



## 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	Kishaunda Ransaw	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 Catlett	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
X	Kahlila Fennel	Milwaukee			

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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