

COVID-19 CSAW CHILD CARE REQUEST MANAGEMENT

UPDATED: 04/16/2020



Information about workflow

- Essential workers request child care through the **Child Care Finder** public web page. This data flows into **CSAW**. You are here.
- From this point, you will work your caseload by searching for requests to process in **CSAW**. Cases will be distributed by **county/zip code**. Your lead worker or supervisor will communicate with you about your case distribution.
- Once you identify the first case to work, you will immediately update the status to “In Progress” and put your name and date in the *Comment* field in **CSAW** and modify the case.
- You will be using **CSAW** to look up what a particular family’s need is. You will use the **COVID Map** to find care located where the family said they need care.
- Once you identify a provider using the map, you will contact the provider to begin the process of securing a spot.
- Next, the family needs to communicate with the provider to arrange the schedule and payment details.
- You will instruct the family and provider to follow up with you when the spot is secured and finalized.
- Next, you will need to go into the **Child Care Provider Portal** and update their slot availability.
- Once you have confirmation that the spot is secured, update the status in **CSAW** to *Parent Request Fulfilled*, and enter comments “*MATCHED TO (provider number)*”.

Note: the current system has been updated for assisting both health care workers and other essential workers. Priority is for those needing urgent child care, then those in health care fields.



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

DCFDECEBOPTraining@wisconsin.gov

Accessing CSAW

1. Systems Gateway

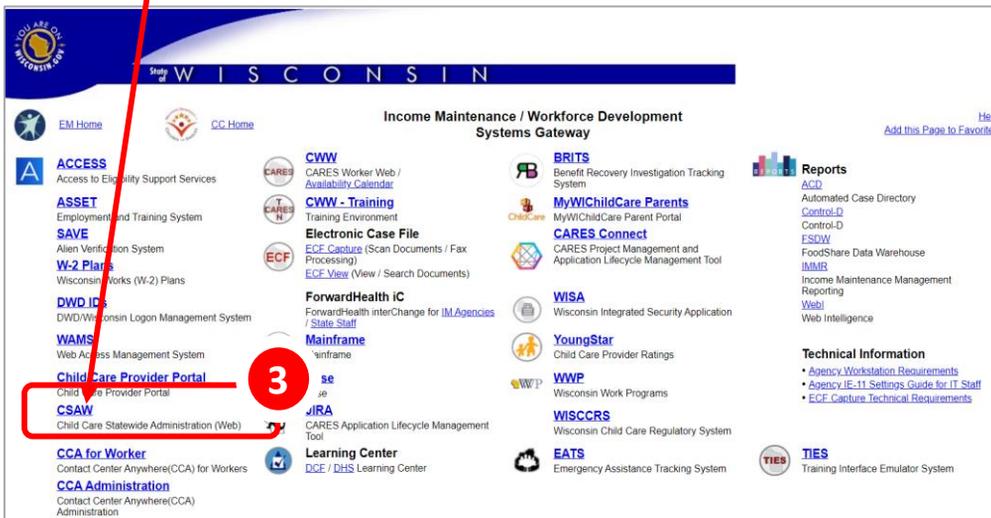
You can get to the Systems Gateway web page two ways:

Visit cares.wisconsin.gov to access the Systems Gateway in your browser.



OR

2. From the DCF Partners tab on the DCF Internet page:



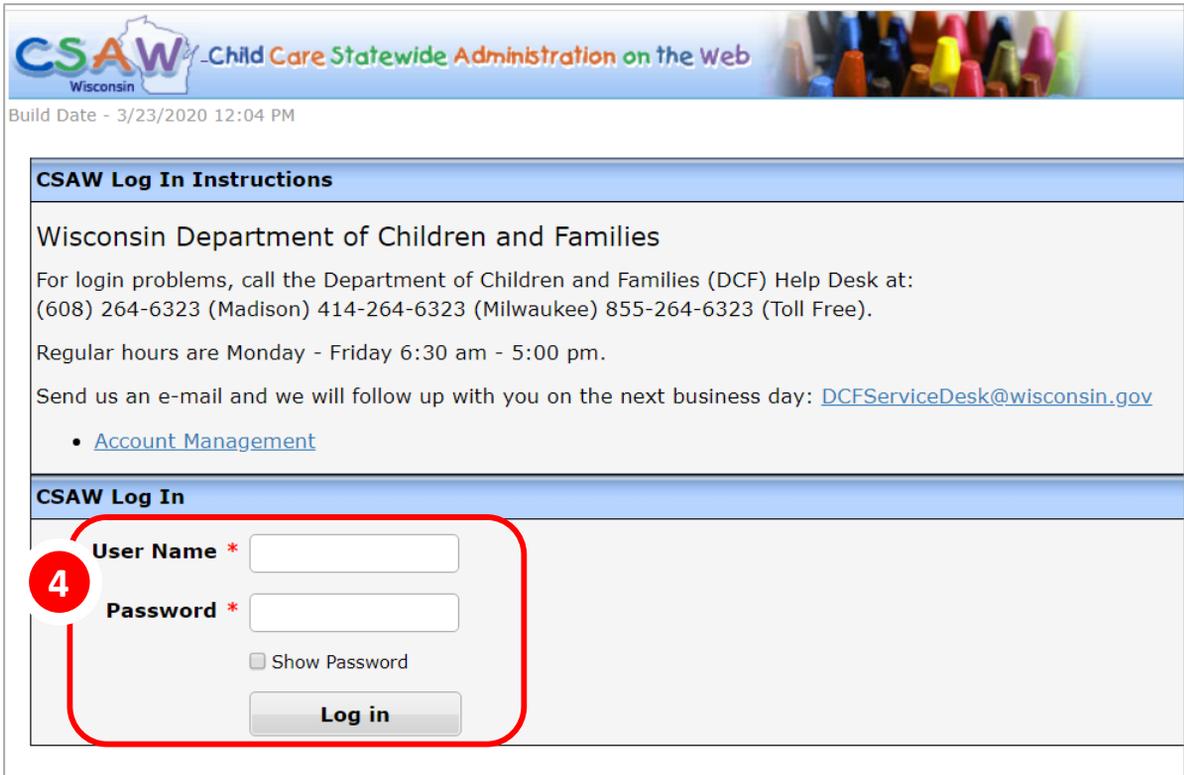
3. CSAW

Click **CSAW** from the Gateway page to access Child Care Statewide Administration (Web).



Note: it may be helpful to log in to the Child Care Provider Portal at the same time, in case you need to make updates while on the phone with a provider. See Step 20 for instructions on logging in to the Provider Portal.

CSAW Log In



CSAW Log In Instructions

Wisconsin Department of Children and Families

For login problems, call the Department of Children and Families (DCF) Help Desk at:
(608) 264-6323 (Madison) 414-264-6323 (Milwaukee) 855-264-6323 (Toll Free).

Regular hours are Monday - Friday 6:30 am - 5:00 pm.

Send us an e-mail and we will follow up with you on the next business day: DCFServiceDesk@wisconsin.gov

- [Account Management](#)

CSAW Log In

4 User Name *

Password *

Show Password

Log in

4. Log In

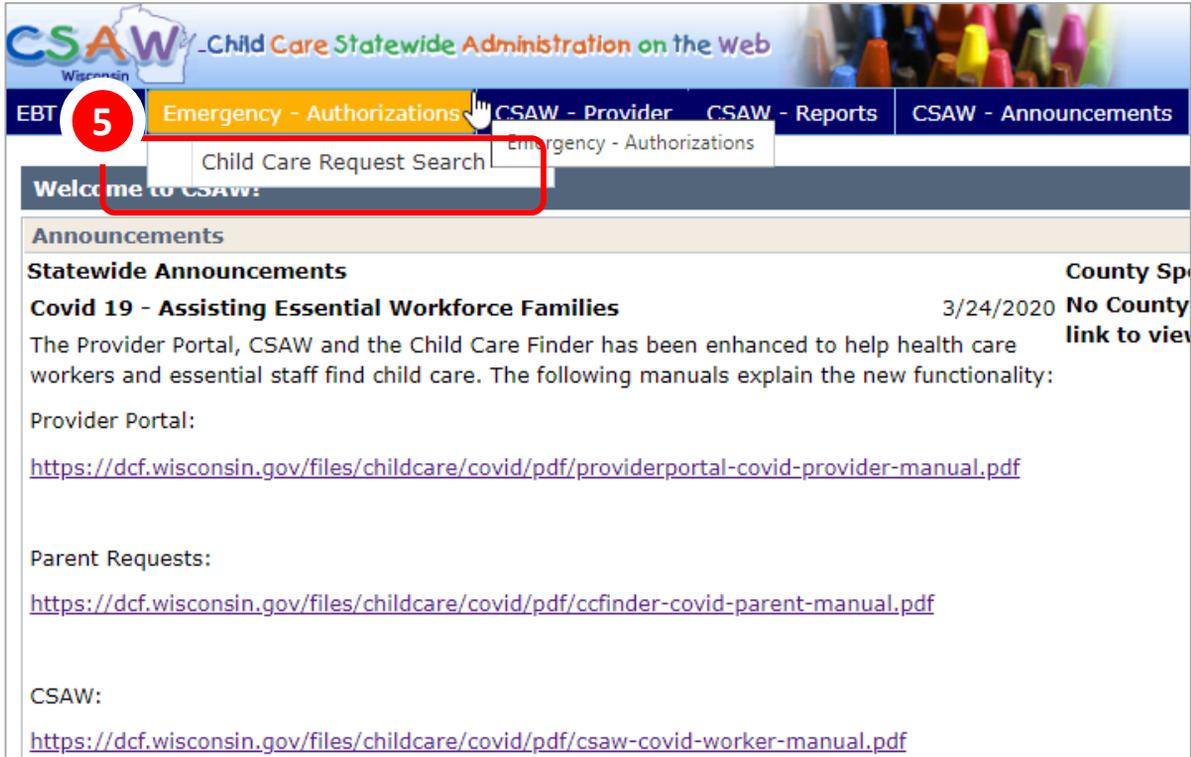
Enter your CSAW User Name and Password.
Click Log In.



If you have trouble logging in to CSAW,
send an email to:

DCFDECEBOPIT@wi.gov

Accessing the Child Care Search Request



CSAW Wisconsin Child Care Statewide Administration on the Web

EBT **5** Emergency - Authorizations CSAW - Provider CSAW - Reports CSAW - Announcements

Child Care Request Search

Welcome to CSAW:

Announcements

Statewide Announcements

Covid 19 - Assisting Essential Workforce Families 3/24/2020 **County Sp**
No County
link to view

The Provider Portal, CSAW and the Child Care Finder has been enhanced to help health care workers and essential staff find child care. The following manuals explain the new functionality:

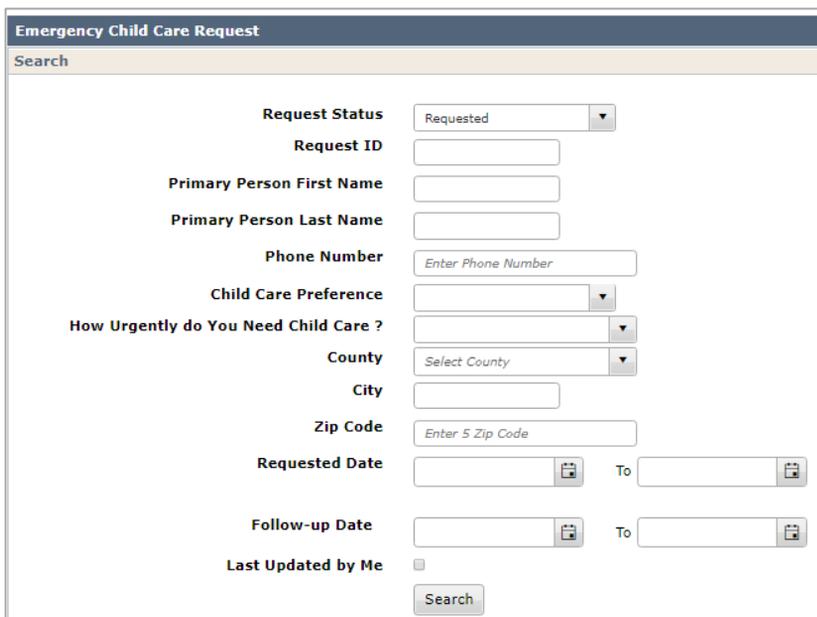
Provider Portal:
<https://dcf.wisconsin.gov/files/childcare/covid/pdf/providerportal-covid-provider-manual.pdf>

Parent Requests:
<https://dcf.wisconsin.gov/files/childcare/covid/pdf/ccfinder-covid-parent-manual.pdf>

CSAW:
<https://dcf.wisconsin.gov/files/childcare/covid/pdf/csaw-covid-worker-manual.pdf>

5. Select Child Care Request Search

The Child Care Request Search can be accessed from the Emergency – Authorizations drop-down from the top blue menu.



Emergency Child Care Request

Search

Request Status: Requested

Request ID: [Text Box]

Primary Person First Name: [Text Box]

Primary Person Last Name: [Text Box]

Phone Number: Enter Phone Number

Child Care Preference: [Dropdown]

How Urgently do You Need Child Care?: [Dropdown]

County: Select County

City: [Text Box]

Zip Code: Enter 5 Zip Code

Requested Date: [Calendar] To [Calendar]

Follow-up Date: [Calendar] To [Calendar]

Last Updated by Me: [Checkbox]

Search

This brings up the **Emergency Child Care Request** search. Facilitators may search for requests in a number of different ways. If your workload is divided by zip code, enter it here to see all of the requests that are looking for care in a certain zip code.

Emergency Child Care Request Search

6. Searching for a Request

You can search by:

Request Status – for example, *Follow Up Required, Requested, etc.*

For more details on Request Status, see Appendix B

Request ID – The parent Request ID

Primary Person First Name (starts with) – Parent’s first name

Primary Person Last Name (starts with) – Parent’s last name

Phone Number

Child Care Preference – this filters whether the parent requested only in-home, or regulated, or both

Urgency – 48-72 hrs., Next 7 days, or Uncertain

County

City

Zip code (starts with)

Requested Date – to search for a specific date or range of dates

Follow-up Date – to search for cases with a specific date flagged for follow-up

Last updated by me – shows only the records updated by the user who is logged in.



Using Dates for Case Management

Requested Date and *Follow Up Date* can be useful to ensure cases are being worked efficiently. For example, leave the Status field blank, check “Last Updated by Me” and enter a follow-up end date (leave the start date of the range blank) to see all of your cases with a follow-up date.

The screenshot shows a search form titled "Emergency Child Care Request" with a "Search" sub-header. The form contains the following fields and controls:

- Request Status:** A dropdown menu with "Requested" selected.
- Request ID:** A text input field.
- Primary Person First Name:** A text input field.
- Primary Person Last Name:** A text input field.
- Phone Number:** A text input field with the placeholder "Enter Phone Number".
- Child Care Preference:** A dropdown menu.
- How Urgently do You Need Child Care?:** A dropdown menu.
- County:** A dropdown menu with "Select County" selected.
- City:** A text input field.
- Zip Code:** A text input field with the placeholder "Enter 5 Zip Code".
- Requested Date:** Two date pickers with "To" between them.
- Follow-up Date:** Two date pickers with "To" between them.
- Last Updated by Me:** A checkbox.
- Search:** A button highlighted with a red box and a red circle containing the number "6".

Search Results

Request ID/ Date/ Parent	Address	Urgency	Preference/ # of Children	Follow-Up Date	Status	Updated Date	
2251000000 03/27/20 Tester Tet	53703 1111111111(H)	48 - 72 Hours	Regulated Provider (01)	04/12/20	Requested	03/27/2020	
2261000000 03/29/20 Android Testing Phase 4	53703 5555555555(C)	48 - 72 Hours	Regulated Provider (01)		Requested	03/29/2020	
2361000000 03/29/20 Android Testing Phase 4	53703 5555555555(C)	48 - 72 Hours	Regulated Provider (01)		Requested	03/29/2020	

7. Search Results

Your search results will display in order of urgency (need care within the next 24-72 hours, next 7 days, uncertain), then by health care worker requests, and then by oldest modified request to most recent modified requests.

- **Follow-Up Date** displays a date if the facilitator indicated a date that the case should be followed-up on. You should monitor this column for case that are due for follow-up.
- **Updated Date** indicates the date that the case was last updated. If the case has not yet been worked on, the date will reflect the date the request was received.

Click the **pencil icon** to edit the record.

Cases will be distributed to facilitators by county/zip code. Your lead worker or supervisor will communicate with you about your caseload.



You must work cases that indicate Urgency first.
Prioritize cases in this order:
48 – 72 Hours
Next 7 Days

Emergency Child Care Request Details

Emergency Child Care Request Details

The first 6 fields are fixed (*Request ID* through *Address*) and cannot be modified. If you discover that any of this information is incorrect, note the correct information in the *Comment Text* box.

When communicating with a parent, update any of the other fields if you learn that they are not accurate. This is especially important for *Zip Code* because that is used for finding potential matches.

Emergency Child Care Request Details

Request ID	2802000000
Requested Date	4/10/2020
First Name	Test
Middle Initial Name	
Last Name	Tester
DOB	1/1/1980
Primary Language Spoken at Home	English
Address	123 Main St Madison, WI 53716
Zip Code *	53716
Primary Phone# *	(555) 555-5555
Primary Phone Type	<input type="radio"/> Home <input type="radio"/> Cell <input type="radio"/> Work <input type="radio"/> Clear
Best Time to Contact *	Morning
Secondary Phone#	Enter secondary phone number
Secondary Phone Type	<input type="radio"/> Home <input type="radio"/> Cell <input type="radio"/> Work <input type="radio"/> Clear
E-Mail Address	Testy@gmail.com
Residence County *	Dane County
Requested County *	Dane County
Age range of Children	<input checked="" type="checkbox"/> Age below 2 <input type="checkbox"/> Age 2 - 3 <input type="checkbox"/> Age 4 - 5 <input type="checkbox"/> Over 6
Days Need Care	<input checked="" type="checkbox"/> Sun <input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat
How many Children need care?	1
How Urgently do You Need Child Care ?	48 - 72 Hours
Need Care From	6:00 AM
Need Care Until	7:00 PM
Select Special Needs (if any)	
Child Care Preference *	Regulated Provider
Employer Type *	Health Care Workers
Employer Name *	Aurora Baycare Medical Center In Green ...
If Other, Enter Employer Name	
Status *	Requested
Follow-up Date	
Provider Contacted	
Parent Contacted	
Comment Text	

Emergency Child Care Request Details Tasks

This page will be used to:

1. Search for child care matches
2. Update request details
3. Update request status

Update Status and Modify

Emergency Child Care Request Details

Request ID: 2251000000
Requested Date: 3/27/2020
First Name: Tester
Middle Initial Name:
Last Name: Tet
DOB:
Primary Language Spoken at Home:
Address:
Zip Code: 53703
Primary Phone#: 53703
Primary Phone Type: (111) 111-1111
Primary Phone Type: Home Cell Work Clear
Best Time to Contact: Evening
Secondary Phone#: Enter secondary phone number
Secondary Phone Type: Home Cell Work Clear
E-Mail Address: testy@gmail.com
Residence County: Dane County
Requested County: Dane County
Age range of Children: Age below 2 Age 2 - 3 Age 4 - 5 Over 6
Days Need Care: Sun Mon Tue Wed Thu Fri Sat
How many Children need care?: 1
How Urgently do You Need Child Care?: 48 - 72 Hours
Need Care From: 6:00 AM
Need Care Until: 7:00 PM
Select Special Needs (if any): Autism (High Functioning)
Child Care Preference: Regulated Provider
Employer Type: Health Care Workers
Emplr: Adventhealth Durand, Durand
If Other, Enter Emp:
Status: In Progress
Follow-up Date:
Provider Contacted:
Parent Contacted:
Comment: n Mover 4/15/20
< Back Modify >

8. Update Status and Modify Case

Once you have identified the case to work, immediately update the status from “Requested” to “In Progress,” enter your name and date in the “Comment Text” box, and click “Modify.” This will ensure that two facilitators are not working on the same case. You may want to copy the Request ID into a spreadsheet to help you keep track of the cases you are working on.

CSAW Emergency Module

Home
Child Care Request Search
Modify Child Care Request

Emergency Child Care Request Search

Request Status: Requested
Request ID:
Primary Person First Name:
Primary Person Last Name:
Phone Number: Enter Phone Number
Child Care Preference:
How Urgently do You Need Child Care?:
County: Select County
City:
Zip Code: Enter 5 Zip Code
Requested Date: To:
Last Updated by Me:
Search

Search for Your Case

Go back to **Child Care Request Search** to find the case that you just modified. Click **Last Updated by Me** and click **Search** to see your list of cases. You can also search by **Request ID**.

Be sure to change the Request Status to In Progress to filter your results. For example, if you leave that to the default “Requested” you will not see the case that you just modified to “In Progress.”

Open COVID Map and Edit Record

The screenshot shows the 'Emergency Child Care Request' form. The form includes fields for Request Status, Request ID, Primary Person First Name, Primary Person Last Name, Phone Number, Child Care Preference, County, City, Zip Code, and Last Updated by Me. A search button is located at the bottom of the form. Below the form is a table with search results. The first row of the table is highlighted, and a red box labeled 'B' highlights a pencil icon in the 'In Progress' column.

Request ID	Requestor	Address	City	State	Zip Code	Request Status	Request Date
269000000	Patrick Cartoon The Cutoe	33, Near Church And Walmary Madison, WI 56666 567788888(W)	Regulated Provider Or Care In My Home (03)	Mon	No	In Progress	

A. COVID Map

Click **COVID Map**. This link will open in a new tab. If the map does not automatically open in a new tab, right click and select **“Open Link in a New Tab.”** Then go back to the **CSAW** system tab.

B. Click the Pencil Icon

Click the **Pencil Icon** to Edit this record.

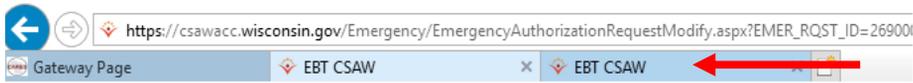
The screenshot shows the 'Emergency Child Care Request Details' form. The form includes fields for Request ID, Requested Date, First Name, Middle Initial Name, Last Name, DOB, Primary Language Spoken at Home, Address, Zip Code, Primary Phone#, Primary Phone Type, Best Time to Contact, Secondary Phone#, Secondary Phone Type, E-Mail Address, Residence County, Requested County, Age range of Children, Days Need Care, How many Children need care?, How Urgently do You Need Child Care?, Need Care From, Need Care Until, Select Special Needs (if any), Child Care Preference, Employer Type, Employer Name, If Other, Enter Employer Name, Status, Follow-up Date, Provider Contacted, Parent Contacted, and Comment Text. A red box labeled '9' highlights the Request ID field, which contains the value 2251000000.

9. Request Details

Review the needs that the families have indicated in their request. For example, location and types of child care they prefer. Additionally, they may indicate which time is best to contact them, the urgency of their need for care, and if the child or children have any special needs.

COPY the Request ID to use for the next step.

Provider Location Map



Select your browser tab containing the Click *COVID Map*. This will likely show as a second EBT CSAW tab.

10

Request Search Type	Enter Search Value (Enter '0' to reset)	Request County
<input checked="" type="radio"/> Request ID (10 digits)	0	-
<input type="radio"/> Primary Phone Number (numbers only)		
<input type="radio"/> ZIP Code (all requests within ZIP)		
<input type="radio"/> County (all requests within county)		

Available Providers	Contact List Results												
<p>Filter Provider Display: [(All)]</p> <p>Legend: Individual Educators (red dot), WI Hospitals (green cross), CC Providers (blue diamond)</p> <p>Map showing provider locations in Wisconsin.</p>	<p>NOTE: You can hover over the icons on the map, or the orange dot, and copy/paste email address and/or other information</p> <table border="1"><tbody><tr><td>A Bright Start At Jackie's Daycare</td><td>6000573116 002</td><td>920 Knoke St Gresham, WI 54128</td><td>Fischer, Jacqueline A 715-787-3550 kfischers5@yahoo.com</td></tr><tr><td>A Childs Haven</td><td>0000587460 002</td><td>N1984 Evanswood Rd Weyauwega, WI 54983-8506</td><td>Fink, Sara 920-740-9661 achildshaven1@gmail.com</td></tr><tr><td>A Childs Imagination Inc</td><td>1000561081 002</td><td>1368 Cold Spring Rd Neeenah, WI 54956</td><td>Piehl-Hansen, Cyndie 920-729-6153 acicyndie@hotmail.com</td></tr></tbody></table>	A Bright Start At Jackie's Daycare	6000573116 002	920 Knoke St Gresham, WI 54128	Fischer, Jacqueline A 715-787-3550 kfischers5@yahoo.com	A Childs Haven	0000587460 002	N1984 Evanswood Rd Weyauwega, WI 54983-8506	Fink, Sara 920-740-9661 achildshaven1@gmail.com	A Childs Imagination Inc	1000561081 002	1368 Cold Spring Rd Neeenah, WI 54956	Piehl-Hansen, Cyndie 920-729-6153 acicyndie@hotmail.com
A Bright Start At Jackie's Daycare	6000573116 002	920 Knoke St Gresham, WI 54128	Fischer, Jacqueline A 715-787-3550 kfischers5@yahoo.com										
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A Childs Imagination Inc	1000561081 002	1368 Cold Spring Rd Neeenah, WI 54956	Piehl-Hansen, Cyndie 920-729-6153 acicyndie@hotmail.com										

10. Searching for the Case You Are Working On

Select **Request ID** and paste the Request ID in the *Enter Search Value* box. Click Enter.

You can also search by:
Primary Phone Number
Zip Code
County

***Note** – Searching by *Request ID* or *Primary Phone Number* will pull zip code information from the database.

Provider Location Map

Child Care Search/Match

Request Search Type: Request ID (10 digits) Primary Phone Number (numbers only) ZIP Code (all requests within ZIP) County (all requests within county)

Enter Search Value (Enter '0' to reset): 53716

Request County: -

Requests Summary

CC Rqst ID	Requester Name	Phone #	Email	Address	Kids #	Days Care Needed	Rast ZIP Code
400000174	B... ANDREW	c: (262) 220-0669	abrooks2@uwhealth.org	(not provided)	1	(not provided)	53716
400000180	MADER, ANDREW	c: (262) 351-5717	maderman@gmail.com	MADISON, WI 53716	2	(not provided)	53716

Available Providers

Filter Provider Display: (All) CC Providers Individual Educators WI Hospitals

Contact List Results

NOTE: You can hover over the icons on the map, or the orange dot, and copy/paste email address and/or other information

Campus For Kids Learning Center 4905 E Buckeye Rd Madison, WI 53716 Slots for Age Under 2: 12 Slots for Age 2-3: 20 Slots for Age 4-5: 20 Slots for Age Over 6: 25 Serves Special Needs? Yes	600557986 001 Strommen, Sheryl 608-221-1529 sstrommen@campusforkids.com
Cuddletown Child Care 5305 Maywood Rd Monona, WI 53716 Slots for Age Under 2: 0 Slots for Age 2-3: 0 Slots for Age 4-5: 0 Slots for Age Over 6: 0 Serves Special Needs? No	1000578401 001 Cole-Rice, Nancy 608-221-1972 ncolrice@tds.net

11. Searching for a Matching Provider

- Select the case that you are working in.
- This will update the map to show which programs are located nearby.
- De-select "All" from the Available Providers drop-down, and select only "CC Providers."
- Click the information icon on the right side on the parent request row for additional details.

Requester: MADER, ANDREW
c: (262) 351-5717
maderman@gmail.com

CC Rqst ID: 400000180

MADISON, WI 53716

Days Care Needed: (not provided)

Times:

Employer: COMPLETEX
Add'l Comments: Our current provider is closed indefinitely, and we are struggling to find interim coverage.

3/25-Left message & sent an email. (4-C, J Bowden)
3/26-Playing phone tag. Care is still needed. (JB)

Kids: 2
Child(en) Under 2: Y
Child(en) 2-3: N
Child(en) 4-5: Y
Child(en) Over 6: N
Child(en) with special needs: N

County of request: DANE

Review Provider Availability

12

Availability

Search Value (Enter '0' to reset): 53716

Request County: MADISON, WI 53716

click Request row to map to corresponding provider

Address	Kids #	Days Care Needed
(not provided)	1	(not provided)
MADISON, WI 53716	2	(not provided)

Contact List Results

NOTE: You can hover over the red marks on the map, or the and copy/paste email address and/or other information

4 KIDS: 3000577773 001

3837 N Cramer St
Shorewood, WI 53211

EISEN, DIANE
414-332-6277
No email provided

Slots for Age Under 2: -
Slots for Age 2-3: -
Slots for Age 4-5: -
Slots for Age Over 6: -
Serves Special Needs? No

A Childs Haven
N1984 Evanswood Rd
Weyauwega, WI 54983-8506

Contact:
Fink, Sara
920-740-9661
achildshaven1@gmail.com

Total Slots: 7

< 2 year olds | 2-3 year olds | 4-5 year olds | 6+ year olds

✓ = Yes X = No • = Unknown
Capacity by age group

12

Request

Requester: MADER, ANDREW CC Rqst ID: 4000000180
Phone: (262) 351-5717
madermman@gmail.com

MADISON, WI 53716

Days Care Needed: (not provided)
Times: -

Employer: COMPLETERX
Add'l Comments: Our current provider is closed indefinitely, and we are struggling to find interim coverage.

3/25-Left message & sent an email. (4-C, J Bowden)
3/26-Playing phone tag. Care is still needed. (JB)

# Kids:	
Child(ren) Under 2:	2
Child(ren) 2-3:	Y
Child(ren) 4-5:	N
Child(ren) Over 6:	Y
Child(ren) with special needs:	N

County of request: DANE

12. Searching for a Matching Provider

Compare the parent request details to the provider availability.

Once you have compared the information from the results map to the parent request details, it's time to contact the provider if you see a potential match.

You can find contact information for the provider and the parent by hovering over the information icon in the search results.

Copy provider name and number to paste into CSAW comments section in the next step.

Contacting the Provider

Call and/or email the provider to see if they have any available slots. If so, let them know that the family will be contacting them to work out the details.

Also let the provider know that there is a comment box on the Provider Portal that they can use to let us know if they are in need of essential supplies. See **Appendix B** for sample script to use when contacting providers. Explain that we cannot guarantee that supplies will be delivered at this time, but we will continue to advocate for materials.

If you are working an Urgent case, attempt to make direct contact with a provider before leaving a message.

13. Comment Text in CSAW

Make comments in the *Comment Text* box in CSAW to note your contact with the provider. Paste provider name and number. Be sure to provide detailed information about the communication.

Comment Text

13

Dawn Moyer 4/16/20
Urgent case. No answer at ABC Child Care, Little Sprouts, and Sunshine Kids. Spoke with Jo at LEARNING GARDEN 1038876524 001 on 4/16. She has availability.

180 of 1000 characters.

! Ask the provider to contact you if a match is secured using this matching process. Let them know that you will update the Provider Portal to reflect the match and update capacity.

Contacting the Provider

If No Direct Contact with Provider

(If you do have direct contact with the provider, go to step 15.)

NOTE: If contact with provider was through voicemail or email, provider has 24 hours to respond. If no response by the follow-up date, you will move on to next provider.

14. Update Fields in CSAW

- **Status** If you were unable to reach a provider directly and left a voicemail or email, leave status as **In Progress**
See **Appendix A** for more information about status types.
- **Dates**
 - **Follow-up Date** – the date that you need to follow up with the provider, usually 24 hrs.
 - **Provider Contacted** – the date you sent an email or left a voicemail for the provider
- **Comment Text** – enter details about communication attempts and paste provider name and number
- **Modify** – to save updates

14

Status * In Progress

Follow-up Date 4/17/2020

Provider Contacted 4/16/2020

Parent Contacted

Comment Text

Dawn Moyer 4/16/20 Urgent case. No answer at ABC Child Care, Little Sprouts, and Sunshine Kids. Left VM for Jo at LEARNING GARDEN 1038876524 001 on 4/16.

STATUS: In Progress

159 of 1000 characters.

< Back Modify >

If Provider is Closed

When communicating with the provider, if you learn that they are no longer open, ask them if they would like you to update the Provider Portal for them. If yes, go to the Provider Portal and make the update. (See **Step 20** for instructions on logging in and updating the Provider Portal). If you are unable to log in to the Provider Portal at that time, ask the following questions so you can enter comments in CSAW and update the Provider Portal. Ask the provider to also contact their licenser or certifier to report the closure.

- Dates of Closure from:
- Date of closure to: (if known)
- Primary Closure Reason (select one)
 - Exposure of staff to COVID-19
 - Exposure of child(ren) to COVID-19
 - Business decision
 - Lack of families
 - Lack of staff
 - Lack of supplies
 - Other
 - Other (not related to COVID-19)
- Comments: (for example, if closure is due to lack of supplies, what essential supplies are needed)

Enter Comment Text in CSAW

Make comments in the *Comment Text* box in CSAW to note your contact with the provider.

Send an email to DCFDECEBOPIT@wi.gov

Include full provider name and number (XXXXXXXXXX XXX) and comments about the closure.

Update the Provider Portal

See **Step 20** for instructions to log in and update the Provider Portal.

Contacting the Family

Once you have made initial contact with the provider and entered comments in CSAW, it's time to reach out to the primary person that requested child care. Give the primary person the contact information for the provider. The parent or caretaker will need to work out any details, including times and payment.

15. Comment Text in CSAW

Make an additional comment in CSAW to note your contact with the requestor. Copy the **Provider Name and Provider Number (XXXXXXXXXX XXX)** from the COVID Map and place it in the *Comment Text* box.

Comment Text

15

Dawn Moyer 4/16/20
Urgent case. No answer at ABC Child Care, Little Sprouts, and Sunshine Kids. Left VM for Jo at LEARNING GARDEN 1038876524 001 on 4/16. Spoke to Jo at Learning Garden 4/17. Has availability. Emailed and left vm for Junie 4/17 3pm to tell her to contact Jo.

280 of 1000 characters.

< Back **Modify >**



Ask the primary person who requested care to contact you if a match is secured using this matching process. Let them know that you will need to update our system to reflect the placement.

Contacting the Family

NOTE: If you are unable to contact the parent, you must make at least **three attempts** to contact them within **48 hours** before you update the status to: **Cannot Contact**. Contact attempts should occur at **different times of day/evening** and use **both phone and email**, if available.

16. Update Fields in CSAW

- **Status** – update status to **Follow Up Required**
See **Appendix A** for more information about status types.
- **Dates**
 - **Follow-up Date** – the date that you need to follow up with the family, usually 24 hrs.
 - **Provider Contacted** – the date you sent an email or left a voicemail for the provider – this should already be filled in
 - **Parent Contacted** – the date of initial parent contact
- **Comment Text** – enter details about communication attempts
- **Modify** – to save updates

16

Status * Follow Up Required

Follow-up Date 4/20/2020

Provider Contacted 4/16/2020

Parent Contacted 4/17/2020

Comment Text

Dawn Moyer 4/16/20
Urgent case. No answer at ABC Child Care, Little Sprouts, and Sunshine Kids. Left VM for Jo at LEARNING GARDEN 1038876524 001 on 4/16. Spoke to Jo at Learning Garden 4/17. Has availability. Emailed and left vm for Junie 4/17 3pm to tell her to contact Jo.

! STATUS: Follow Up Required

Back Modify >

After a Match is Confirmed

After a match is confirmed and the parent request has been fulfilled, there are additional steps to take to mark the case as complete.

The screenshot shows a form with the following fields and values:

- Status ***: Parent Request Fulfilled (highlighted with a red circle 17)
- Follow-up Date**: 4/17/2020
- Provider Contacted**: 4/16/2020
- Parent Contacted**: 4/17/2020
- Comment Text**: Dawn Moyer 4/16/20 Urgent case. No answer at ABC Child Care, Little Sprouts, and Sunshine Kids. Spoke with Jo at LEARNING GARDEN 1038876524 001 on 4/16. She has availability. Emailed and left vm for Junie 4/17 3pm to tell her to contact Jo. Junie called back 4/18, match is confirmed, child will start attending tomorrow. MATCHED TO LEARNING GARDEN 1038876524 001 (highlighted with a red circle 18)

At the bottom, there are two buttons: '< Back' and 'Modify >' (highlighted with a red circle 19). The character count '372 of 1000 characters.' is visible below the comment text.

17. Update Status

Update status to **Parent Request Fulfilled**

18. Enter Provider Number in Comment Text box

MATCHED TO PROVIDER XXXXXXXXXXX-XXX

(Copy provider number so you can easily paste it into the **Provider Portal** for the next step.)

19. Modify

Click *Modify* to update the Emergency Child Care Request Details page.



These steps are essential for keeping our systems and call lists accurate.

STATUS -> MATCHED TO (X) -> MODIFY

20. Update Provider Portal

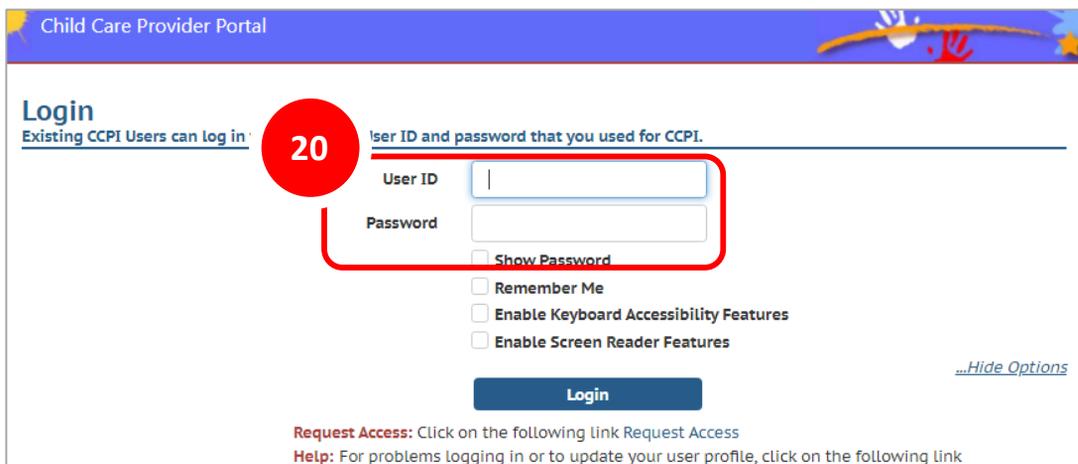
Go to the **Provider Portal** to update availability after the match. To do this, point your web browser at: dcf.wisconsin.gov Click the DCF Partners tab, and select Systems Gateway.



From the Gateway page, select Child Care Provider Portal.

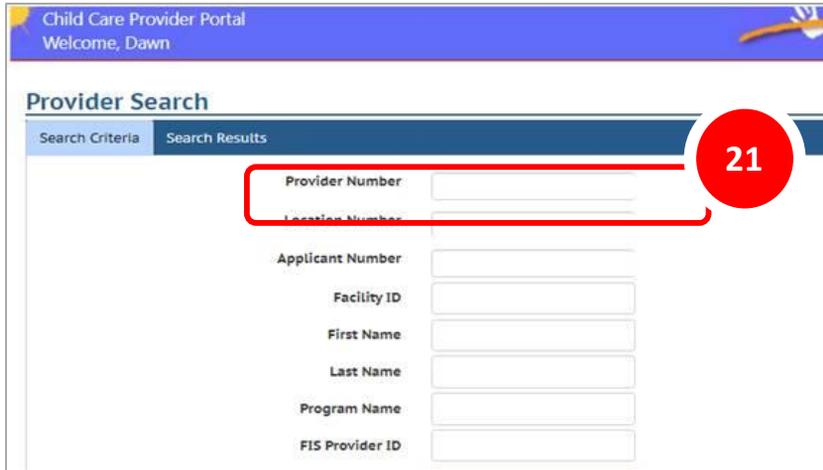


Enter your User ID and Password, and click the Login button.



21. Provider Portal Provider Search

Enter the provider number and click *Search* (if you copied the provider number from CSAW, you can paste it here). Click *View*.



Child Care Provider Portal
Welcome, Dawn

Provider Search

Search Criteria | Search Results

Provider Number

Location Number

Applicant Number

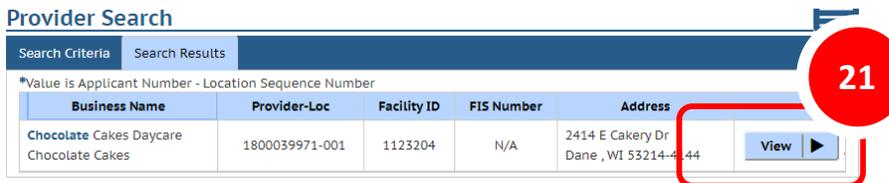
Facility ID

First Name

Last Name

Program Name

FIS Provider ID



Provider Search

Search Criteria | Search Results

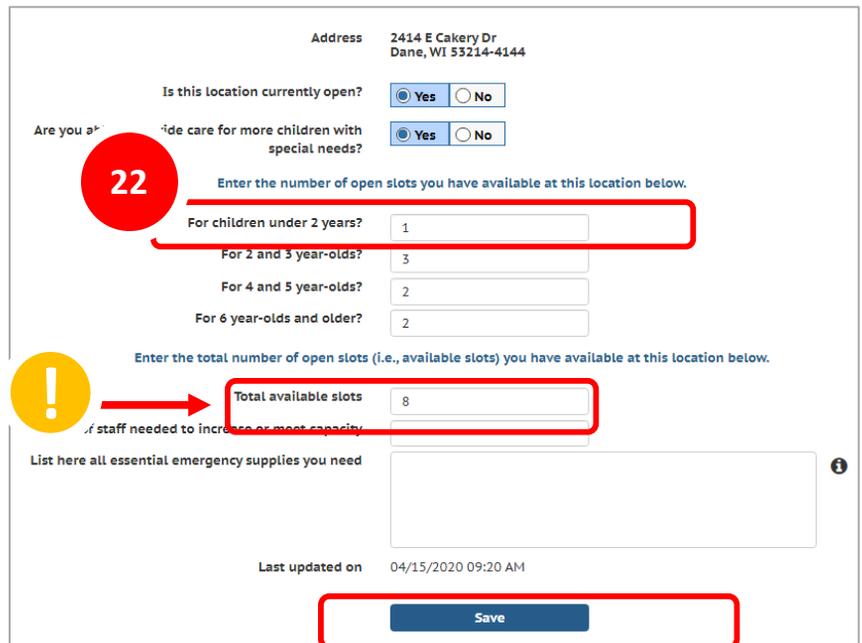
*Value is Applicant Number - Location Sequence Number

Business Name	Provider-Loc	Facility ID	FIS Number	Address	
Chocolate Cakes Daycare Chocolate Cakes	1800039971-001	1123204	N/A	2414 E Cakery Dr Dane, WI 53214-4144	View

22. Update Openings

Update quantities to reflect the match.

Be sure to choose the correct age ranges when updating available slots **AND update the Total Available Slots**. Click *Save*.



Address 2414 E Cakery Dr
Dane, WI 53214-4144

Is this location currently open? Yes No

Are you able to provide care for more children with special needs? Yes No

Enter the number of open slots you have available at this location below.

For children under 2 years?

For 2 and 3 year-olds?

For 4 and 5 year-olds?

For 6 year-olds and older?

Enter the total number of open slots (i.e., available slots) you have available at this location below.

Total available slots

List here all essential emergency supplies you need

Last updated on 04/15/2020 09:20 AM

[Save](#)

If Provider is Closed



If you learn that a provider is no longer open, mark *No* in the “Is this location currently open” field. Change all open slots and Total available slots to 0 and send an email to DCFDECEBOPIT@wi.gov

Address 2414 E Cakery Dr
Dane, WI 53214-4144

Is this location currently open? Yes No

Are you able to provide care for more children with special needs? Yes No

Enter the number of open slots you have available at this location below.

For children under 2 years?

For 2 and 3 year-olds?

For 4 and 5 year-olds?

For 6 year-olds and older?

Enter the total number of open slots (i.e., available slots) you have available at this location below.

Total available slots

Number of staff needed to increase or meet capacity

List here all essential emergency supplies you need

Last updated on 04/15/2020 09:20 AM

Save

23. Saving Your Update

When you have finished updating the available slots, click *Save* and the **Add Closure Schedule** Page will display.

Last updated on 04/15/2020 09:20 AM

23

Save

If Provider is Closed

Child Care Provider Portal
Welcome, Dawn

Chocolate Cakes Daycare
2414 E Calkery Dr
Dane, WI 53214-4144

Add Closure Schedule

Due to the COVID-19 health emergency, please help DCF understand when you are closed and open. If you are closed, enter your closure period here and also contact your licensor or certifier. Use the type "COVID-19" for the closure reasons, use "Other" for other reasons.

From Date -

To Date -

Primary Closure Reason -

Comments -

Submit

◀ Closure Schedules

Add Closure Schedule

Enter information about the closure:

- Dates of Closure from:
- Date of closure to: (if known)
- Primary Closure Reason (select one)
 - Exposure of staff to COVID-19
 - Exposure of child(ren) to COVID-19
 - Business decision
 - Lack of families
 - Lack of staff
 - Lack of supplies
 - Other
 - Other (not related to COVID-19)
- Comments (enter your name, date, and other details here)

Saving Your Update

When you have finished entering closure details, click *Submit* and the **Facility Short Term Closure** message will display.

Facility Short Term Closure

Reporting this information is for Wisconsin Shares Child Care Subsidy and it does not take the place of the reporting requirements for Licensing or Certification. For example, Licensed center closures that exceed three weeks must be reported to the Licensing Specialist.

Due to the COVID-19 health emergency, you can help DCF understand when you are closed and open. Please update your closure period here and also contact your licensor or certifier.

From	To	Closure Schedule Type	Comments	
04/14/20		COVID-19 Lack of staff	i am was also out of many essential supplies, such as cleaning products, baby food, and wipes.	Edit ▶

[...More](#)

If There is No Provider Availability to Meet the Needs of the Request

If there are no available providers, ask the requestor if they would like to remain on the list.

If the requestor would like to remain on the list, make notes in the *Comment Text* box indicating which providers have been contacted. Change the status to “**In Progress.**”

Review the case daily if possible, to look for additional openings. This should be done after working through any urgent requests and other open cases on your caseload.

If There is No Provider Availability to Meet the Needs of the Request

If there are no available providers, ask the requestor if they would like to remain on the list. If yes, change the status to “**In Progress.**” Use *Follow-up Date* and *Comments* to document details about the case.

Update Fields in CSAW

Status: Change status to “**In Progress**”

Follow-Up Date: Enter follow-up date for the next day.

Comments: Add detailed comments about the case, including information about all communications. Be sure to indicate which providers have been contacted.

Case Management

Review the case daily, if possible, to look for additional openings. This should be done after working through any urgent requests and other open cases on your caseload.

Follow up with the parent after a period of searching. Use your discretion based on communications with the parent and providers in the area. A general guideline would be to reach out to the parent after 1 week of daily checking for availability. Send an email or call the parent to let them know the status of the case.

Hello (name of requestor). I just wanted to check in with you on your request for child care. You indicated that you would like to remain on our list. I have been checking for available providers daily, and unfortunately I have not identified any open slots at this point. I will continue searching and update you on a weekly basis. Please do not hesitate to contact me with any questions, or if your situation changes and you no longer need care.

Parent Does Not Need Care Now, but Will in the Future

If the parent indicates that they don't need care now, but they will in the future, leave the status as "In Progress." Use *Follow-up Date* and *Comments* to document details about the case.

Update Fields in CSAW

Status: Leave status as "In Progress"

Follow-Up Date: If the parent identified a certain date that they will need care, enter that date as the follow-up date. If the specific date is unknown, enter a follow-up date of **one week**.

Comments: Add detailed comments about the case, including information about all communications.

Case Management

Reach out to the parent according to the follow-up dates (either weekly or on a particular date indicated by the parent).

If you are unable to reach the parent to confirm that they still need care, follow the same guidelines for **Cannot Contact** status. If you are still unable to reach the parent, be sure that your communication indicates that their case will be closing (contact #2), and that their case is closed (contact #3) before closing the case out with the status of **Cannot Contact**.

Cannot Contact: Facilitator has been unable to reach the parent through phone or email. There must be a **minimum of 3 attempts within 48 hours** to contact the parent. Contact attempts should be made during **different time periods** and use **different methods of communication**, if possible. See [Call Center SharePoint site](#) for templates and further guidance on Communications.

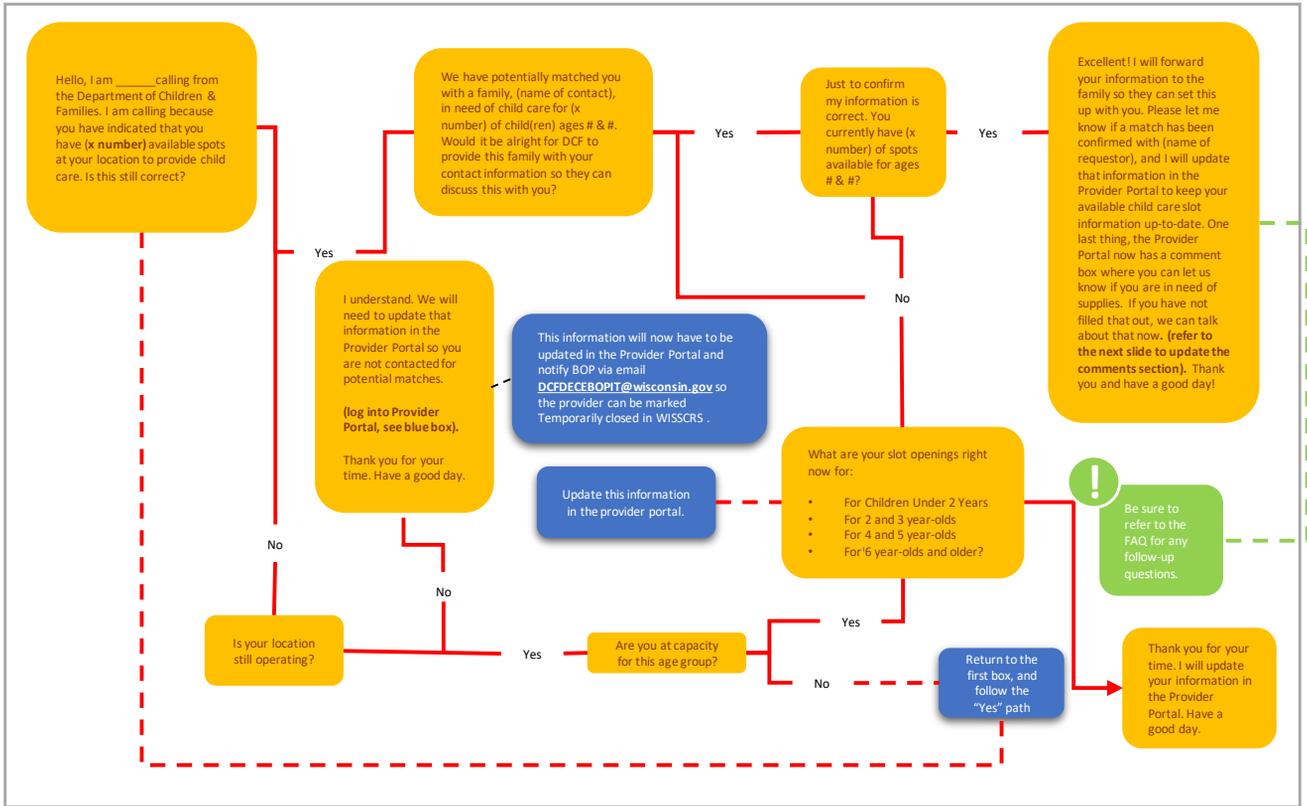
Appendix A

Request Status

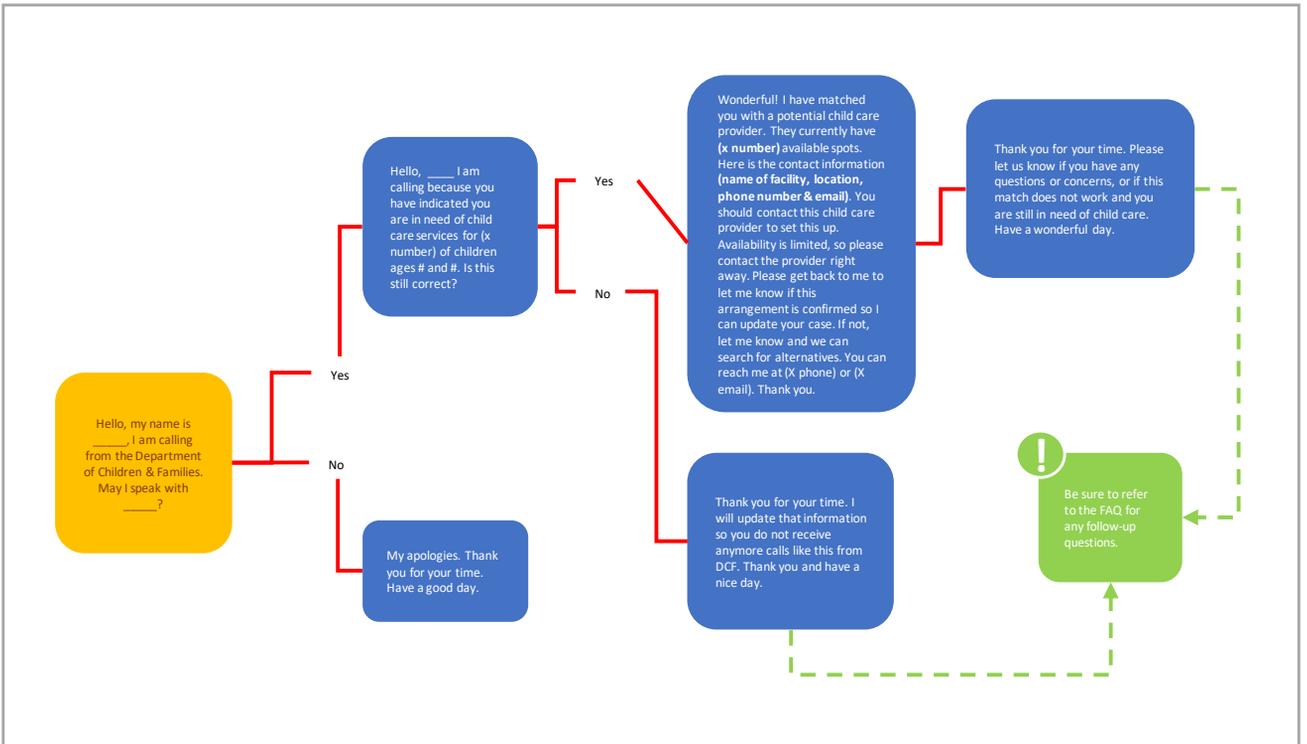
When modifying a case in CSAW, choose the most appropriate status from the list below. Be sure to include detailed comments in the *Comment Text* box (time, method, if message was left, etc.).

- **Cannot Contact:** Facilitator has been unable to reach the parent through phone or email. There must be **a minimum of 3 attempts within 48 hours** to contact the parent. Contact attempts should be made during **different time periods** and use **different methods of communication**, if possible. See [Call Center SharePoint site](#) for templates and further guidance on Communications.
- **Follow-Up Required:** Facilitator is waiting for follow-up from either the provider or the family. For example, a potential match is in progress, and the facilitator needs confirmation that the child is in attendance in order to update the status of the case.
- **In Progress:** A facilitator has picked up the case and started research. This status is also used if you have not reached a provider directly on initial contact, and have not yet reached out to the parent with a potential match. Comments must include your name and date.
- **No Longer Need Help:** The parent may decide that child care is no longer needed, or they found care outside of this matching process. This status indicates that no placement was made using this process, and that no more effort is needed to facilitate the connection. This is a final status.
- **Parent Request Fulfilled:** This status is used once the match is confirmed. **Comments must include MATCHED TO (provider number and location number XXXXXXXXXXX-XXX).** It is a final status, and the request no longer needs to be modified.
- **Requested:** The parent has entered information requesting child care. The facilitator has not yet done anything for this parent. This is the first status.

Provider Phone-call Script



Parent/Guardian Phone-call Script



Updating the Comments Section/Provider in Need of Supplies

Provider Search
Page ->
Search Results ->

Child Care Provider Portal
Welcome, Dawn

Provider Search

Search Criteria Search Results

Provider Number
Location Number
Applicant Number
Facility ID
First Name
Last Name
Program Name
FIS Provider ID

Q Search

About DCF Public Meetings Careers Request Records Contact Us Wisconsin.gov Press

The Department of Children and Families, protecting children, strengthening families, building communities.

Click "View."

Child Care Provider Portal
Welcome, Dawn

Provider Search

Search Criteria Search Results

*Value is Applicant Number - Location Sequence Number

Business Name	Provider-Loc	Facility ID	FIS Number	Address
Chocolate Cakes Daycare Chocolate Cakes	1800039971-001	1123204	N/A	2414 E Cakery Dr Dane, WI 53214-4144

View

About DCF Public Meetings Careers Request Records Contact Us Wisconsin.gov Press

The Department of Children and Families, protecting children, strengthening families, building communities.
Update SPA CWA Privileges

Update/confirm all fields while you are on the phone with the provider.

*Also ask the provider how many staff are needed to increase or meet capacity.

Enter your name and date in the supplies needed box to indicate who entered the information. Make sure to save your changes.

Address 2414 E Cakery Dr
Dane, WI 53214-4144

Is this location currently open? Yes No

Are you able to provide care for more children with special needs? Yes No

Enter the number of open slots you have available at this location below.

For children under 2 years? 1

For 2 and 3 year-olds? 4

For 4 and 5 year-olds? 2

For 6 year-olds and older? 0

Enter the total number of open slots (i.e., available slots) you have available at this location below.

Total available slots 7

Number of staff needed to increase or meet capacity

List here all essential emergency supplies you need

Last updated on 04/15/2020 09:20 AM

Save

Provider is Closed – Updating Provider Portal While on the Phone with the Provider

Enter “No” for the question ‘*Is this location currently open.*’ and click “Save.”

Ask the provider:

- When did they close?
- When do they plan to reopen?
- What is their primary reason for closing?
- Comments: Enter your name and date. Make any additional relevant notes. For example, if the closure was due to lack of supplies, you could enter the supplies needed here.

The screenshot shows a form for updating provider information. At the top, the address is listed as 2414 E Calvary Dr, Dane, WI 53214-4144. A red box highlights the question "Is this location currently open?" with radio buttons for "Yes" and "No", where "No" is selected. Below this is another question: "Are you able to provide care for more children with special needs?" with "Yes" selected. The form then asks for the number of open slots for different age groups: children under 2 years, 2 and 3 year-olds, 4 and 5 year-olds, and 6 year-olds and older, all with input fields set to 0. It also asks for the total number of open slots, the number of staff needed to increase or meet capacity, and a text area for essential emergency supplies. A "Save" button is highlighted with a red box at the bottom.

The screenshot shows the "Modify Closure Schedule" form. It includes fields for "From Date" (4/14/2020), "To Date", and "Primary Closure Reason" (COVID-19 Lack of staff). A "Comments" text area contains the text: "(June Jones 4/14/20) Provider also said she is was out of many essential supplies, such as cleaning products, baby food, and wipes, and she would need more supplies in order to open again." A "Delete?" checkbox and a "Submit" button are also visible.

Facility Short Term Closure			
From	To	Closure Schedule Type	Comments
04/14/20		COVID-19 Lack of staff	i am was also out of many essential supplies, such as cleaning products, baby food, and wipes.

[More](#)

After you click “Submit,” this message will display. **Ask the provider to also contact their licensor or certifier to report the closure.**

Provider Voicemail Script

Hello, my name is **(your name)** calling from Wisconsin Department of Children and Families, and we are working to secure child care for essential worker families. You indicated that you have **(x number)** of spots available **for children (ages # to #)**. Do you still have availability? I have a family, **(name of family contact)**, who is in need of child care for **(x number)** of children **(ages # and #)**. Can I give **(name of family contact)** your center's contact information so that they can discuss the details and determine if this match will meet their child care needs? If you have secured a spot with **(name of family contact)**, please notify me via phone or email so we can update that information. You can reach me via phone at **(xxx)xxx-xxxx**, or you can email me at **youremail@wisconsin.gov**. If I get confirmation that you have finalized this placement, I will update your availability in the Provider Portal, so we know that your **child care slot openings** are correct. We ask that you monitor the Provider Portal to ensure that your numbers are accurate and up-to-date. I also wanted to mention that there is a comment box available in the Provider Portal where you can let us know if you are in need of essential supplies. We cannot guarantee that supplies will be received at this time, but we will continue to advocate for materials. Thank you and have a wonderful day!



Provider Email
Template
Initial

Provider Email
Template
Follow Up

Provider Email Templates

Provider Email Template - Initial

Hello,

I am emailing on behalf of Wisconsin Department of Children and Families, and we are working to secure child care for essential worker families. You indicated that you have **(x number)** of spots available for children (ages # to #). Do you still have availability? I have a family, **(name of family contact)**, who is in need of child care for **(x number)** of children, **(ages # & #)**. Would it be alright if I forwarded **(name of family contact)** your center's contact information so that they can discuss the details and determine if this match will meet their child care needs? If you have secured a spot with (name of family contact), please notify me via phone or email so we can update that information in the Provider Portal. You can reach me via phone at **(xxx)xxx-xxxx**, or you can email me using this email address.



Thank you,

Select the text above and paste it into the body of your email.

Provider Email Template - Follow-up

Hello,

Thank you very much. I have forwarded your contact information to **(name of family contact)**. Please contact me if this match is confirmed and I will update the Provider Portal to reflect the match. You can reach me via phone at **(xxx)xxx-xxxx**, or you can email me using this email address. Additionally, there is a comment section in the provider portal available to notify us if you are low on/require supplies that you need to operate. If you have not filled out this section and are in need of supplies, please log into the provider portal and update this information.



Thank you,

Select the text above and paste it into the body of your email.

Family Voicemail Script

Hello, **(name of parent or guardian)**. My Name is **(your name)** calling from Wisconsin Department of Children and Families. I have been in contact with **(the name of the center)**. They do have an opening for **(x number)** child/of children **(age #/ages # and #)**. The center's phone number is **(xxx)xxx-xxxx**, and their email address is **realcenter@gmail.com**. I will email this information to you as well. Please contact **(the name of the center)** to discuss information such as times and payment details, to determine if this arrangement will work for you. Availability is limited, so please contact this provider right away. If this match will work, please let me know so I can update your information. If for some reason this is not a good fit, please let us know so we can search for alternatives. If your situation has changed and you no longer require child care, please notify me so I can update that information. You can reach me via phone at **(xxx)xxx-xxxx**, or you can email me at **youremail@wisconsin.gov**. Thank you so much. Please do not hesitate to reach out with any questions or concerns.



Family Email Template

Hello, **(name of parent or guardian)** I am contacting you on behalf of Wisconsin Department of Children and Families. I have been in contact with **(the name of the center)**, and they do have **(x number)** opening(s). The center's phone number is **(xxx)xxx-xxxx**, and their email address is **realcenter@gmail.com**. Please contact **(the name of the center)** to discuss hours and payment information so you can determine if this arrangement will work for you. Availability is limited, so please contact the provider right away.

- If this match is confirmed, please let me know so I can update your information and remove you from our call list.
- If for some reason this is not a good fit, please let us know so we can search for alternatives.
- If your situation has changed and you no longer require child care, please notify me so I can update that information and remove you from our call list. You can reach my via phone at **(xxx)xxx-xxxx**, or you can email me at this email address. Please do not hesitate to reach out with any questions or concerns. Thank you!



Select the text above and paste it into the body of your email.

Appendix B

Sample Script for Calling Providers

Hello, I am _____ calling from the Department of Children & Families. I am calling because you have indicated that you have (x number) available spots at your location to provide child care. Is this still correct?

I have a family, Jane Jones, who is in need of child care for (x number of children). Can I give Jane your phone number and email address to contact to you discuss the details to see if this may be a match for her child care need?

Excellent! I will forward your information to the family so they can set this up with you. Please let me know if a match has been confirmed with (name of requestor), and I will update that information in the Provider Portal to keep your available child care slot information up-to-date. One last thing, the Provider Portal now has a comment box where you can let us know if you are in need of supplies. If you have not filled that out, we can talk about that now. (refer to slide “Updating Provider Comments – Supplies Needed).

Thank you very much.

Appendix B

Sample Script for Calling Families

Hello Jane. I have been in contact with Ramona at ABC Child Care. She does have an opening for (x). The center's phone number and email are (X). I will email this information to you as well.

Please contact Ramona at ABC to discuss information such as times and payment details, to determine if this arrangement will work for you. Availability is limited, so please contact the provider as soon as possible.

Please follow up with me. I will need to know if you have secured care for your children, or if we need to look at other options. You can reach me at (X phone or X email).

Thank you so much. Please do not hesitate to reach out with any questions.