact for any breaches of User Agreements, security issues, or confidentiality issues. To request access to SYNC and assign a SYNC Administrator, placement provider agencies must complete and sign the External Agency Agreement on Access to SYNC (DCF-F-5618) and then upload the agreement into PIE. The External Agency Agreement on Access to SYNC (DCF-F-5618) can be found on the [DCF Forms Search](#) page.

Everyone designated by the SYNC Administrator with a signed and submitted SYNC User Agreement will have access to SYNC. All staff who are responsible for reviewing and responding to placement referrals of youth to receive treatment services by the facility should be given access.

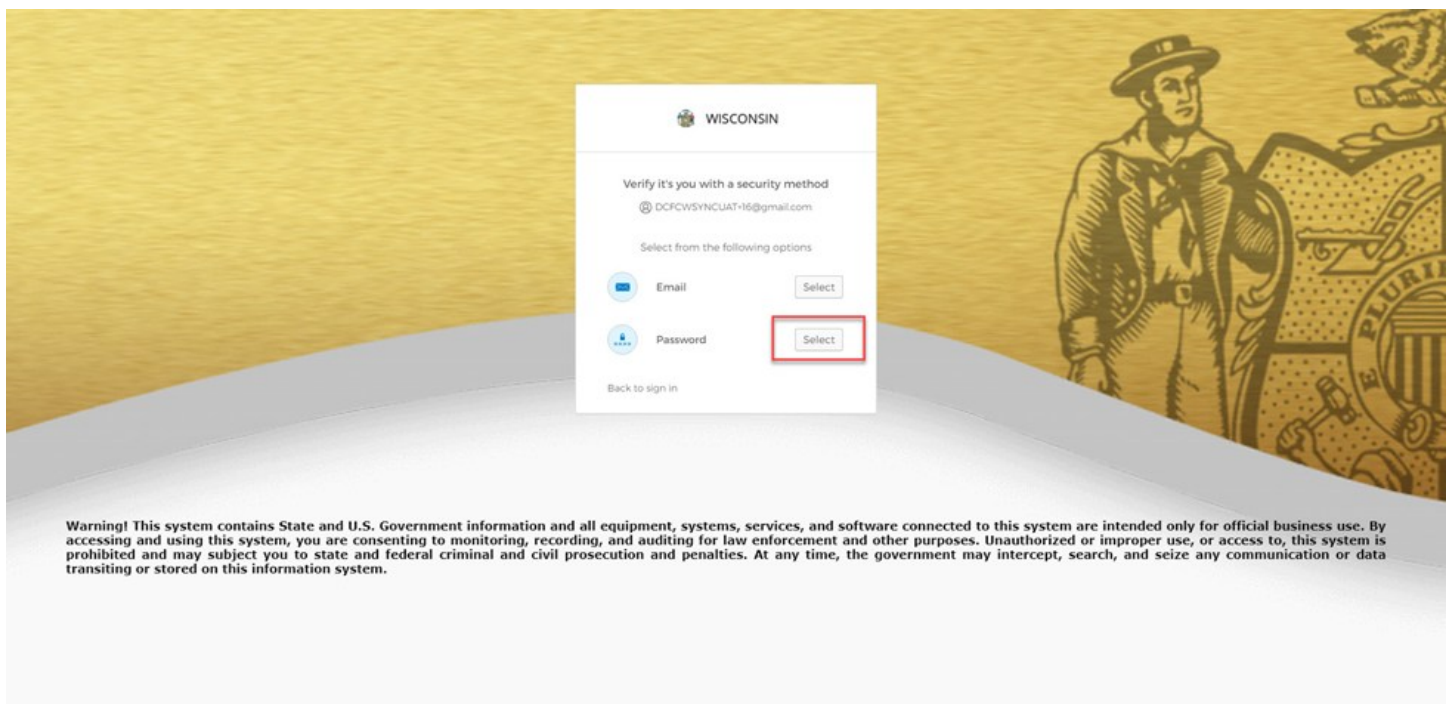
Login

When the SYNC website is launched, this page will appear. Enter your MyWisconsin ID username and click next. If the user does not have a MyWisconsin ID, create one at <https://apps.wisconsin.gov>. For assistance in creating a MyWisconsin ID, visit https://det.wi.gov/Pages/MyWisconsin_ID_Self_Registration.aspx.



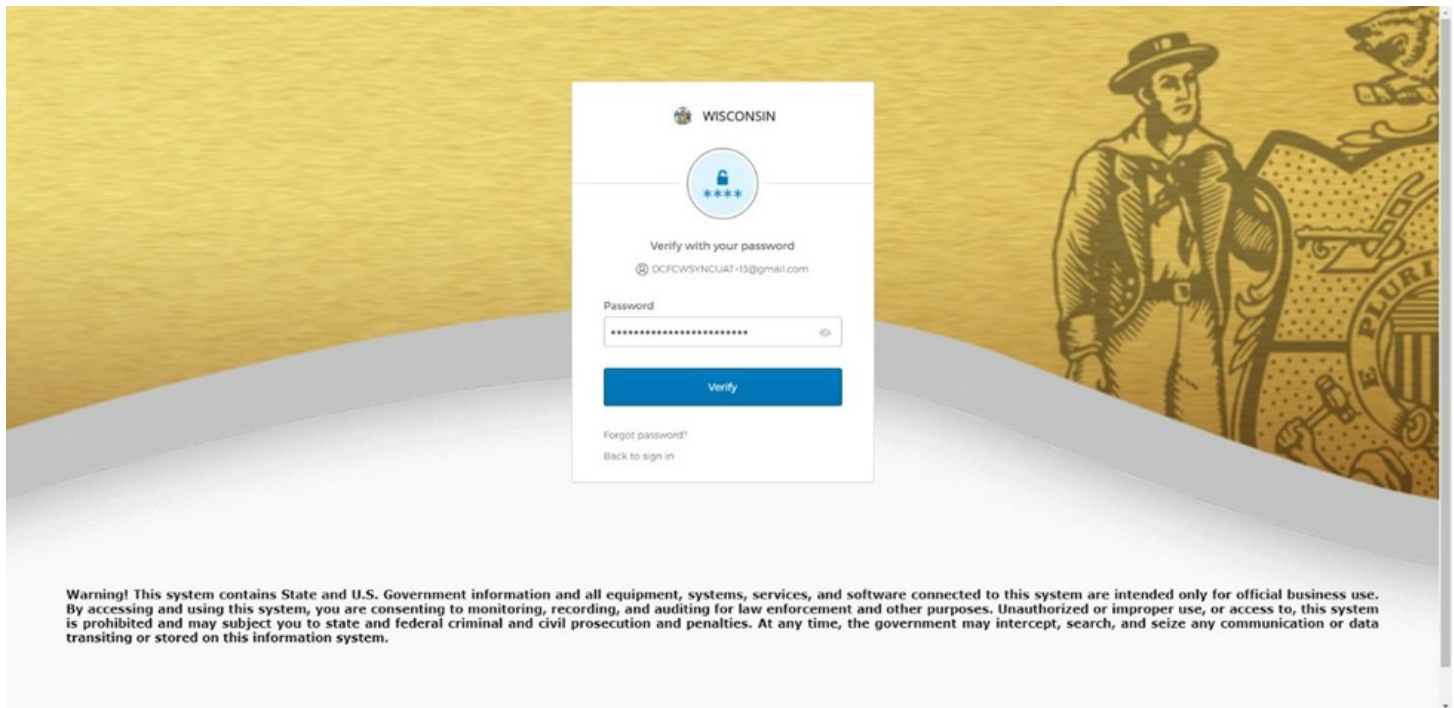
The screenshot shows the 'MyWisconsin ID (UAT) Sign In' page. The page has a yellow background with a faint illustration of a Wisconsin state trooper on the right. In the center, there is a white login box with the 'WISCONSIN' logo at the top. Below the logo, it says 'MyWisconsin ID (UAT) Sign In'. There is a 'Username' label followed by a text input field. Below the input field is a blue 'Next' button. Underneath the button are links for 'Unlock account?' and 'Help'. At the bottom of the box, it says 'Don't have an account? Sign up'. Below the login box, there is a warning message: 'Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil prosecution and penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.' In the bottom right corner, there is a small 'Privacy' link.

Select password to verify the user.



The screenshot shows the security verification page. The page has the same yellow background and trooper illustration as the previous one. In the center, there is a white verification box with the 'WISCONSIN' logo at the top. Below the logo, it says 'Verify it's you with a security method'. Underneath, it shows the email address 'DCFCWSYNCUAT-16@gmail.com'. Below the email address, it says 'Select from the following options'. There are two options: 'Email' with a 'Select' button, and 'Password' with a 'Select' button. The 'Password' option and its 'Select' button are highlighted with a red rectangle. At the bottom of the box, there is a link that says 'Back to sign in'. Below the verification box, there is the same warning message as in the previous screenshot.

Enter the password created with your MyWisconsin ID account.



The login screen features a white central card on a gold background. The card displays the 'WISCONSIN' logo at the top, followed by a blue circular icon with a lock and four asterisks. Below this, it says 'Verify with your password' and shows the email address 'DCFCWSYNCUAT-13@gmail.com'. A password field with a masked input and a toggle icon is present, followed by a blue 'Verify' button. At the bottom of the card are links for 'Forgot password?' and 'Back to sign in'. The background includes a large illustration of a pioneer in a hat and coat, and a portion of the Wisconsin state seal on the right.

WISCONSIN

Verify with your password

DCFCWSYNCUAT-13@gmail.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

Warning! This system contains State and U.S. Government information and all equipment, systems, services, and software connected to this system are intended only for official business use. By accessing and using this system, you are consenting to monitoring, recording, and auditing for law enforcement and other purposes. Unauthorized or improper use, or access to, this system is prohibited and may subject you to state and federal criminal and civil prosecution and penalties. At any time, the government may intercept, search, and seize any communication or data transiting or stored on this information system.

SYNC User Agreement

When logging into SYNC for the first time, users will be presented with the digital user agreement. The user will need to acknowledge that they have a valid work-related reason to access or review any record or part of a record within SYNC by checking the box and electronically signing.

Log Out

SYNC USER AGREEMENT

I hereby certify that I am an employee, subcontractor, or other duly authorized individual under the control of a Child Welfare Provider ("Accessing Agency") licensed by the Wisconsin Department of Children and Families ("DCF").

I hereby certify that I have read and understand the External Agency Agreement on Access to SYNC signed by my employer, the Accessing Agency, and my responsibilities as an employee, subcontractor, or other individual under the control of the Accessing Agency.

I acknowledge that the information and documents transmitted through SYNC are confidential and may only be accessed by individuals who have a legal basis under state and federal confidentiality laws to access them. Information and documents in SYNC cannot be disclosed other than for the purposes of providing care for the child, participating in a permanency plan review concerning the child, or as otherwise permitted by law. State and federal confidentiality laws that may apply to information and documents in SYNC include but are not limited to Wisconsin Statutes Chapters 48 (including ss. 48.396, 48.78 and 48.981), 49, 51 (including s. 51.30), 118 (including s. 118.125), 146 (including s. 146.82), 252 (including s. 252.15) and 938 (including s. 938.396 and 938.78), 20 U.S.C. 1232, and 42 CFR Part 2.

I acknowledge that the information and documents contained in SYNC must be maintained in a manner that strictly prohibits access by the child, any other children in the care of the Accessing Agency, and any other party whose access to the information is prohibited. Some confidentiality laws provide penalties for improper access or disclosure, including fines and imprisonment.

I understand that the Department of Children and Families and/or any Dispensing Agency may maintain a record of any files or other information I may access, edit, or add in SYNC. I understand that DCF may, in its sole discretion, revoke my access to SYNC at any time and without notice.

I acknowledge that I must have a valid, work-related reason to access or review any record or part of a record within SYNC.

☒ By checking this box and typing my name below, I am electronically signing this agreement.

O'Flanagan Kelly:*

Kelly O'Flanagan

Accept

Decline

Home Page

After a successful login, the user will be brought to the Home Page. The placement provider agency's name and address display as shown followed by the Help desk contact information and a confidentiality statement. The user should contact the help desk if they experience any issues using SYNC.

***Note:** The tabs on top display based on security. What the user sees will vary based on their security levels. For example, only SYNC Administrators are going to see the Administration tab.

*** Note:** Child Placing Agencies in SYNC will only have access to Active Referrals, Search Referrals, Provider Updates and Administration tab (if a SYNC Administrator), as placements occur directly with the Foster Home with their agencies. Foster Homes will not have access to SYNC.

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Provider Updates Administration

Positive Alternatives - Marathon (8079083)

5475 North 28th Avenue
Wausau, WI - 54401

DCF Service Desk Contact Information

Phone: (608) 264-6323
Email: DCFSERVICEDESK@WISCONSIN.GOV

When emailing the DCF Service Desk, please do not include Personally Identifiable Information (PII) of any kind. Please use ID numbers only.

The information and documents contained in SYNC are confidential and shall only be accessed by individuals who have a legal basis under state and federal confidentiality laws to access them. Information included in the referral shall not be disclosed other than for the purposes of providing care for the child/youth, participating in a permanency plan review concerning the child/youth, or as otherwise permitted by law. State and federal confidentiality laws that may apply to the contents of this referral include but are not limited to Wisconsin Statutes Chapters 48 (including ss. 48.396, 48.78 and 48.981), 49, 51 (including s. 51.30), 118 (including s. 118.125), 146 (including s. 146.82), 252 (including s. 252.15) and 938 (including s. 938.396 and 938.78), 20 U.S.C. 1232, and 42 CFR Part 2. The information and documents contained in SYNC must be maintained in a manner that would prohibit access by the child/youth, any other children/youth in the care of the provider, and any other party whose access to the information is prohibited. Some confidentiality laws provide penalties for improper access or disclosure, including fines and imprisonment.

Active Referrals

The Active Referrals page displays a table view of all the current, active referrals that have been shared with the placement provider agency. The table displays the child's/youth's name, gender, birthdate, the referred date, and the referring agency. Use the search box to enter any part of the referral name or ID to filter the results displayed on the page. Clicking the name of the referred child/youth will launch the referral.

 SYNC Log Out

[Home](#) [Active Referrals](#) [Current Placements](#) [Search Referrals](#) [Search Placements](#) [Administration](#)

Showing 1 to 10 of 10 rows 25 rows per page

Aardvark, Frank (1112354)					
Male	DOB: 02/02/2013	Age: 10	Referred: 05/12/2023	Status: Pending	Referring County: Chippewa County
Mouse, Mickey (22233344)					
Male	DOB: 01/01/2012	Age: 11	Referred: 05/12/2023	Status: Pending	Referring County: Chippewa County
Johnson, John (1112354)					
Male	DOB: 04/22/2008	Age: 15	Referred: 05/12/2023	Status: Pending	Referring County: Chippewa County
Shelly, Shelia (1112354)					
Female	DOB: 05/01/2007	Age: 16	Referred: 05/12/2023	Status: Pending	Referring County: La Crosse County

Use the filter feature to narrow down the active referrals displayed by typing any of the filterable information.

 SYNC

Log Out

Home

Active Referrals

Current Placements

Search Referrals

Search Placements

Administration

Chippewa

Showing 1 to 10 of 10 rows

25

 rows per page

Aardvark, Frank (1112354)

Male

DOB: 02/02/2013

Age: 10

Referred: 05/12/2023

Status: Pending

Referring County: Chippewa County

Active Referrals – Child/Youth Info

After clicking the name of the referred youth, the referral information will launch. The active referral has three sections: Child/Youth Info, Documentation, and Decision. The first section, Child/Youth Info, contains demographic information, placement history, medical & mental health information, parent information, sibling information, and school information displayed in a drop-down format. Click the drop-down arrows to display the youth's information.

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Administration

[Active Referrals](#) / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson oldemail@wi.gov (200)000-0022.

Child/Youth Info Documentation Decision

Basic Information

Placement History

Medical & Mental Health Information

Parent Information

Siblings Information

School Information

Basic Information expanded:

View when the referral is a Media Restricted Case only

Log Out

HomeActive ReferralsCurrent PlacementsSearch ReferralsSearch PlacementsAdministration

Active Referrals / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Andersonoldemail@wi.gov (200)000-0022.

Child/Youth InfoDocumentationDecision

Basic Information

Information as of 05/12/2023:

Media/Restricted Case	Undisclosed Placement: Yes
County: Chippewa	Target Placement Date: 05/31/2023
Reason for referral: The child/youth requires placement.	
Child Welfare Professional: Annie Anderson	Phone/Email: 20000000224 oldemail@wi.gov
Supervisor: Bonnie Benson	Phone/Email: 55533377771234 super_supervisor@wi.gov
Chosen Name: Frankie	Pronouns: They/Them/Their
Gender: Male	Birth Date: 02/02/2013
Primary Language: English	Ethnicity: African American/Black
Race(s): White, Black/African American, and American Indian/Alaska Native	
Secondary Language: Chinese	Tribal Affiliation: Lac Courte Oreilles Band - , Ho-Chunk -
Spiritual or Religious Affiliation: Baptist	Preferred Place of Worship: Grace Baptist
Expecting Youth: No	Parenting Youth: Yes

View when the referral is a Media Restricted Case and for child/youth who is part of a Joint Sibling Group.

Note: When the “Joint Sibling Group” checkbox is checked in the Sibling Information group box on the Child/Youth Information tab of the OHC Placement Referral page, dynamically display’s a label that reads “**Joint Sibling Group**” in red bold font beneath the “Information as of...” field.

If both the “Joint Sibling Group” checkbox and the “Media/Restricted Case” checkbox is checked on the OHC Placement Referral page in eWiSACWIS then display “**Media/Restricted Case, Joint Sibling Group**”

[Home](#) [Active Referrals](#) [Search Referrals](#) [Provider Updates](#)
[Active Referrals](#) | Referral Date: 04/08/2025 - Ari Smith (9777777)

For questions regarding this referral, please contact Imm ewuat_11390247_wi.gov.

[Child/Youth Info](#) [Documentation](#) [Decision](#)

Basic Information

Information as of 11/11/2025

Media/Restricted Case, Joint Sibling Group

Undisclosed Placement: No

County: Brown

Target Placement Date:

Reason for referral:

Child Welfare Professional: Caitlin Cake

Phone/Email: ewuat_11132578_wi.gov

Supervisor: Etta Eclair

Phone/Email: ewuat_9471512_wi.gov

Legal Name: Ari Smith

Chosen Name:

Pronouns:

Gender: Male

Birth Date: 02/03/2012

Primary Language: English

Ethnicity: African American/Black

Secondary Language:

Race(s): Black/African American

Tribal Affiliation:

Spiritual or Religious Affiliation:

Preferred Place of Worship:

Expecting Youth: No

Parenting Youth: No

Placement History

Medical & Mental Health Information

Parent Information

Siblings Information

School Information

Placement History expanded:

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Provider Updates Administration

Active Referrals | Referral Date: 03/14/2025 - Aiden S. Smith (9378818)

For questions regarding this referral, please contact Caitlin Cake ewuat_8417743_wi.gov (920) 555-1212

Child/Youth Info Documentation Decision

Basic Information

Placement History

Begin: 06/12/2023	End: Current	Type: Main Program (AAFCRCCQ RTP)	Provider: ABC Home Inc (6205738)	End Reason:
Begin: 02/21/2022	End: 06/11/2023	Type: AAFC - Foster Home (Level 2+)	Provider: Angela, Angela (8091886)	End Reason: Provider Requested Change
Begin: 07/30/2021	End: 02/20/2022	Type: Foster Home (Level 2+)	Provider: Angela, Angela (8091886)	End Reason: Transfer to Adoptions- Eastern Region
Begin: 08/11/2020	End: 07/29/2021	Type: Foster Home (Level 2+)	Provider: Angela, Angela (8091886)	End Reason: Agency Requested Change

☐ Child/Youth has a history of going missing from care

Medical & Mental Health Information

Parent Information

Siblings Information

Medical & Mental Health Information expanded:

 SYNC

Log Out

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Active Referrals | Referral Date: 03/14/2025 - Aiden S. Smith (9378818)

For questions regarding this referral, please contact Caitlin Cake ewuat_8417743_@wi.gov (920) 555-1212

Child/Youth Info Documentation Decision

Basic Information

Placement History

Medical & Mental Health Information

MA Number: 8439284985

Primary Physician/Clinic: Doctor Doctor 888 Doctor Drive , Allenton, WI 53002

Primary Dentist/Dental Clinic: Dental Health - Sun Prairie (530) 467-3000 5002 Dental Dr , Madison, WI 53718

Primary Mental Health Provider:

Insurance Company/HMO:	Phone:	Policy Number:	Group Number:	Subscriber:
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Medication: Vyvanse	Begin Date: 01/19/2021	End Date:	Dosage/Frequency: 70 mg 1x/day in the AM
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Reason Prescribed or Discontinued:

Notes / Comments:

Allergy: Allergic to furry critters	Specify details, including reactions:
-------------------------------------	---------------------------------------

Is there an emergency protocol for exposure? Specify for each allergy

Don't pet cats

Health, Behavioral, or Mental Health Needs:

Child has bed wetting or incontinence considerations.

Describe in this field

Child/Youth has chronic physical, mental, or emotional needs as described below:

Describe in this field

Child/Youth has had a hospitalization, surgery, emergency medical need, or significant illness in the last six months:

Immunization Up to Date:Yes

Expresses thoughts or behaviors resulting in harm to self or others? Undetermined	Alcohol or drug use; use or abuse of household items or chemicals for other than intended purposes? Undetermined
---	--

History of human trafficking? Undetermined	Suicidal risk? Undetermined
--	-----------------------------

Other risk of self-harm? Undetermined	History of sexual abuse? Undetermined
---------------------------------------	---------------------------------------

History of gang affiliation? Undetermined	History of physical abuse? Undetermined
---	---

Describe any known triggers and coping strategies: Aiden benefits from clear expectations and rules...

Parent Information

Parent Information expanded:



SYNC

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Active Referrals | Referral Date: 03/14/2025 - Aiden S. Smith (9378818)

For questions regarding this referral, please contact Caitlin Cake ewuat_8417743_@wi.gov (920) 555-1212

Child/Youth Info

Documentation

Decision

Basic Information

Placement History

Medical & Mental Health Information

Parent Information

Name - Parent 1: Smith, Elizabeth C.

Type: Birth

Address: 1234 Main Street , Madison, WI 53701

Phone: (608) 555-1111

Chosen Name:

Birth Date: 09/04/1988

Email: Aidensmom@mail.com

Pronouns:

Language: English

Name - Parent 2: Smith, David C.

Type: Adjudicated

Address: 1234 Main Street , Madison, WI 53701

Chosen Name:

Birth Date: 02/22/1980

Email: Aidensmom@mail.com

Pronouns:

Language: English

Document any additional pertinent information about parents: Aiden has regular, healthy and stable contact with...

Siblings Information

School Information

Sibling Information expanded:



Log Out

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[Active Referrals](#) | Referral Date:

For questions regarding this referral, please contact

Child/Youth Info

Documentation

Decision

Basic Information

Placement History

Medical & Mental Health Information

Parent Information

Siblings Information

Name:

Chosen Name:

Pronouns:

DOB:

Age:

Gender:

Relationship:

Joint Sibling Referral:

Document any pertinent information for siblings:

School Information

Siblings Information

Name: Smith, Lily	Chosen Name:	Pronouns:	DOB: 09/24/2015	Age: 10	Gender: Female	Relationship: Biological - Maternal Half Sibling	Joint Sibling Referral: No
Name: Smith, Jorge	Chosen Name:	Pronouns:	DOB: 12/27/2008	Age: 16	Gender: Male	Relationship: Biological - Maternal Half Sibling	Joint Sibling Referral: No
Name: Smith, Dolly	Chosen Name: Dolls	Pronouns:	DOB: 09/22/2014	Age: 11	Gender: Female	Relationship: Biological - Maternal Half Sibling	Joint Sibling Referral: Yes

Document any pertinent information for siblings:

Note: Referrals for children/youth who are part of a sibling group are identified to help providers quickly recognize sibling placements and assess available placement resources for the entire group.

The indicator

School Information expanded:

 SYNC

Log Out

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Active Referrals

Referral Date: 03/14/2025 - Aiden S. Smith (9378818)

For questions regarding this referral, please contact Caitlin Cake ewuat_8417743_wi.gov (920) 555-1212

Child/Youth Info

Documentation

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Basic Information

Placement History

Medical & Mental Health Information

Parent Information

Siblings Information

School Information

Current School:

Current Grade:

Start Date:

Child/Youth has an Individualized Education Plan: Yes

Current academic performance including grade level, special achievements, and current educational difficulty(s).

☒ Document any before or after school daycare or extracurricular activities.

Aiden enjoys playing outside after school and going on structured field trips.

☐ Document any transportation needs or concerns.

Active Referrals – Documentation

The Documentation section is the second section within the Active Referrals page for the selected child/youth's referral. This section displays all documents and images shared with SYNC as part of a referral. Documents and images are displayed in a table format with column names of Type, Document Date, Shared Date, and File Name. The File Name column displays links to the eWiSACWIS documents and images. Selecting the hyperlink for the row will launch the document/image.

Note: The 'CANS 0-5' document type is now included with referrals for younger children. This document is accessible for all providers (both CPAs and Congregate Care providers) to whom the referral has been shared.

 SYNC

Log Out

Home **Active Referrals** Current Placements Search Referrals Search Placements Provider Updates Administration

[Active Referrals](#) | Referral Date: 03/14/2025 - Aiden S. Smith (9378818)

For questions regarding this referral, please contact Caitlin Cake ewuat_8417743_@wi.gov (920) 555-1212

Child/Youth Info **Documentation** Decision

Documentation ^

Showing 1 to 5 of 5 rows 25 rows per page

Type: CANS 5-21	Document Date: 01/02/2025	Document Shared: 01/14/2025
Type: Independent Living and Transition Plan	Document Date: 01/06/2025	Document Shared: 01/14/2025
Type: Info for OHC Providers Part A	Document Date: 11/05/2024	Document Shared: 01/14/2025
Type: Info for OHC Providers Part B	Document Date: 11/05/2024	Document Shared: 01/14/2025
Type: Other	Document Date: 01/14/2025	Document Shared: 01/14/2025

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[Active Referrals](#) | Referral Date: 10/16/2025 - Chloe Hipp (9999402)

For questions regarding this referral, please contact Aange Lange ewuat_10968321_wi.gov (715) 555-1555.

[Child/Youth Info](#)
[Documentation](#)
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Documentation

Showing 1 to 3 of 3 rows rows per page

Type: CANS 0-5	Document Date: 10/27/2025	Document Shared: 11/06/2025
Type: Info for OHC Providers Part A	Document Date: 10/27/2025	Document Shared: 11/06/2025
Type: Info for OHC Providers Part B	Document Date: 10/27/2025	Document Shared: 11/06/2025

Access to 'Other-Planning' document type on the Documentation tab is restricted exclusively to Child Placing Agencies. If you are accessing SYNC as Congregate Care Provider, 'Other-Planning' documents will automatically be hidden to safeguard sensitive adoption referral data. These hyperlinks will not appear on the Documentation tab.

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[Active Referrals](#) | Referral Date: 04/08/2025 - Ari Smith (9777777)

For questions regarding this referral, please contact Imm_ewuat_11390247_@wi.gov.

[Child/Youth Info](#)
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Documentation

Showing 1 to 2 of 2 rows rows per page

Type: Info for OHC Providers Part A	Document Date: 10/27/2025	Document Shared: 11/06/2025
Type: Info for OHC Providers Part B	Document Date: 10/27/2025	Document Shared: 11/06/2025

To streamline placement determinations for Public Adoption Referrals, a dedicated document type (Other-Planning) is available under the Documentation tab. This allows relevant adoption documentation sent from eWISACWIS to be accessed directly within SYNC.

Child Placing Agencies: Users logged in as a CPA can view and open the Other-Planning hyperlink on applicable Public Adoption Referrals.

Congregate Care Providers: For security and compliance, the Other-Planning hyperlink will not appear.

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[Active Referrals](#) | Referral Date: 04/08/2025 - Ari Smith (9777777)

For questions regarding this referral, please contact Imm ewuat_11390247_@wi.gov.

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Documentation

Showing 1 to 3 of 3 rows rows per page

Type: Other - Planning	Document Date: 10/27/2025	Document Shared: 11/06/2025
Type: Info for OHC Providers Part A	Document Date: 10/27/2025	Document Shared: 11/06/2025
Type: Info for OHC Providers Part B	Document Date: 10/27/2025	Document Shared: 11/06/2025

Active Referrals – Decision

The final section within the Active Referrals page is the Decision section. This section is used to document the provider's decision on the referral. The provider may choose to accept, waitlist, or decline the referral that has been shared from eWiSACWIS. An optional narrative box to document any pertinent decision information will display. Clicking the Save button saves all changes made to the page. Attempting to navigate away from the page with unsaved changes will prompt the user with a message, "Do you want to save your changes?" There will be options for Yes or No.

This page can be accessed by clicking the name hyperlink from the Active Referrals page or the Search referrals page. This page can also be accessed by clicking the Decision hyperlink from any section of the Referral page.

When opening a new referral to review for potential placement, the decision can be changed to Under Review, signaling to the Referring Agency that the Referral is being reviewed.

When the decision is Under Review, enter the date (the date you are changing the status to Under Review) and use the narrative field to document any additional details about your review process.

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[Active Referrals](#) / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

 For questions regarding this referral, please contact Annie Anderson oldemail@wi.gov (200)000-0022.

[Child/Youth Info](#) [Documentation](#) [Decision](#)

Decision

Save

Decision:

Under Review

Date:

mm/dd/yyyy

Document any pertinent decision information:

When the decision is Accept, enter the potential admit date (the potential date that placement can begin) and select the appropriate program from the dropdown.

***Note:** Child Placing Agencies will not have the required Program field when accepting a placement.

 SYNC

Log Out

[Home](#) [Active Referrals](#) [Current Placements](#) [Search Referrals](#) [Search Placements](#) [Administration](#)

[Active Referrals](#) / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson oldemail@wi.gov (200)000-0022.

[Child/Youth Info](#) [Documentation](#) [Decision](#)

Decision

Save

Decision:

Accept

Potential Admit Date:*

05/25/2023

Program:*

GH - Courage House

Document any pertinent decision information:

When the decision is to Waitlist the referral, enter the potential admit date. Use the optional narrative box to document any pertinent decision information.

 SYNC

Log Out

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[Active Referrals](#) / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson oldemail@wi.gov (200)000-0022.

[Child/Youth Info](#) [Documentation](#) [Decision](#)

Decision

Save

Decision:

Waitlist

Potential Admit Date:*

05/25/2023

Document any pertinent decision information:

When the decision is Decline, select the appropriate reason for declining. Enter the date the decision was made and use the optional narrative box to document any pertinent information.

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Administration

[Active Referrals](#) / Referral Date: 05/12/2023 -Frank Aardvark (1125344)

For questions regarding this referral, please contact Annie Anderson oldemail@wi.gov (200)000-0022.

Child/Youth Info Documentation Decision

Decision

Save

Decision:

Decline - lack of resources

Decision Date:*

05/12/2023

Document any pertinent decision information:

Current Placements

***Note:** Child Placing Agencies will not have access to Search Placements as placements occur directly with the Foster Homes. Foster Homes do not have access to SYNC.

The Current Placements page displays a table view of placements documented in eWiSACWIS that are either currently open with the provider or the placement with the provider ended less than 15 days ago. Edits can be made for current placements with the provider and placements with the provider that ended less than 15 days ago. Use the Search/Filter box to enter any part of the child/youth's name or ID to filter the results displayed on the page. Clicking the child/youth's name will launch the child/youth's placement record in edit mode.

 SYNC

Log Out

Home Active Referrals **Current Placements** Search Referrals Search Placements Administration

Search/Filter

Showing 1 to 6 of 6 rows 25 rows per page

Aardvark, Frank (1112354)	Male	DOB: 02/02/2013	Age: 10	04/20/2022 - Present	Placing County: Chippewa County
Mouse, Mickey (22233344)	Male	DOB: 01/01/2012	Age: 11	05/07/2022 - Present	Placing County: Chippewa County
Johnson, John (7252561)	Male	DOB: 04/22/2008	Age: 15	04/19/2020 - Present	Placing County: Milwaukee County
Shelly, Shawn (5421320)	Male	DOB: 05/01/2007	Age: 16	01/01/2023 - Present	Placing County: Milwaukee County

Current Placements – Child/Youth Info

After clicking the child/youth's name, the placement record of that child/youth will display if the child/youth is currently placement with the provider or the child/youth's placement with the provider ended less than 15 days ago. The placement record has four sections: Child/Youth Info, Documentation, Case Notes, Appointments. Clicking each of the section names will take you to that section of the placement record. The Child/Youth Info section displays first. This section contains personal and demographic information about the child/youth, medical and mental health information, and school information. Certain parts of this section such as the AKA Names, can be edited by the user which then updates the child/youth's information in eWiSACWIS. Clicking the Save button saves all changes made to the page. Attempting to navigate away from the page with unsaved changes will prompt the user with a message, "Do you want to save your changes?" There will be options for Yes or No.

Basic Information expanded:

 Log Out

Home Active Referrals **Current Placements** Search Referrals Search Placements Administration

Current Placements | Placement 05/12/2023 - Present Frank Aardvark (1125344)

Child/Youth Info Documentation Case Notes Appointments

Basic Information

Information as of 05/12/2023

Chosen Name:	Gender: Male
Pronouns: They/Them/Their	Birth Date: 05/01/2007
Birth Place: Eau Claire, WI	Medicaid Number: 22211157
Religion: Baptist	Preferred Place of Worship: Grace Baptist
Interpreter Required: No	Primary Language: English
Secondary Language(s):	Chinese, German, and Hungarian
Race(s): White, Black/African American, and American Indian/Alaska Native	
Hispanic/Latino:	Ethnicity: African American/Black, Puerto Rico
Indian Tribe: Lac Courte Oreilles Band	Clan:
Status: Pending	
Indian Tribe:	Clan:
Status:	

AKA Names Save

05/03/2023 Type: Chosen Name First Name: Last Name: MI:

Insert

Height: 5 feet 10 inches Weight: pounds

Eye Color: Hazel Hair Color: Blonde

Physical Description (e.g. clothing, glasses, hairstyle/color, teeth, braces, scars, tattoos, body piercing(s), acne, freckles, birthmarks, discolorations, injuries, etc.):

School Information

Health, Behavioral, or Mental Health Needs

School Information expanded:

SYNC

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Search Placements

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Current Placements

Placement 05/12/2023 - Present Frank Aardvark (1125344)

Child/Youth Info

Documentation

Case Notes

Appointments

Basic Information

School Information

☒ Child/Youth is less than age five and does not attend early education or day care.

☒ Child/Youth is less than age five and attends child care that is not early education, pre-school or 4K.

☒ Child/Youth is in an early intervention program.

☐ School district has been notified of child/youth's placement (if age two or older).

☒ Child/Youth is in day treatment.

☒ Child/Youth was attending school but is currently listed as missing from the out-of-home placement.

Child/Youth is of school age but is not attending school: Yes

Child is Currently Enrolled in School: Yes

Highest Grade Level Completed: Five

Describe current academic performance. Include grade level, special achievements and current educational difficulty(s). Include the date and source of your information.

Diploma/Certificate: GED Certificate

Diploma/Certificate Date: 05/01/2023

Anticipated High School Graduation Date: 06/01/2024

Child/Youth has an Individualized Education Plan: Yes

Extended School Year: No

Date of Current IEP: 05/01/2023

Date Current IEP Expires: 05/01/2024

School District of Jurisdiction

School District of Jurisdiction: Out of State

Start Date: 12/15/2022

Reason for Change: Educational Responsibility Out-of-State

Contact Person:

Phone Number:

School District of Jurisdiction: Eau Claire Area Sch Dist

Start Date: 09/07/2021

Reason for Change: Child Placed in New School District

Contact Person: Jenn Acker

Phone Number: (715)839-6086

School History

School Name: Madison Community Montessori School

School Type: Private School

Program Type: Regular Education

Program: METV

Grade: 11th

Special Education:

Percentage of day spent in Special Education:

Start Date: 12/15/2022

Completion Status:

day

Health, Behavioral, or Mental Health Needs

June 2026

26

Current Placements – Documentation

The Documentation section is the second section of the child/youth’s placement record. This section displays a table view of documents and images that have been uploaded in SYNC or shared from eWiSACWIS. Clicking on the document name will launch the document. Click Add New to upload a new document.

 SYNC

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Placement 05/12/2023 - Present Frank Aardvark (1125344)

Child/Youth Info

Documentation

Case Notes

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Documentation

Showing 1 to 1 of 1 rows 25 rows per page

Add New

Source: eWiSACWIS

Type: Crisis Plan

Document Date:

Document Shared: 05/08/2023

After clicking Add New the user will be brought to the Document/Image Select page to upload the document or image. The document/image date and type fields are required to be completed. The date entered **cannot** be a future date. Select the appropriate type from the dropdown. Click Choose File to locate the document or image. The file becomes a hyperlink to the document/image. There is an optional narrative text box for any comments. Select Save to save the uploaded document or image. Once it is saved successfully, the fields of the page become frozen and cannot be changed. The record is saved in SYNC and immediately becomes an imaging record accessible in eWiSACWIS.

 SYNC

Log Out

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[Current Placements](#) | [Placement Record](#) | Document/Image Select for Frank Aardvark (1125344)

SaveClose

Document/Image Date:*

05/25/2023

Type:*

Assessment

Discharge Report

Other - Medical/Mental Health

Other - Placement

Photograph

Treatment Plans

File Name:*

Choose File

No file chosen

Comments:

Current Placements – Case Notes

The next section of the child/youth's placement record is Case Notes. This section displays the summary of case notes that have been documented for the child/youth by staff at the provider agency. The system pulls in all case notes for both the child/youth and provider that have been created for all the child/youth's placements with the provider across different cases and counties. The case notes for the open placement will always display. Case notes from closed placements will be displayed only if the closed placement is still within the timeframe in the retention policy (15 days).

The Case Notes section is presented in a table displaying the date/time, type, and youth care professional. Provider staff can create a new note by selecting the Add New button. Selecting the hyperlink for the case note row launches the Case Note page. If the case note has not been finalized, an edit hyperlink will display in an unlabeled column. Selecting the edit hyperlink will launch the Case Note page as an editable page. If the case has not been finalized, a view hyperlink will display in the unlabeled column. Selecting the view hyperlink will launch the Case Note page as disabled.

 **SYNC**

Log Out

Home Active Referrals **Current Placements** Search Referrals Search Placements Administration

[Current Placements](#) | Placement 05/12/2023 - Present Frank Aardvark (1125344)

Child/Youth Info Documentation **Case Notes** Appointments

Case Notes

Add New

Showing 1 to 16 of 16 rows 25 rows per page

Date & Time: 05/10/2023 02:12 PM	Type: Per Visitation	Youth Care Professional: Brett Favre	Edit
Date & Time: 05/07/2023 09:09 PM	Type: Weekly Update	Youth Care Professional: Brett Favre	Edit
Date & Time: 05/04/2023 11:43 AM	Type: Progress Reports	Youth Care Professional: Brett Favre	Edit
Date & Time: 05/02/2023 11:44 AM	Type: Family Visitation	Youth Care Professional: Brett Favre	Edit

After selecting Add New, the Case Note page will launch. This page is used to create a new case note or review the detail of an existing case note. Enter the date and time of the note then select the type from the drop-down list. The date entered cannot be a future date. Use the narrative box to describe what took place.

Click Save to save the note. Checking the Finalize Note checkbox, then selecting Save will freeze the note and no further edits can be made. The note will automatically finalize if left unchecked past 30 days from the creation date of the note.

SYNC Log Out

Home Active Referrals **Current Placements** Search Referrals Search Placements Administration

[Current Placements](#) | [Placement Record](#) | Case Note for Frank Aardvark (1125344)

☒ **Finalize Note**
 Selecting the Finalize Note checkbox freezes the case note on save, meaning it will become not editable and shared with Child Welfare Professionals electronically. If the Finalize Note checkbox is not manually selected within thirty days of the case note's initial creation, the checkbox will be automatically checked. Thus, freezing the page and sharing the case note with Child Welfare Professionals.

Youth Care Professional: Kelly O'Flanagan

Date & Time: 06/21/2023 10:55 AM

Type:
 Community Log
 Daily Update
 Family Visitation
 Missing From Care
 Per Visitation
 Professional
 Progress Reports
 Weekly Update
 Youth Behavior Changes

Narrative:

Save Close

Current Placements – Appointments

The final section of the child/youth's placement record is Appointments. This section displays a summary of the child/youth's appointments during the placement period. The information is presented in a table format.

The columns in the table are: Begin Date, Medical Provider Name, Provider Type, Type of Appointment, Health Concern and an unlabeled column with edit or view hyperlinks. The user can create a new appointment by selecting Add New.

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Placement 05/12/2023 - Present Frank Aardvark (1125344)

Child/Youth Info

Documentation

Case Notes

Appointments

Appointments

^

Add New

Showing 1 to 4 of 4 rows 25 rows per page

Date: 05/02/2023	Medical Provider Name: Doctor Heckert	Provider Type: Physician	Type of Appointment: Edit
Health Concerns: new from ST			
Date: 05/01/2023	Medical Provider Name: Acacia Mental Health Clinic	Provider Type: MH Professional	Type of Appointment: Comprehensive Mental Health Assessment Edit
Health Concerns: Test			

Add New Appointment

After selecting Add New, the Appointments page will launch. Use this page to create a new appointment or review the detail on an existing appointment. Enter the date of the appointment. When a user starts entering a name in the Medical Provider/Clinic field, options will display if that provider has been previously entered into the system. If no provider is found, click Create to launch the Medical Provider Page and create a new medical provider record. After selecting/creating the appropriate medical provider, the Medical Provider/Clinic Type

field will display. Use the drop down to select the appointment type. Enter the health concern in the required blue field. There are optional narrative text boxes to enter information about the procedure and diagnosis from the appointment. Select save after entering all required information.

 SYNC

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Current Placements

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[Current Placements](#) | [Placement Record](#) | Appointment for Frank Aardvark (1125344)

Save

Close

Appointment/Hospitalization
Begin Date:*

mm/dd/yyyy

Medical Provider/Clinic:*

Start typing name to search for Medical/Provider Clinic.

Create

Medical Provider/Clinic Type:*

Appointment Type:*

Health Concern:*

Procedure:

Diagnosis:

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 [Placement Record](#) |
 Appointment for Frank Aardvark (1125344)

Save Close

Appointment/Hospitalization Begin Date:*

Medical Provider/Clinic:*

Medical Provider/Clinic Type:*

Appointment Type:*

Health Concern:*

Procedure:

Diagnosis:

Dentist-American family dental(6719 W. Capital Drive)
 Dentist-Angeladental(1730 S. 13th Street)
Dentist-Belgium family dental(dfdfdf)
 Dentist-Bradley dental()
 Dentist-Bradley family dental(5600 west brown deer rd)
 Dentist-Bradly family dental()
 Dentist-Bullard dentist()
 Dentist-CHW dental(9000 W. Wisco)
 Dentist-Capital Family dental(8422 w. Capital)

If the provider already exists in the system, an Open link will display. Click Open to view and/or the medical provider record.



Log Out

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Current Placements | Placement Record | Appointment for Frank Aardvark (1125344)

SaveClose

Appointment/Hospitalization Begin Date:*

05/01/2023

Medical Provider/Clinic:*

Acacia Mental Health Clinic

OpenCreate

Medical Provider/Clinic Type:*

MH Professional

Appointment Type:*

Comprehensive Mental Health Assessment

Health Concern:*

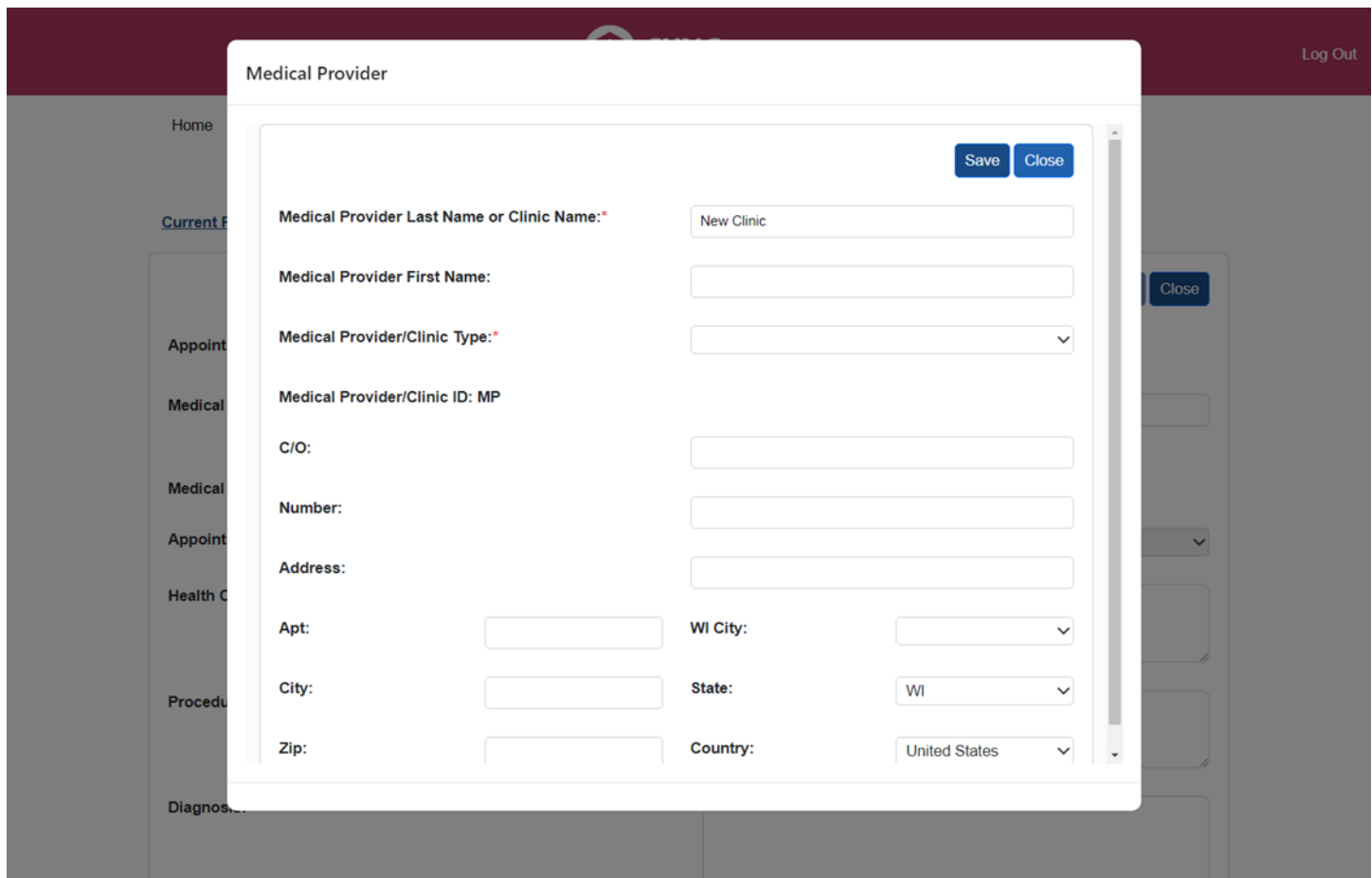
Test

Procedure:

Diagnosis:

Medical Provider Record

The Medical Provider/Clinic pop up page is used to record provider information. The Medical Provider Last Name or Clinic Name and Medical Provider/Clinic Type are all required fields. The remaining fields are all optional but should be completed if the user has the information. Select Save to save the information. Select close to close the page.



The screenshot shows a web application interface with a dark blue header and a light blue sidebar. The main content area displays a 'Medical Provider' form. The form has a title bar 'Medical Provider' and two buttons: 'Save' and 'Close'. The form fields are as follows:

- Medical Provider Last Name or Clinic Name:*** Text input field containing 'New Clinic'.
- Medical Provider First Name:** Text input field.
- Medical Provider/Clinic Type:*** Dropdown menu.
- Medical Provider/Clinic ID: MP** Text input field.
- C/O:** Text input field.
- Number:** Text input field.
- Address:** Text input field.
- Apt:** Text input field.
- City:** Text input field.
- Zip:** Text input field.
- WI City:** Dropdown menu.
- State:** Dropdown menu showing 'WI'.
- Country:** Dropdown menu showing 'United States'.

Search Referrals Page

The Search Referrals page allows the user to use search criteria to search for and retrieve referrals that have been shared with and are visible for that placement provider agency. Click the Search button to initiate a search of the database based on the information entered in the search criteria. Selecting the Clear button will clear out all the search criteria fields. "Referring Agency" is the agency of the child welfare professional who is the primary contact for the referral. Initiating a search returns referrals that meet the search criteria and have been shared with the placement provider agency who initiated the search. If no results are returned, a message will display.

The name will appear as a hyperlink for referrals returned where the Referring County Decision is either Pending or Placed. The name will appear as static text and not a hyperlink for referrals returned where the 'Referring County Decision' is either 'Not Placed' or 'Withdrawn'. Clicking the name hyperlink opens the referral in edit mode when the Referring County Decision for the referral is 'Pending.' Clicking the name hyperlink opens the referral in view only mode when the Referring County Decision for the referral is 'Placed.'

This page is accessed by clicking the Search Referrals button on the menu at the top of the screen.

Log Out

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Referral Search Criteria

Referred Since

mm/dd/yyyy

Last Name

First Name

Referral Status

Gender

Female

Age Begin

Age End

Referring County

La Crosse

Sort By

Clear

Search

Showing 1 to 1 of 1 rows25 rows per page

Search Results

Shelly, Shelia (1112354)

Female

DOB: 01/01/2010

Age: 13

Referred: 05/26/2023

Status: New

Referring County: La Crosse

Referring County Decision: Placed

Search Placements

***Note:** Child Placing Agencies will not have access to Search Placements as placements occur directly with the Foster Homes. Foster Homes do not have access to SYNC.

The Search Placements page allows the user to use search criteria to search for and retrieve active as well as historical child/youth placement records in SYNC. Selecting the Clear button will clear out all the search criteria fields. Selecting the Search button initiates a search of the database based on the information entered. This page can be accessed by clicking the Search Placements button on the menu.

Initiating a search returns records for children/youth who meet the search criteria and are currently placed with the provider as well as those who have been historically placed with the provider. Clicking the name hyperlink opens the child/youth's placement record page in edit mode when the corresponding placement in eWiSACWIS does not have a fully approved Placement Ending or has a fully approved placement ending for a reason other than 'Made in Error' and the placement ending approval date is less than 15 days from the system date. The placement record will open in view only mode when the corresponding placement in eWiSACWIS has a fully approved placement ending for a reason other than 'Made in Error' and the placement ending approval date is more than 15 days from the system date; or a more recent fully approved open placement with the same provider is found in eWiSACWIS.

Placement Search Criteria

Last Name First Name Gender Placing County Sort By

[Clear](#) [Search](#)

Showing 1 to 1 of 1 rows rows per page

Search Results

[Shelly, Shelia \(1112354\)](#)

Female

DOB: 05/01/2007

05/12/2023 - Present

Placing County: Chippewa County

Provider Updates

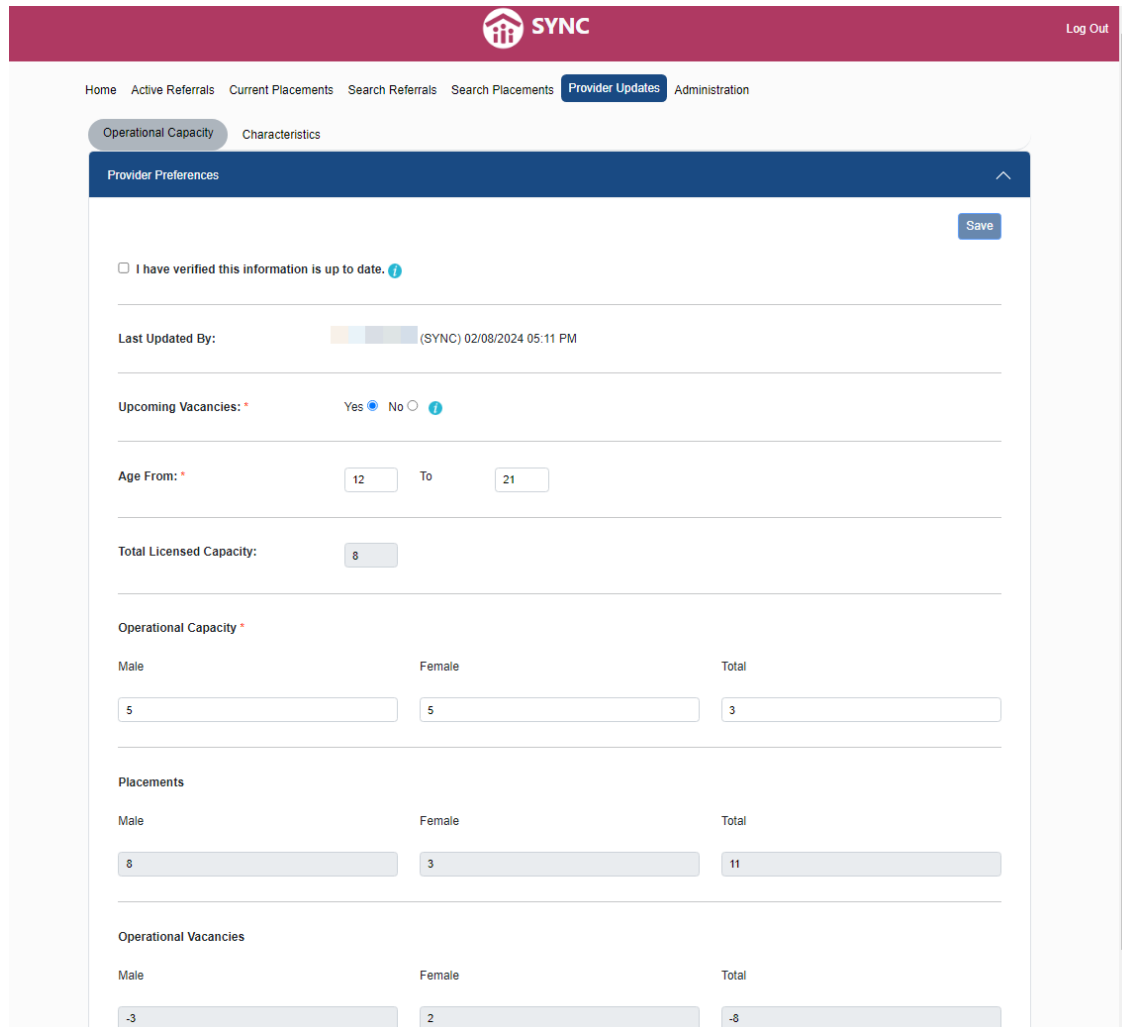
***Note:** Child Placing Agencies have access to Provider Updates, with only the Description and Provider Forms tabs. The Operational Capacity and Characteristics tab only apply to Congregate Care Providers, who will also have access to Description and Provider Forms tabs.

The Provider Updates page gives providers the ability to document operational level information about the children and youth that they serve. The Operational Capacity tab provides the ability to indicate if a provider has upcoming vacancies, the ability to update the ages of the children/youth served (within what the provider

is licensed for), and the maximum operational capacity of males and females for the home at any given time. The Characteristics tab allows the provider to update or maintain provider characteristics for the children and youth they serve. The Description tab allows an agency to document their program description and any pertinent information regarding the placement which will display to the Referring Agencies making Referrals. The Provider Forms tab provides an area for providers to upload provider specific forms that pertain to their agency. For example, intake forms, consents, or policies and procedures, which will become available to the Referring Agency upon acceptance of a Referral.

Operational Capacity

Selecting the Provider Updates section will default to the Operational Capacity tab. Here is where information can be updated which will help inform Child Welfare Professionals of availability and capacity at Congregate Care Provider locations when making Congregate Care Referrals to SYNC providers.



SYNC Log Out

Home Active Referrals Current Placements Search Referrals Search Placements **Provider Updates** Administration

Operational Capacity Characteristics

Provider Preferences Save

☐ I have verified this information is up to date. ?

Last Updated By: (SYNC) 02/08/2024 05:11 PM

Upcoming Vacancies: * Yes ☒ No ☐ ?

Age From: * 12 To 21

Total Licensed Capacity: 8

Operational Capacity *

Male	Female	Total
5	5	3

Placements

Male	Female	Total
8	3	11

Operational Vacancies

Male	Female	Total
-3	2	-8

Providers should be regularly updating this information. Reminder emails will be sent every 30 days to any user assigned to the Referral/Intake Coordinator role if an update to the Operational Capacity tab has not occurred. If no changes have occurred since the last update, select the verification box to then save the page, indicating the information was reviewed and is up to date.

 SYNC

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Operational CapacityCharacteristics

Provider Preferences

☒ I have verified this information is up to date. 

Last Updated By:

(SYNC) 02/08/2024 05:11 PM

Upcoming Vacancies: *

Yes ☒ No ☐ 

Age From: *

12

To

21

Save

The Provider Updates page, Operational Capacity tab, gives providers the ability to document operational level information about the children/youth that they serve. Providers can indicate if they have upcoming vacancies by selecting the Yes button. Selecting No will limit the number of referrals a provider will receive. A provider can also update the Age From and Age To fields to more accurately reflect the current demographic of their placements to better match possible referrals, within what the provider is licensed for. Lastly, a provider can update the Operational Capacity for males, females, and total, which reflects the number of children or youth

the provider can actively provide care for at that given time. The number for each section, Operational Capacity for Males, Operational Capacity for Females, and Total Operational Capacity, cannot exceed the Total Licensed Capacity in each field. The number in each field can be lower than the Total Licensed Capacity, dependent on what the provider is able to operationally accept.

SYNC

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Operational Capacity

Characteristics

Provider Preferences

Save

☒ I have verified this information is up to date.

Last Updated By: (SYNC) 02/08/2024 05:11 PM

Upcoming Vacancies: * Yes No

Age From: * 12 To 21

Total Licensed Capacity: 8

Operational Capacity *

Male	Female	Total
5	5	3

Placements

Male	Female	Total
8	3	11

Operational Vacancies

Male	Female	Total
-3	2	-8

Characteristics

The Provider Updates page: Characteristics tab, gives providers the ability to update or maintain provider characteristics. Selecting or de-selecting a checkbox enables the save button to allow the provider to make changes.

SYNC

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Administration

Operational Capacity
Characteristics

Provider Characteristics

Last Updated By:

(SYNC) 02/08/2024 04:26 PM

☒ Assessment Services--Nursing
☒ Counseling (Family-BA/BS)
☐ Counseling (Family-Masters)
☐ Counseling (Individual-BA/BS)
☐ Counseling (Individual-Masters)
☒ Evaluation Services--PhD
☐ Evaluation Services--Psychiatrist
☐ Group Counseling and Therapy
☒ Highly Structured Group Activities
☐ Highly Varied Activities-boating, etc.

Save

Description

The Provider Updates page: Description tab, gives providers the ability to provide a description of the agency's program including information about services, treatment milieu, and target population best served by the agency. Providers will enter a narrative which enables the Save button. Select Save when finished. For any Referring Agencies who have an Active Referral with the Provider, this updated description will display that information back to Child Welfare Professional making the referral.

The screenshot shows the SYNC application interface. At the top is a maroon header with the SYNC logo and a 'Log Out' link. Below the header is a navigation bar with links: Home, Active Referrals, Current Placements, Search Referrals, Search Placements, **Provider Updates** (highlighted), and Administration. Under the 'Provider Updates' tab, there are sub-tabs: Operational Capacity, Characteristics, **Description** (highlighted), and Provider Forms. The main content area is titled 'Program Description' and contains a 'Save' button in the top right corner. Below the title, there is a text prompt: 'Document the agency's program description and any pertinent information about the services, treatment milieu, and target population best served by the agency:'. This is followed by a large, empty rectangular text input area with a small cursor icon at the bottom right corner.

Provider Forms

The Provider Updates page: Providers tab, gives providers the ability to upload forms related the agency's program including blank versions of consent forms, intake forms, and policy and procedure documents. Providers can replace these documents with the Edit hyperlink at any time or insert additional document by selecting the Add New button at any time. For any Referring Agencies who have an Active Referral with the Provider, upon acceptance by the Provider of any Referral, the provider forms will display to the Child Welfare Professional who referred the child/youth for their use.

[Home](#) [Active Referrals](#) [Current Placements](#) [Search Referrals](#) [Search Placements](#) [Provider Updates](#) [Administration](#)
[Operational Capacity](#) [Characteristics](#) [Description](#) [Provider Forms](#)

Provider Forms

[Add New](#)

Form Type: Consents	File Name: Standard Service Agreement.pdf	Document Date: 09/16/2024	Edit
Form Type: Policies and Procedures	File Name: Acceptance Criteria Policy.pdf	Document Date: 09/13/2024	Edit
Form Type: Other	File Name: Health Insurance Form.pdf	Document Date: 08/29/2024	Edit

Upon selection of the Edit hyperlink, the Provider Forms Document Select page will appear. Providers should enter the date of the document, select the type, and upload the file from their file locator. The Save button will become enabled when information is entered, to save the information selected. Comments about the document are optional. This page is never frozen and can be edited at any time using the Edit hyperlink. Select Delete to remove outdated forms. Select Close if no changes are made to return to the main page. These forms will display any time a Referral is accepted by Providers to the Referring Agency at the Referral level. This allows the providers to simply upload forms related to their program within SYNC in one location once, or update as needed, but will display for all Accepted Referrals automatically upon the decision changing to Accept.

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements **Provider Updates** Administration

Provider Updates | Document Select

Save Close Delete

Document Date:*

11/07/2024

Type:*

Other

File Name:*

Health Insurance Form.pdf [Download](#)

Choose File

No file chosen

Comments:

This is the AAA Group Home Health Insurance form effective 01/01/2025

Adding Users into SYNC

The SYNC Administrator will have access to the Administration tab at the top of the screen. On this page, the name, email, SYNC status and the user's role will display for each user within the agency that has access to SYNC. The SYNC Administrator's information will automatically display and will show that they are "Active". This happens through the licensing specialist assigned to the provider agency.

***Note:** Child Placing Agencies do not have the role of Direct Care Professional as Placements are not occurring with a CPA.

Congregate Care Provider view:

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Provider Updates Administration

Add Save

SYNC Status: Pending Activate

Email:*

ajax123@gmail.com

Last Name:*

Ajax

First Name:*

Alex

Administrator

☐ Direct Care Professional ⓘ

☐ Referral/Intake Coordinator ⓘ

☐ Admin/Financial Manager ⓘ

SYNC Status: Inactive

Email:*

brown123@gmail.com

Last Name:*

brown

First Name:*

Billy

Administrator

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

Child Placing Agency view:

 SYNC

Log Out

Home Active Referrals Search Referrals Provider Updates Administration

Add Save

SYNC Status:

Email:*

abc@gmail.com

Last Name:*

Beaver

First Name:*

Band

Delete

☒ Referral/Intake Coordinator ⓘ

☐ Admin/Financial Manager ⓘ

☐ Public Adoption Referral ⓘ

☐ Adoption Placement Recruitment ⓘ

☐ Foster Care Recruitment ⓘ

☐ Treatment Foster Care ⓘ

SYNC Status:

Email:*

abc2@gmail.com

Last Name:*

Casey

First Name:*

Caty

Delete

☐ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

☐ Public Adoption Referral ⓘ

☐ Adoption Placement Recruitment ⓘ

☐ Foster Care Recruitment ⓘ

☐ Treatment Foster Care ⓘ

SYNC Status: Inactive

Email:*

Last Name:*

First Name:*

Administrator

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

☐ Public Adoption Referral ⓘ

☒ Adoption Placement Recruitment ⓘ

☐ Foster Care Recruitment ⓘ

☐ Treatment Foster Care ⓘ

SYNC Status: Pending Activate

Email:*

Last Name:*

First Name:*

Administrator

☐ Direct Care Professional ⓘ

☐ Referral/Intake Coordinator ⓘ

☐ Admin/Financial Manager ⓘ

To add a user to SYNC, each user will need to create a MyWisconsin ID account. After the MyWisconsin ID account is created, the SYNC Administrator will click Add to enter each user. Enter the name and email address of the user and select the role. Click Save. If the user has successfully set up their MyWisconsin ID account, their status will say “Active”. If a user is not “Active”, the status will say “Pending Activate”. You may inactivate a SYNC User while the status is listed as “Pending Activate.”

Click delete to remove an active user from SYNC. A user should be deleted if they are no longer employed by the provider agency and/or if they no longer require access to SYNC.

 SYNC

Log Out

Home Active Referrals Current Placements Search Referrals Search Placements Provider Updates Administration

Add Save

SYNC Status: Pending Activate

Email:*

ajax123@gmail.com

Last Name:*

Ajax

First Name:*

Alex

☐ Direct Care Professional ⓘ

☐ Referral/Intake Coordinator ⓘ

☐ Admin/Financial Manager ⓘ

Administrator

SYNC Status: Inactive

Email:*

brown123@gmail.com

Last Name:*

brown

First Name:*

Billy

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

Administrator

SYNC Status: Inactive

Email:*

Cake123@gmail.com

Last Name:*

Cake

First Name:*

Vanilla

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

Delete

View of table with multiple users:

 SYNC

Log Out

Home

Active Referrals

Current Placements

Search Referrals

Search Placements

Administration

Add

Save

SYNC Status: Active

Email:*

Brettfavre@nfl.com

Last Name:*

Brett

First Name:*

Favre

Administrator

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

SYNC Status: Active

Email:*

joshhader@protonmail.com

Last Name:*

Brett

First Name:*

Favre

Administrator

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

SYNC Status: Active

Email:*

richard.ratkey@wi.gov

Last Name:*

Kurt

First Name:*

Warner

Administrator

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

Hover over each role to view its permissions.

Congregate Care Providers:

[Add](#) [Save](#)

SYNC Status: Active Email:* Brettfavre@nfl.com	First Name:* Favre	Administrator
☒ Direct Care Professional ⓘ This role can search, view, and edit current placement records, including documenting case notes and medical appointments. This role can also search and view historical placement records.	Coordinator	☒ Admin/Financial Manager ⓘ

SYNC Status: Active Email:* joshhader@protonmail.com	First Name:* Favre	Administrator
☒ Direct Care Professional ⓘ	Brett	☒ Admin/Financial Manager ⓘ
☒ Referral/Intake Coordinator ⓘ		

SYNC Status: Active Email:* richard.ratkey@wi.gov	Last Name:* Kurt	First Name:* Warner	Administrator
☒ Direct Care Professional ⓘ	☒ Referral/Intake Coordinator ⓘ	☒ Admin/Financial Manager ⓘ	

[Add](#) [Save](#)

SYNC Status: Pending Activate Email:* ajax123@gmail.com	Last Name:* Ajax	First Name:* 	Administrator
☐ Direct Care Professional ⓘ	☐ Referral/Intake Coordinator ⓘ This role can search and view summaries of all referrals, and can view detailed current referrals and respond to the referring agency. This role can only view summaries of current and past placements, but cannot view the detailed placement records of a child/youth, either current or historical. This role can view and edit Provider Updates, including Operational Capacity, Upcoming Vacancies, Characteristics, Provider Forms, and Program Description.	☒ Admin/Financial Manager ⓘ	

SYNC Status: Inactive Email:* brown123@gmail.com	Last Name:* brown	First Name:* 	Administrator
☒ Direct Care Professional ⓘ	☒ Referral/Intake Coordinator ⓘ	☒ Admin/Financial Manager ⓘ	

SYNC Status: Inactive Email:* Cake123@gmail.com	Last Name:* Cake	First Name:* Vanilla	Delete
☒ Direct Care Professional ⓘ	☒ Referral/Intake Coordinator ⓘ	☒ Admin/Financial Manager ⓘ	

 SYNC

Log Out

HomeActive ReferralsCurrent PlacementsSearch ReferralsSearch PlacementsProvider UpdatesAdministration

AddSave

SYNC Status: Active

Email:*

Last Name:*

First Name:*

Administrator

☒ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

SYNC Status: Active

Email:*

Last Name:*

First Name:*

☐ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☐ Admin/Financial Manager ⓘ

SYNC Status: Inactive

Email:*

Last Name:*

First Name:*

☐ Direct Care Professional ⓘ

☒ Referral/Intake Coordinator ⓘ

☐ Admin/Financial Manager ⓘ

Admin/Financial Manager

This role can search and view summaries of all referrals and placements, but cannot view, edit or respond to a detailed referral record. This role can also view the detailed placement records of a child/youth, either current or historical, but cannot edit placement records. Lastly, this role can view but not edit the administration page, allowing them to see the privileges of other SYNC users. This role can view the Provider Updates, but cannot make edits.

Child Placing Agencies:

 SYNC

Log Out

HomeActive ReferralsSearch ReferralsProvider UpdatesAdministration

AddSave

SYNC Status: Inactive

Email:*

Morehouse@hotmail.com

Referral/Intake Coordinator ⓘ

This role can search and view summaries of all referrals, and can view detailed current referrals and respond to the referring agency. This role can view and edit Provider Updates, including Provider Forms, and Program Description.

First Name:*

Comet

Administrator

SYNC Status: Inactive

Email:*

HelloKitty@gmail.com

Kitty

First Name:*

Hello

Administrator

☒ Referral/Intake Coordinator ⓘ

☒ Admin/Financial Manager ⓘ

June 2026

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SYNC Status: Inactive Email:* Morehouse@hotmail.com ☐ Referral/Intake Coordinator ⓘ	Last Name:* Morehouse ☒ Admin/Financial Manager ⓘ	Admin/Financial Manager Administrator This role can search and view summaries of all referrals, but cannot view, edit, or respond to a detailed referral record. This role can view but not edit the administration page, allowing them to see the privileges of other SYNC users. This role can view the Provider Updates, but cannot make edits.	Administrator
SYNC Status: Inactive Email:* HelloKitty@gmail.com ☒ Referral/Intake Coordinator ⓘ	Last Name:* Kitty ☒ Admin/Financial Manager ⓘ		Administrator

SYNC Active/Search Referrals page:

For Child Placing Agencies, SYNC allows users to filter Out-of-Home Care Placement Referrals by specific Referral Types. This feature allows specialized units within an agency to easily filter and focus on the specific types of referrals they are trained to review and manage.

Pre-requisites & Permissions

- **User Security:** The referral types available in your dropdown menu are determined by your SYNC Administrator
- Access is configured on the Administration tab of your provider record. If a specific referral type is unchecked in your security record, you will not see those referrals or that dropdown option.

Active Referrals – Dropdown

Active Referrals – Public Adoption

SYNC Desktop

×

+

SYNC

Log Out

Home

Active Referrals

Search Referrals

Provider Updates

Administration

Public Adoption Referral

Search/Filter

Showing 1 to 2 of 2 rows25 rows per page

Bet, Kevin (186998)

Male

DOB: 12/26/2011

Age: 13

Referred: 10/15/2025

Status: Pending

County: Brown

Type: Public Adoption Referral - Eastern

Fol, Alex(9587413)

Female

DOB: 02/13/2009

Age: 16

Referred: 07/18/2025

Status: Accept

County: Washington

Type: Public Adoption Referral - Southern