

Wisconsin Child Care Advisory and Recommendation Exchange (WI-CARE) Meeting Minutes March 13, 2026

12:00 p.m. – 1:00 p.m.

Attendees

WI-CARE Child Care Provider Members

- Carol Jackomino, Rhinelander
- Christine Larson Salerno, Milwaukee
- Cynthia Reineking, La Crosse
- Jay Martinez, Green Bay
- Joahna Shelton, Spooner
- Jose Martinez, Statewide
- Kahlila Fennell, Milwaukee
- Leighton Cooper, Milwaukee
- Liz Tittle, Little Chute
- Margarita Ugalde, Madison
- Rose Catlett, Middleton
- Shelly Boelter, Hager City
- Sheri Bishop, Pulaski
- Suzette Mayotte, Ashland
- Tammy Dannhoff, Oshkosh
- Tanisha Johnson, Milwaukee
- Thanh Bui-Duquette, Eau Claire
- Tricia Peterson, Juneau

DCF Staff

- Jason Bierbrauer (breakout room support)
- Andrea Cammilleri (tech/notes)
- Michelle Evans (facilitator)
- Daria Hall (facilitator)
- Jolene Ibeling (notes)
- Rosalva Melendez (facilitator)
- Cassidy Peterson (tech)
- Nicole Schneider (facilitator)
- Brandilin Schoonover (breakout room support)
- Amanda St. Martin (notes)

Meeting Notes

Welcome, Reminder of Meeting Norms

Presented by: Daria Hall, Policy Initiatives Advisor, DCF Division of Early Care and Education

- Daria read through the meeting norms and meeting agenda.

Regulation Updates

Presented by: Michelle Evans, Director of the Bureau of Early Care Regulation

- Michelle talked about various efforts underway in relation to licensing process automation. These related to pre-licensing, enhancement of initial and continuation licensing applications, and the option to submit incident reports in the Child Care Provider Portal (CCPP).
- With the online application process in place, the average days to process initial licensing applications has dropped from 85 in 2024 to 41 in 2025. The average days to process continuation applications dropped from 19 to 16 in that same time period.

Online Licensing Applications & Automation of Incident Reporting

Presented by: Nicole Schneider, Operations Manager in the Bureau of Early Care Regulation.

- Nicole shared that DCF's goal has been to make these processes more user-friendly for prospective and existing providers of all regulation types.
- This is a 5-phase project that launched in July 2024. Steps 1-3 are complete. Step 4 for pre-licensing applications is expected to launch this summer. Today's goal is to gather feedback that will inform the requirements for Step 5.
- Step 5 is currently planning to automate relocation applications, adding locations for existing providers, changing regulation type, and changes in regulation details (capacity, hours, ages, etc.)
- In addition, DCF is considering adding an option to submit incident reports through the CCPP. This process would be available to all regulated programs.
- Certain reports are required to the department under DCF regulations 202, 250, 251, and 252. These include:
 - Some accidents, injuries, and incidents
 - Injuries caused by animals
 - Damage to the premises
 - Change in administrator or director
 - Changes in programming
- Currently, incident reporting involves a phone call to the licensor or certifier followed by a written report. There is a form that can be used for this purpose (it is voluntary).
- Nicole then shared the questions for today's discussion.

Question 1: Of the options presented, which do you feel are most beneficial or highest priority? Why?

Breakout Room 1 Notes

- Include the policy checklist and where to upload detail.
- For providers with more than one location, have others added a new location? I have not been through that process yet.
- Is there a way to change the authorized person in the CCPP? When our licensee changed, the old process was to notify the licensor and complete the background check. Can this be done in the CCPP? Allow fields to be editable to update any time outside of the continuation window.

- Is there a way to extend the time before auto logging out? I just recertified in February and I ended up doing a paper copy because it logged me out so fast when multi-tasking. I need a chunk of time to do it in one sitting. If it logs me out, I'd like it to take me right to where I was and I can pick it back up. I have little bits of work time and it adds a lot of effort to have to log back in and find where I left off.
- It would be nice if I could change our provider contact information myself. Right now, I have to email the licensor and ask them to change it.
- When preparing new space/facility, have a checklist for "new facility" related to physical space – how far apart cribs have to be, etc. I don't want to have to read the whole physical space section, I'd prefer a simple licensing checklist related to opening a new center.
- Is there a specific person to contact regarding forms?
 - **DCF Facilitator:** You can contact your licensor or certifier.

Breakout Room 2 Notes

- Prioritize the renewals process.
- The renewal process was terrible, very glitchy, not transferring information over; changes in ages, hours, and capacity should be prioritized, too.
- I just completed renewal. It took seven weeks to process, was very glitchy. The application would not submit because it said I was missing an item but I wasn't; I usually just contacts licensor when I need to report something.
- I agree with prioritizing changing location details in the portal, that is more beneficial for providers rather than automating reporting. We've had difficulty with the process, sometimes information doesn't transfer from one site to another for licensees that own multiple sites.

Breakout Room 3 Notes

- What would be most beneficial is to look at the submission of incident/accident reports. We've had a lot of conversations recently internally about how we can streamline our process for this since we have so many locations. This is very timely. My next choice would be the ability to change our licensing details like hours and capacity. Having a one-stop shop to do that rather than emailing licensors would be more standardized and simpler.
- I like all of it.
- I do, too, and I agree with the first commenter's priorities.
- I think it is all great! The more we can streamline our processes, the better!

Question 2: Do you have other suggestions for licensing process enhancements we didn't mention?

Breakout Room 1 Notes

- I wish I could bulk move staff when having to change multiple staff to more than one site. And bulk move children when it comes to the grants. I don't like having to do them all individually.



- It would be nice to filter which ones I'm looking for. It's hard to find specific documents and takes a lot of scrolling. It would be nice to filter or search to find documents or modules rather than having to find the right page or user guide in the CCPP.
- Update so we can sort staff alphabetically.
- Allow us to sort authorizations by the child's name as well. It would be helpful to filter or sort by name, date of birth, authorization period and updated date.

Breakout Room 2 Notes

- I have a center that provides transportation and I need to update the licenser when things change with that (new vehicles, license plates, driving records, etc.). Would it be possible to automate vehicle approval and alarm monitoring?
- Please create an easier way to view all sites and location details in a central location for licensees that have multiple sites (show months/days/hours of operation, ages, etc.). For an individual who is already qualified and verified through the Registry, automate position qualification approval in the CCPP rather through the WI Registry. (Qualification history would follow the individual from program to program rather than be attached to the program.) I also have staff that work over multiple sites and I have to enter the individual for each site. Please create a way that employees can be attached to a provider number rather than an individual site.
- It would be nice if we could see the last radon report that the provider has submitted in the CCPP.
- Being able to upload documents independently right into the CCPP (for example, updated certificate of insurance, policy checklist, updated manuals).
- I agree with being able to update or upload the certificate of insurance in the CCPP.
- If a child care is operating in a school building under school-age rules, create a way for providers to opt out of certain requirements. For example, schools are not required to test for radon or have a building inspection. Also, please make the CCPP phone/mobile app friendly.

Breakout Room 3 Notes

- Generally, with the move to navigate to the Provider Portal more, the overall review of the CCPP technology and ability to be responsive would be beneficial. Sometimes the ways it's designed and tabs, etc. could use a refresh, they seem a little antiquated. To utilize CCPP more, I need to work on ensuring all of our staff throughout the city are touching it and managing their correspondence, and we also need to be mindful of their capacity. Could we receive more reminders/ticklers in our inbox to notify? All of those things are helpful. I use something I like a lot in the CCPP, which is the ability to look at financial information for sites. I'm not sure how much more detail could be added in those parts, as much specificity as possible would be helpful. I sometimes find it odd adding access for staff. Admins in the CCPP can touch certain things. Sometimes for them to do one thing, I have to give them access to more things than I would like to. The user permissions could be looked at and offer additional support to programs.
- We're a Head Start program and we have a Head Start portal. One of the tabs works really well for global correspondence. The reason I like it so much is because it's a

record of all the correspondence I submitted. It's nice having a record confirming I did it, when, etc. And if multiple people are touching the system, that's even more important.

- I really like the idea of doing all of this online. Paperwork is such a weight that will be removed. I work in my community helping people get certified and paper work is their biggest concern. If they can do it online, it might be easier to get more people started.

Question 4: Would you use a self-report option in the Provider Portal? If no, why not? If yes, what would you need to successfully use this functionality?

Breakout Room 1 Notes

- I'm in favor of reporting changes or incidents in portal. That eliminates double work and is faster. This would be a beneficial function.
- This is a great idea. I'm happy the list includes things that need to be reported. Include that in the CCPP. I'd like to be able to go online to figure out "do I have to report" and be able to see examples of things required to report in addition to the reporting function itself.
- A common "Do not need to report" list may be beneficial. Rather than having to search for it. Have examples of things that are required to report or not required.
- Offer the ability to edit or add an addendum to a report if I forgot something or learn something new that should be added. I'd appreciate doing a quick update to the report rather than completing a whole new form. It would also be nice if we could upload photos of equipment or an area where the incident occurred.
- If someone needed medical attention, have a way to update the report to share the result/outcome.
- A drop-down option for the type of report would help us keep track of what is being submitted. Choose from options like change in service, child accident, etc. Include a way to attach the incident form.
- Will it show the status of the report? For example, if the report has been reviewed yet? Licensors are great about getting back to us via email but it would be nice to be able to see what has been viewed, pending, if more information is needed, etc. Including the status offers providers assurance that they are meeting requirements while a report is pending.
- It would be good to send a copy of the report to families if it is submitted online. Could it be downloaded as a PDF to share with families or kept for provider records?
- I agree with having a status report to show it has been reviewed or showing the next steps in the process that are upcoming.
- I'd also like a list of things that need to be reported. I'd be happy to not have to find the form. Finding it online would be easier.

Breakout Room 2 Notes

- It probably depends on what type of incident it is. I would prefer to report more serious incidents via email/written notification so that I have a record that I sent it.
- It depends on the context of the incident and the accessibility to the portal. It would be more helpful if the CCPP was phone friendly. Providers are child-facing all day and may not get to a desk until later in the evening. I prefer to contact my licensor right away so

that I do not forget. There are some scenarios in which I will reach out to the licensor preemptively (for example, custody battles). It would be a helpful option to have, but don't make it a requirement to submit self-reports in the CCPP.

- If we enter the self-report in the CCPP, will that satisfy the written requirements?

Breakout Room 3 Notes

- The Office of Head Start updated their system recently. Previously when we submitted a report, we had to click on individuals' names to tell the system who it needed to go to. Now we just submit it and OHS figures out who needs to see the report, so we don't accidentally omit someone or send it incorrectly. I like this better.
- I would definitely use a self-report option in the portal as long as there was something saying that it was received, like a confirmation email. I think a list of things that are acceptable to report in this fashion would also be amazing.
- I think for our program the majority of our staff have admin access and incident reporting options may already be included if they have that. I don't think we would have to change a lot of user access unless DCF changes it, then we'd have to review and make sure it's set up how we want. To submit Child Care Counts/Bridge Payments, access was needed but now that they have that, they can go in and do some other things that I'm a little uncomfortable with. That would be helpful to adjust some of that, but I don't think we'd have to add any access for this reporting to happen online.
- With the submission of incident reports, I'd want to be sure we can see all of the reports that have been previously submitted and as a director, I could check it all and make sure it's all being done correctly.
- The reason I think that would be helpful for us is the potential for administrators to receive some notice that something was submitted by someone else at a site. It could show up in correspondence, but it would be helpful for DCF to make sure more individuals are able to monitor it than just the person who submitted the report.

Next Steps

Presented by: Nicole Schneider, Operations Manager in the Bureau of Early Care Regulation.

- DCF will meet with other providers and families across the state to discuss these questions.
- YoungStar project team members will likely return to WI-CARE with more detailed questions or proposals in the future.
- Changes resulting from the work could be implemented in 2027-29.

Wrap-Up

Presented by: Daria Hall, Policy Initiatives Advisor, DCF Division of Early Care and Education

- Next meeting: Apr. 10, 2026 at 11:30a.m.; Topic: Parent/Caregiver Communications, Resources & Referrals

Action Items

- Include the policy checklist and details on where to upload things in supporting materials.
- Allow users to change the authorized person and providers' contact information in the CCPP.
- Allow fields to be editable to update licensing details any time outside of the continuation window so that it stays more current.
- Extend the time before the system automatically logs users out and/or make sure it takes them back to where they were before that happened.
- Provide a checklist for preparing new facilities related to physical space requirements.
- Prioritize improvements to the online renewal application process, the submission of incident/accident reports, and being able to update licensing details like hours, capacity, etc.
- Add a function to bulk move staff and/or children in the CCPP and allow for sorting alphabetically.
- Add search and filter features to the CCPP to make navigation easier.
- Allow CCPP users to filter or sort authorizations by name, date of birth, authorization period and updated date.
- Consider automating vehicle approval and alarm monitoring.
- Work to improve functionality for programs with multiple sites.
- Consider a way for provider qualification records to follow the individual from program to program rather than be attached to their current program.
- Create a way that employees can be attached to a provider number rather than an individual site so employees who serve multiple sites do not have to be entered more than once.
- Allow providers to see the last radon report that the provider has submitted in the CCPP.
- Increase the ability to upload documents into the CCPP (for example, updated certificate of insurance).
- Make the CCPP mobile device friendly and modernize the tab/navigation structure.
- If a child care is operating in a school building under school-age rules, create a way for providers to opt out of certain requirements that aren't applicable to them.
- Increase the notifications generated by the CCPP to update status or that need provider attention in the CCPP.
- Add as much specificity as possible in the financial module of the CCPP.
- Offer more user types in the CCPP so that users aren't granted access to multiple functions they do not need to see.
- Add correspondence history to the CCPP so that providers can verify what they have submitted.
- Along with the incident reporting, offer a resource reminding providers of what types of incidents must be reported and which do not need to be.
- Offer the ability to edit or add an addendum to a report.
- Allow CCPP users to upload photos of equipment or an area where the incident occurred.

- If someone needed medical attention after an incident, have a way to update the report to share the result/outcome.
- Include drop-down options for the type of report (e.g., change in service, child accident)
- Include a way to attach the incident form to the report.
- Show the status of the report (submitted, reviewed, resolved, etc.) and what steps are upcoming in the process. Confirmation emails would also be appreciated.
- Allow incident report submissions to be downloaded as PDFs.

English

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Spanish

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