



Wisconsin Child Care Advisory and Recommendation Exchange (WI-CARE)

October 15, 2024

12:00 - 1:00pm

Attendees

Attended	First and Last Name	Location	Attended	First and Last Name	Location
X	Amanda Kight	Kenosha	X	Kahlila Fennel	Milwaukee
X	Annette Willburn	Milwaukee	X	Leighton Cooper	Milwaukee
absent	Bianca Hill	Milwaukee	X	Liz Tittle	Little Chute
X	Carol Jackomino	Rhineland	X	Lynda Nelson	Middleton
X	Cassie Koch	Madison	X	Margarita Ugalde	Madison
X	Christine Salerno	Milwaukee	X	Rose Carlett	Middleton
X	Corrine Hendrickson	New Glarus	X	Ryann Counce Barnes	Milwaukee
X	Courtney Zwick	New Glarus	X	Sarah Smith	Milwaukee
X	Cynthia Reineking	La Crosse	X	Sheri Bishop	Pulaski
X	Jay Martinez	Green Bay	X	Suzette Mayotte	Ashland
X	Joahna Shelton	Spooner	X	Thanh Bui-Duquette	Eau Claire
X	Jolynn Wendt	Arcadia	X	Tricia Peterson	Juneau

DCF Staff: Julieta Atkins (notes), Andrea Cammilleri (tech), Tina Feaster (notes), Michelle Evans (presenter), Daria Hall (facilitator), Jennifer Kowal (tech), Nicole Schneider (presenter), Brandilin Schoonover (Q&A standby)

Meeting Notes

12:00 - 12:20pm Welcome, Reminder of Purpose & Expectations

Daria Hall, Policy Initiatives Advisor

DCF Division of Early Care and Education

Notes:

- DECE beliefs about the importance of gathering lived experience feedback to support decisions and our promise to report back about decisions made/rationale
- Purpose of WI-CARE and why it was created, how it started as a WI Shares policy focus group in 2023, members wanted to continue and expand it
- Membership expectations
- Meeting norms: Be present (physically and mentally), share your opinions and ideas, let everyone participate, be open to and respect other perspectives.

12:20 - 12:25pm Introductions

All WI-CARE Members

12:25 - 12:55pm Online Licensing Presentation & Discussion
Michelle Evans & Nicole Schneider, Bureau of Early Care Regulation
All WI-CARE Members

Discussion Notes:

- DECE Org Chart, role of bureaus
- BECR: Online Licensing Application is our topic today
 - Michelle Evans and Nicole Schneider introductions
 - Project Goals
 - Offer online application format in Child Care Provider Portal to streamline the process
 - Receive application status online
 - Implement administrative efficiency
 - Paper applications will still be available.
- Online Licensing Application timeline
- How Online Application will work/look on Child Care Provider Portal (CCPP)

- What are your initial reactions to the online application function?
 - Many positive reactions were shared.
 - Appreciate that the tool will show the status of the application
 - It will save us time
- What will you need to transition to completing your licensing renewal online?
 - Short YouTube video/tutorial
 - Instructions with pictures
 - A list of what needs to be uploaded
 - Stable internet access and education tools on how to use the application
 - Keeping track of historical documents/being able to re-submit docs.
 - Email reminders
 - CCPP has glitches that make use difficult for providers. Please address them.
 - Cannot make edits to their applications.
 - Cannot remove items that were uploaded (in error or that need updating).
 - Cannot go back on the application.
 - Cannot save the application and complete at a later time.
 - Want to transfer docs within the same provider number but different locations.
- Do you use user guides?
 - 11 yes
 - 6 no
- Did you use the computer base trainings we offer?
 - 9 Yes
 - 8 No

- Would you like short videos?
 - 16 Yes
 - 1 No, but I agree with offering it in multiple formats for different styles
- What type of OTHER training resources would be helpful?
 - Step by step guide with screen shots
 - Clickable checklist
 - In person trainings
 - Live customer support that will answer within 24 hours
 - Tutorial with index on the side to jump directly to topic that is needed
- How else can we give you information about the online app?
 - Emails/Newsletters
 - Renewal reminders
 - Paper mail
 - Text
 - Tuesday Talks presentation
- How often do you phone an agency for answers to questions?
 - 6 Quarterly, 3 Monthly, 0 Weekly, 0 Daily, 6 I do not call any agency
- How often do you phone another provider for answers to your questions?
 - 1 Quarterly, 5 Monthly, 0 Weekly, 0 Daily, 7 I do not call other providers
- Who else do you go to for support?
 - Licensor/Certification specialist
 - DCF rulebook
 - Child care resource & referral agency
 - Colleagues
 - YoungStar representatives
 - WECCA mentor
 - MECA
 - Facebook group
 - DCF
 - Peer providers
 - Online

Action Items:

- Explore possible functionality requested in the meeting.
- Consider offering workstations with reliable Internet access for providers in locations around the state.
- Develop supports as discussed in the meeting.
- Create a communications plan including tactics discussed in the meeting.

12:55pm - 1:00pm Wrap-up and Next Steps

*Daria Hall, Policy Initiatives Advisor
DCF Division of Early Care and Education*

Notes:

- Compensation for each meeting, payment preference reminder.
- Next meeting info

Action Items:

- If you haven't already, please email us your preference for virtual (via email) or physical gift card in the mail. If you choose physical, please send us your mailing address.

English

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Spanish

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