

The Wisconsin Department of Children and Families

COVID-19 CHILD CARE MATCH INDIVIDUAL EDUCATOR

UPDATED: 04/27/2020



Manual Sections

- **SECTION 1: Matching Individual Educators to Essential Workers**
- **SECTION 2: Matching Individual Educators to Providers with staff openings.**



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

DCFDECEBOPTraining@wisconsin.gov

Information about this manual

- This manual deals with matching Individual Educators to Essential workers who have requested **In-Home child care** through the **Child Care Finder** public web page.
- It also deals with matching Individual Educators to Providers who have indicated that they are in need of additional staff.
- Please note that throughout this document, we use the terms *Individual Educator* and *Individual Caregiver* interchangeably.
- This manual bypasses all the login information for CSAW, and assumes you are already in and using the system.

If you are looking for Login Details to the **COVID-19 CSAW CHILD CARE REQUEST MANAGEMENT**, please follow this link to the latest version of the manual.

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



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Information about this section

- Essential workers request **In-Home child care** through the **Child Care Finder** public web page. Their data flows into **CSAW**.

As a facilitator, you work with this process to help us connect teachers already in our system with essential workers' families to provide in-home child care.



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send an email to:

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COVID-19 CSAW Child Care Match Individual Educator

You are working and updating requests in **CSAW**. You Identify a *Request ID* that they would like to have **In-Home care**.

Go to the *COVID map*. It is a good idea to have the map open in a separate tab in your web browser. Here you will search for their *Request ID*.

1. Filter by Individual Educator

You can use the map to filter only *Individual Educators*.

Available Providers ? Filter Provider Display

Individual Educators

(All)

CC Providers

Individual Educators

Individual Educators

1

Individual Educator Icon

2

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

Aisha L Bennett I-84490000 1171 Saint Albert The Great Dr Sun Prairie WI 53590	Bennett, Aisha L 608-698-1511 (not provided)	?
Daniela Bolivar Abedank I-510480000 1120 W Main St 1323 Sun Prairie WI 53590	Bolivar Abedank, Daniela 213-421-5889 danis1bolivar@gmail.com	?
Eliana De La Hortua I-174601000 1315 Sun Heid St Sun Prairie WI 53590	De La Hortua, Eliana 760-617-0676 (not provided)	?
Heidi M Stewart I-258370000 945 Old Cory Way 202 Sun Prairie WI 53590	Stewart, Heidi M 920-675-6355	?

© 2020 Mapbox © OpenStreetMap

Department of Children and Families | Division of Early Care and Education

Data updated on: 4/9/2020 9:01 am

2. Select an Individual Educator

Click the icon to select the provider.

2. Individual Educator Details

The details of the *Individual Educator* you selected are now available.

Available Providers

Kellyn Herwig
Individual Educator
1550 Thoreau Dr Sun Prairie WI 53590

Contact:
Herwig, Kellyn
608-279-2901
kellyn.herwig@gmail.com

Individual Educator willing to:
Serve in Requester's Home
Serve at Licensed Provider

Contact List Results

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

0000 1550 Thoreau Dr Sun Prairie WI 53590	Bennett, Aisha L 608-698-1511 (not provided)
I-510480000 1550 Thoreau Dr Sun Prairie WI 53590	Bolivar Abedank, Daniela 213-421-5889 danis1bolivar@gmail.com
Eliana De La Hortua I-174601000 1315 Sunfield St Sun Prairie WI 53590	De La Hortua, Eliana 760-617-0676 (not provided)

3. Select an Individual Educator

Go back into **CSAW**, click on the *Individual Caregiver Search* link.

CSAW Emergency Module

- Home
- Child Care Request Search**
- Modify Child Care Request
- Individual Caregiver Search**
- Modify Individual Caregiver

Emergency Child Care Request

Search

Request Status Requested

Request ID

Primary Person First Name

Primary Person Last Name Herwig

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

Last Updated by Me

Search

Search Results

You search for your *Individual Educator* by any information. Our example uses the person's Last Name.

4. Modifying the Record

Click on the *Pencil Icon* to modify the record.

Individual Caregiver Search

Search

Caregiver Status for In-Home Care: Available Serve in Child's Home and/or Caregiver's Home

Individual ID:

Child Care Request ID:

First Name:

Last Name: Herwig

Phone Number:

County:

City:

ZIP Code:

Search Results

Individual ID Caregiver Name	Address	County	Care in Child's Home?	Care in Caregiver's Home?	Status	Child Care Reque ID
0245480000 Kellyn Herwig	1550 Thoreau Dr Sun Prairie, WI 53590-7020 6082792901(C)	Dane County	Yes	No	Available	

Call the educator, update any necessary information. Remember to add any important notes.

In your conversation with the educator, you should ask some of these clarifying questions to ensure a good match.

Are they available to help with in-home care? Are they are willing to go an essential worker's home to provide care?

Would they, the educator, be willing to bring the children of essential workers into their own home?

Are they available to help with regulated care? Is the educator willing to be recruited for a center that is in need of staff (pop-up center, etc.)?

Individual Caregiver Details

Individual ID: 0245480000

First Name: Kellyn

Last Name: Herwig

Primary Phone: (608) 279-2901

Gender: Female

Date of Birth: 9/27/1999

Address: 1550 Thoreau Dr
Sun Prairie, WI 53590-7020

County: Dane County

Serve Special Needs Children? Yes No

Serve Children of Age

Under 2 Years

From 2 to 3 Years

From 4 to 5 Years

Over 6 Years

Available to Help with In-Home Care? * Yes No

Can You Provide Care in Your Own Home? * Yes No

Caregiver Status for In-Home Care * Available

Child Care Request ID:

Available to Help with Regulated Care? * Yes No

Comment Text:

5. Changing the status.

Once you have established the outcome of the match attempt, change the status of the *Individual Educator*.

Individual Caregiver Details

Individual ID	0245480000
First Name	Kellyn
Last Name	Herwig
Primary Phone	(608) 279-2901
Gender	Female
Date of Birth	9/27/1999
Address	1550 Thoreau Dr Sun Prairie, WI 53590-7020
County	Dane County
Serve Special Needs Children?	<input type="radio"/> Yes <input type="radio"/> No
Serve Children of Age	<input type="checkbox"/> Under 2 Years <input type="checkbox"/> From 2 to 3 Years <input type="checkbox"/> From 4 to 5 Years <input type="checkbox"/> Over 6 Years
Available to Help with In-Home Care? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Can You Provide Care in Your Own Home? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Caregiver Status for In-Home Care	Available
Child Care Request ID	
Available to Help with Regulated Care? *	
Comment Text	

0 of 500 characters.

Available – educator is ready and willing.

Cannot Contact – tried calling, doesn't pick up or return calls/phone number is out of order.

Match In Progress – have provided a family with the educator's information for a potential match.

Matched – the educator has been matched to a family. If this, fill out the Child Care Request ID.

Not Available – educator is unavailable.

6. At this point, continue on with the regular request process. For more information on the process, please refer to the **COVID-19 CSAW CHILD CARE REQUEST MANAGEMENT MANUAL**.

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

Information about this section

- From data entered in the Provider Portal, providers let us know that they have staffing needs and the number of openings in their location.

As a facilitator, you work to help us connect teachers already in our system, who have said that they are available to help with regulated care, with Providers who have staff needs.



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

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1. The provider lets us know they have vacancies in the Provider Portal

When updating their details in the Provider Portal, providers indicate that they need X number of staff to increase or meet capacity in terms of providing child care to essential workers.

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.

1 Total available slots

Number of staff needed to increase or meet capacity

List here all essential emergency supplies you need


2. A list of providers seeking staff is distributed to facilitators working Individual Educator matches.

This list is created and distributed to you daily. You begin by identifying the **county** of the provider needing staff.

An Excel Document

	A	B	C	D
1	Region	County	CertificationAgencyName	ProviderLocat
2				
3	SOUTHEASTERN	40. MILWAUKEE	Bureau of Early Care Regulation	1000570391 C
4				
5				
6				
7				
8				
9				
10				

3. Use the COVID Map

Now use the COVID map to find individual educators in that county. Filter the Available Providers by *Individual Educator* only. Click the Information icon  beside the Individual Educator's name to check that they have elected to work at a Licensed Provider.

Child Care Search/Match

Requests Summary

Name	Request ID	Phone Number	Email	Address	Kids #	Care Needed Days	ZIP Code
(LNU), Adam	4000001955	719-235-3647	armenta3s@hotmail.com	(not provided) Verona, WI 53593	1		53593
(LNU), Becky	4000000239	715-699-5875	beckyburi@yahoo.com	Sun Prairie, WI 53590	1		53590
	4000000297	608-778-9320	beckyburi@yahoo.com	Sun Prairie, WI 53590	1		53590

Available Providers

Filter Provider Display: Individual Educators

Contact List Results

Kellyn Herwig
Individual Educator
1550 Thoreau Dr Sun Prairie WI 53590

Contact:
Herwig, Kellyn
608-279-2901
kellyn.herwig@gmail.com

Individual Educator willing to:
 Serve in Requester's Home
 Serve at Licensed Provider

4. Potential Match

When you call the Independent Educator and they are interested and available, please enter the following in the Comment Text field – POSSIBLE MATCH XXXXXXXXXXX-XXX.

The XXXXXXXXXXX-XXX is the provider's number.

Individual Caregiver Details

Individual ID 0245480000
First Name Kellyn
Last Name Herwig
Primary Phone (608) 279-2901
Gender Female
Date of Birth 9/27/1999
Address 1550 Thoreau Dr Sun Prairie, WI 53590-7020
County Dane County

Serve Special Needs Children? Yes No
Serve Children of Age
 Under 2 Years
 From 2 to 3 Years
 From 4 to 5 Years
 Over 5 Years

Available to Help with In-Home Care? * Yes No
Can you Provide Care in Your Own Home? * Yes No
Caregiver Status for In-Home Care * Available
Child Care Request ID
Available to Help with Regulated Care? * Yes No

Comment Text
 POSSIBLE MATCH XXXXXXXXXXX-XXX
 0 of 500 characters.

4. Possible Match

Next, you will call the Provider Location, and give them the independent educator information. At this stage, change the *Individual Educator* status to *Match In Progress*.

A screenshot of a web form with several fields. The fields are: "Available to Help with In-Home Care?" with radio buttons for Yes and No; "Can You Provide Care in Your Own Home?" with radio buttons for Yes and No; "Caregiver Status for In-Home Care" with a dropdown menu currently set to "Available"; "Child Care Request ID" with an empty text box; "Available to Help with Regulated Care?" with radio buttons for Yes and No; and "Comment Text" with an empty text area. A red box highlights the dropdown menu, and a red arrow points from the "Match In Progress" option to the "Comment Text" field.

5. Successful Match

If the Provider Location accepts the match with the Individual Educator, change the status to **MATCHED**.

Also add **MATCHED XXXXXXXXXXX-XXX** in the Comment Text field.

XXXXXXXXXX-XXX is the provider's number.

A screenshot of the "Individual Caregiver Details" form. The form contains fields for: Individual ID (0245480000), First Name (Kellyn), Last Name (Herwig), Primary Phone, Gender, Date of Birth, Address, County, Serve Special Needs Children, and Serve Children of Age (with checkboxes for "From 4 to 5 Years" and "Over 6 Years"). The "Caregiver Status for In-Home Care" dropdown is set to "Matched". The "Comment Text" field contains "MATCHED XXXXXXXXXXX-XXX". A red circle with the number "5" is at the bottom center. Red arrows point from the "Matched" status and the "Comment Text" field to the text in the previous section.



6. Provider Portal

Next, log into the Provider Portal and enter MATCHED XXX (Individual Educator ID) for every individual matched. You will also reduce number of staff needed count by one.

A screenshot of a web form titled "Enter the total number of open slots (i.e., available slots) you have available at this location below." The form includes a "Total available slots" field with a value of 3, a "Number of staff needed to increase or meet capacity" field with a value of 1, and a "List here all essential emergency supplies you need" text entry field containing "MATCHED XXX" and "MATCHED XXX". A red circle with the number "6" is around the "Total available slots" field, and a red circle with the number "1" is around the "Number of staff needed" field. A red line connects the "6" to the "1" and then to the "List here all essential emergency supplies you need" field. The form also includes a "Save" button and a "Last updated on" timestamp of "04/16/2020 04:51 PM".

Example:

If the number of staff needed was three (3) and you made two (2) successful matches, you would reduce the number to one (1) and enter MATCHED XXX twice in the **List here all essential supplies you need** text entry field.

Note: This text entry field is doing double duty for this process as the *Individual Educator Matched* field.

This is how the process ends if you have made a successful match or matches. If the Provider location denies the match, proceed to the next page.

7. Denied Match

If the Provider Location denies the match with the Individual Educator, set the status for *Caregiver Status* for **In-Home Care** to **Available**.

You will then repeat the process with a different Individual Educator.

The screenshot shows the 'Individual Caregiver Details' form for Kellyn Herwig. The 'Caregiver Status for In-Home Care' dropdown menu is open, and 'Available' is selected. A red circle with the number '7' is next to the dropdown. A red arrow points from the dropdown to the 'Comment Text' field, which contains the text 'POSSIBLE MATCH XXXXXXXXXX-XXX'.

Individual ID	0245480000
First Name	Kellyn
Last Name	Herwig
Primary Phone	(608) 279-2901
Gender	Female
Date of Birth	9/27/1999
Address	1550 Thoreau Dr Sun Prairie, WI 53590-7020
County	Dane County
Serve Special Needs Children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Serve Children of Age	<input type="checkbox"/> Under 2 Years <input type="checkbox"/> From 2 to 3 Years <input type="checkbox"/> From 4 to 5 Years <input type="checkbox"/> Over 6 Years
Available to Help with In-Home Care? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Can You Provide Care in Your Own Home? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Caregiver Status for In-Home Care *	Available
Child Care Request ID	
Available to Help with Regulated Care? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Comment Text	POSSIBLE MATCH XXXXXXXXXX-XXX 0 of 500 characters.

8. Status

If you call an Individual Educator to start making a match but they are **No Longer Available**, change their status to **Not Available**.

If they are no longer interested, mark as **Not Available** and indicate such in the Comment Text field that the match was attempted, but they are no longer interested so we know not to contact them.

The screenshot shows the 'Individual Caregiver Details' form for Kellyn Herwig. The 'Caregiver Status for In-Home Care' dropdown menu is open, and 'Not Available' is selected. A red circle with the number '8' is next to the dropdown. A red arrow points from the dropdown to the 'Comment Text' field, which contains the text 'Individual Educator XXX (Individual Ed ID) is no longer interested. Please don't recontact.'

Individual ID	0245480000
First Name	Kellyn
Last Name	Herwig
Primary Phone	(608) 279-2901
Gender	Female
Date of Birth	9/27/1999
Address	1550 Thoreau Dr Sun Prairie, WI 53590-7020
County	Dane County
Serve Special Needs Children?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Serve Children of Age	<input type="checkbox"/> Under 2 Years <input type="checkbox"/> From 2 to 3 Years <input type="checkbox"/> From 4 to 5 Years <input type="checkbox"/> Over 6 Years
Available to Help with In-Home Care? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Can You Provide Care in Your Own Home? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Caregiver Status for In-Home Care *	Not Available
Child Care Request ID	
Available to Help with Regulated Care? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Comment Text	Individual Educator XXX (Individual Ed ID) is no longer interested. Please don't recontact. 0 of 500 characters.