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/](https://childcarefinder.wisconsin.gov/)

Click the highlighted words *essential workers*

If you need help or have questions, please send an email to: [DCFDECEBOPIT@wi.gov](mailto:DCFDECEBOPIT@wi.gov)
Visit: [https://childcarefinder.wisconsin.gov/](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

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.
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.
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.
Timing of Care

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.

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.

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

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.

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

![Request Confirmation Screen](image)

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

*Thank you in advance for your patience.*