

**COVID-19
EMERGENCY
CHILD CARE NEED
REQUEST**

UPDATED: 04/15/2020



COVID-19 Child Care Need

Due to the COVID-19 pandemic, DCF and its partners want to help Wisconsin's Essential Workforce Families fill their urgent child care needs so that they can continue to serve our communities' health care needs.

As a member of the Essential Workforce, this guide is intended to walk you through the process of submitting a child care need request.

If you are uncertain of whether or not you qualify as Essential Workforce, please refer to the following link:

Visit: <https://childcarefinder.wisconsin.gov/>

Click the highlighted words **essential workers**



WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES
protecting children, strengthening Families, Building Communities

youngstar
Wisconsin's Child Care Quality Rating & Improvement System

YoungStar Program For Parents For Providers Find Child Care

COVID-19 Child Care Request for Essential Workforce Families
Due to the COVID-19 pandemic, DCF and its partners want to help Wisconsin essential workers fill their urgent child care needs so that they can continue to serve our communities. If you are an essential worker in need of child care, please submit your request here.



If you need help or have questions, please send an email to:

DCFDECEBOPIT@wi.gov

COVID-19 Child Care Need Request

The screenshot shows the Wisconsin Department of Children and Families website. At the top, the logo for the Wisconsin Department of Children and Families is displayed with the tagline "Protecting children, strengthening Families, Building Communities". Below the logo is the YoungStar logo, which includes the text "youngstar" and "Wisconsin's Child Care Quality Rating & Improvement System". There are four navigation buttons: "YoungStar Program", "For Parents", "For Providers", and "Find Child Care".

COVID-19 Child Care Request for Essential Workforce Families

Due to the COVID-19 pandemic, DCF and its partners want to help Wisconsin essential workers fill their urgent child care needs so that they can continue to serve our communities. If you are an essential worker in need of child care, please submit your request here.

What is YoungStar?

YoungStar is Wisconsin's child care quality rating and improvement system. We give parents tools and information to raise happy, healthy kids. We help preschools and child care providers give children safe, nurturing places to grow. How do we do it?

- By objectively measuring child care quality from one to five stars for thousands of child care providers.
- By giving parents an easy way to find programs that match their family's lifestyle, budget, and special needs.
- By supporting providers with tools and training to deliver high quality care.
- By setting a consistent standard for child care quality.

What is Regulated Child Care?

Regulated child care provides a foundation for safe child care settings by conducting background checks, regular inspections and complaint investigations. Types of regulated child care include:

- Certified Care (3 or fewer children under age 7 in care)
- Licensed Family Child Care (up to 8 children under age 7)
- Licensed Group Child Care (9 or more children under age 7)
- Day Camp (seasonal program for 4 or more children ages 3 & up)

Providers Not Listed:

- Illegally Operated/Revoked
- Terminated

Additional Information:

- Child Care Regulation
- Contact Licensing
- Contact Certification

Contact your Child Care Resource & Referral Center for more help finding child care

(888) 713.KIDS
info@supportingfamilies.together.org

Si necesita ayuda en Español Nias nov yog muaj lus nug

Basic Search Advanced Search

Location

Select to search for a provider in your area. You do not need to enter all fields; just enter those which are applicable.

Search locations within: 5 miles Use Current Location

Address

Visit: <https://childcarefinder.wisconsin.gov/>

You will see a header
"COVID-19 Child Care Requests for Essential Workforce Families."
Follow the link: [Please submit your request here.](#)



Note: You do not need a username or password to use the Child Care Finder.

COVID-19 Child Care Needs Request Screen



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Protecting children, strengthening Families, Building Communities

COVID-19 Child Care Request for Essential Workforce Families

Due to the COVID-19 pandemic, DCF and its partners want to help Wisconsin [essential workers](#) fill their urgent child care needs so that they can continue to serve our communities. If you are an essential worker in need of child care, please fill out the following information and DCF or one of its partners will contact you to help you find child care near your home or work. And thank you for your service!

Primary Person First Name *	<input type="text" value="First Name"/>
Primary Person Middle Initial	<input type="text" value="Middle Initial"/>
Primary Person Last Name *	<input type="text" value="Last Name"/>
Primary Phone Number	<input type="text" value="Phone Number"/>
Primary Phone Type	<input type="radio"/> Home <input type="radio"/> Cell <input type="radio"/> Work
Best Time To Contact *	<input type="text"/> ▼
Email	<input type="text" value="Email"/>
Employer Type *	<input type="text" value="- Select Employer Type -"/> ▼
Employer Name *	<input type="text" value="- Select Employer Name -"/> ▼
If Other, Enter Employer Name	<input type="text"/>
Child Care Preference *	<input type="text"/> ▼

You will be taken to a page where you enter your details and child care needs.

! Required fields are indicated with an asterisk.

While not all fields are required in order to be able to match you to care, the more information you provide the better match our workers will be able to make.



The more information you enter allows us to better match your child care needs to a care provider.

Primary Person Details

Primary Person First Name * Tom

Primary Person Middle Initial Middle Initial

Primary Person Last Name * Smythe

Primary Phone Number (608) 555-5555

Primary Phone Type Home Cell Work

Best Time To Contact * Evening

Email tjsmythe@gprod.org

Employer Type * Health Care Workers

Employer Name * [dropdown menu]

If Other, Enter Employer Name

Child Care Preference *

How Urgently do You Need Child Care?

Employer Type *

Employer Name *

If Other, Enter Employer Name

Child Care Preference *

How Urgently do You Need Child Care?

- Child Care
- Child Welfare
- Critical Infrastructure (Grocery And Food Services, Supply Chain Operations)
- Critical Infrastructure (Sanitation, Transportation, ...)

1. Contact Details & Employer Type, Employer Name

Enter your contact details – full name, phone number, email address where you can be contacted. You must choose which time of day works best for you to be contacted.

You must enter your *Employer Type* – there are now a range of employment types that qualify as Essential Workforce. Now select your *Employer Name*. These can be selected from their respective drop-down lists.

2. Type Of Care

Be sure to select your child care preference from the drop-down so we can match you to the right kind of child care that works for your unique situation. There are three options available.

Employer Type * Health Care Workers

Employer Name * Unitypoint Health - Meriter, N

If Other, Enter Employer Name

Child Care Preference * [dropdown menu]

How Many Children Need Care?

Age Range of Children

- Care In My Home
- Regulated Provider
- Regulated Provider Or Care In My Home

Child/Children Details

The screenshot shows a form titled 'Child Care Preference' with a dropdown menu set to 'Regulated Provider Or Care'. A red circle with the number '3' highlights the 'How Urgently do You Need Child Care?' section. This section includes a dropdown menu currently set to '48 - 72 Hours', a spinner for 'How Many Children Need Care?' set to '2', and a list of age ranges for 'Age Range of Children' with 'Under 2 Years' and 'From 2 to 3 Years' selected. A red box highlights the dropdown menu, which shows options: '48 - 72 Hours', 'Next 7 Days', and 'Uncertain'. Below this are checkboxes for 'Select Special Needs (if any)', 'Earliest Time Needing Care', 'Latest Time Needing Care', and 'Days Needing Care'.

3. Urgency of Need, Number of Children, and Age Range

If you have urgent need of child care, please select your time frame from the drop-down menu. This will prioritize you in the matching process.

Enter the number of children that you need to care for.

Enter the age range of your child. If you have more than one child, enter all the applicable age ranges.

4. Children with Special Needs

If you have a child with special needs, **make a selection from the list**. Enter specific information about your child's needs in the *Comments* box at the bottom of the form page before you click *Submit Request*.

The screenshot shows the 'Select Special Needs (if any)' section of the form. A red circle with the number '4' highlights the list of options. The options are: 'Over 6 Years', 'Assisted Feeding / Feeding Tube', 'Autism (High Functioning)', 'Autism (In Need Of Significant Support)', 'Cognitive Disability', 'Hearing Impairment', 'Physical Limitations Requiring Special Assistance', 'Visual Impairment', and 'Other (Explain In Comments Below)'. The 'Other' option is selected. Below the list is the 'Earliest Time Needing Care' field.

Timing of Care

From 4 to 5 Years
 Over 6 Years

Any Special Needs Children* Yes No

Earliest Time Needing Care 5

Latest Time Needing Care

	Time Picker						
Days Needing Care	12:00 AM	1:00 AM	2:00 AM	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
Primary Person DOB	3:00 AM	4:00 AM	5:00 AM				
Second Phone Number	6:00 AM	7:00 AM	8:00 AM				
Second Phone Type	9:00 AM	10:00 AM	11:00 AM				
Address Line 1	12:00 PM	1:00 PM	2:00 PM				
Address Line 2	3:00 PM	4:00 PM	5:00 PM				
City	6:00 PM	7:00 PM	8:00 PM				
	9:00 PM	10:00 PM	11:00 PM				

5. Earliest Time Needing Care

Based on your schedule needs, click the clock icon and select the earliest time that you would need care from the available list of times.



Time is allocated in 60-minute increments.

6. Latest Time Needing Care

Now click the clock icon in the next box, select the latest time that you would need care from the available list of times.

Earliest Time Needing Care

Latest Time Needing Care 6

	Time Picker						
Days Needing Care	12:00 AM	1:00 AM	2:00 AM	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
Primary Person DOB	3:00 AM	4:00 AM	5:00 AM				
Second Phone Number	6:00 AM	7:00 AM	8:00 AM				
Second Phone Type	9:00 AM	10:00 AM	11:00 AM				
Address Line 1	12:00 PM	1:00 PM	2:00 PM				

7. Days Needing Care

When you have times selected, click on each of the check boxes to indicate the days of the week.

Earliest Time Needing Care

Latest Time Needing Care

Days Needing Care 7 Sun Mon Tue Wed Thu Fri Sat

Date of Birth and Other Details

8. Date of Birth & Primary Language Spoken at Home

After you have selected your *Days Needing Care*, you will need to enter your date of birth.

While it is not required, it would be very useful to know what the primary language spoken at home is with regard to making a well-informed child care match.

The form is divided into two main sections. The top section, labeled with a red circle containing the number 8, includes the following fields: 'Days Needing Care' (checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, Sa), 'Primary Person DOB' (text input with a calendar icon), 'Primary Language Spoken at Home' (dropdown menu), 'Second Phone Number' (text input with a placeholder 'Phone Number'), and 'Second Phone Type' (radio buttons for Home, Cell, Work). The bottom section, labeled with a red circle containing the number 9, includes: 'Address Line 1', 'Address Line 2', 'City', 'State' (dropdown menu), 'ZIP *', 'Residence County *' (dropdown menu), and 'County Where Care is Needed *' (dropdown menu). A red box highlights the 'Primary Language Spoken at Home' dropdown menu, which is open to show a list of languages: Cambodian, English, Farsi, German, Hmong, and Italian.

9. Address

Enter a secondary phone number if you have one, and your contact address.

10. Residence County & Care Needed In County

Please make sure you enter these details.



Please complete the two fields *Residence County* and *Care Needed in County*. We realize some people live in one county and work in another, and that can make a difference in the location of the care provider.

Comments And Submit

10. Enter Comments

When you have completed the rest of the form fields, take the time to enter any specific notes that you feel are relevant to your specific child care request. That will help us process it effectively. There is a 500-character limit.

In **Step 2 – Children with Special Needs** – we suggest that you enter any specifics with regard to your child’s special needs in this field, especially if you selected the ‘Other’ check box.

You can also enter any other details that you feel we should know while we are considering your request in the **Matching** process.

The screenshot shows a form with the following fields:

- City: Text input with "Madison" entered.
- State: Dropdown menu with "Wisconsin" selected.
- ZIP *: Text input with "53562" entered.
- Residence County *: Dropdown menu with "Dane County" selected.
- County Where Care is Needed: Dropdown menu with "Dane County" selected.
- Comments: Large text area, currently empty, with a character count "0 of 500 characters." below it.
- Submit Request: A dark red button located below the form.

A red circle with the number "10" is positioned to the left of the Comments field, and a red line highlights the entire Comments field area.

11. Submit Request

Once you have entered your comments and are satisfied that your request is complete, click *Submit Request*.

11

Submit Request

Request Confirmation Screen

12. Request ID.

Upon clicking *Submit*, you will see a confirmation screen.

A worker will be assigned to your request, and will contact you in due course via the phone number or email you provided in [Step 1](#).

Please note that you **will not** receive a confirmation email including this code after you submit your request. You should write down this number, or take a picture of your screen with your phone.

If you included a cell phone number, you may receive text messages regarding this child care matching process.



The screenshot shows the Wisconsin Department of Children and Families logo at the top left, with the tagline "Protecting children, strengthening Families, Building Communities" to its right. Below the logo is the title "COVID-19 Child Care Request Confirmation". A red circle with the number "12" highlights a message: "Your COVID-19 Child Care request has been submitted successfully. An authorization worker will review your request and contact you as soon as possible. Please make a note of your Request ID for tracking." Below this message, the "Request ID: 5870000000" is displayed in a red-bordered box. At the bottom of the screen, there are two red buttons: "Back to Home" and "Make Another Request".

We are incredibly appreciative of everything you are doing to serve families during this difficult time.

Thank you in advance for your patience.