



201 East Washington Avenue, Room E200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8787
Fax: 608-266-5547

Governor Scott Walker
Secretary Eloise Anderson

Division of Safety and Permanence

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Child Welfare Licensing Series Memo 2014 – 07L

To: Private Child Placing Agencies
Residential Care Center Providers
Group Home Providers
Shelter Care Providers

From: Ron Hermes 
Bureau of Permanence and Out-of-Home Care

RE: Provider Information Exchange (PIE) Requirements: **Continuation Applications**

Purpose

The purpose of this memo is to notify all private providers that effective July 2014 the Provider Information Exchange (PIE) will be the required method of data exchange for submission of **Continuation Application** materials. PIE will continue to be utilized for submission of Caregiver Background Checks on a monthly basis. Providers that have a continuation date of 08/31/14 will be the first set of providers to start this new process.

Background

The new process of uploading Continuation Applications via PIE comes from the Lean Government Initiative. This initiative is a growth strategy that has been used to improve office administrative processes within the last ten (10) years. Lean is defined as, “A systematic approach to identifying and eliminating waste (non-value-added activities) through continuous improvement by flowing the product or service at the pull of the customer in pursuit of perfection.” Eliminating the process of sending continuation materials via mail will result in a cost and time savings for the Department of Children and Families (“Department”) and Providers.

Introduction

Pursuant to s. 48.66(5), Wis. Stats., all licensed group homes, shelter cares, residential care centers and private child placing agencies must submit necessary continuation materials to the Department every two (2) years from the date of the regular license issuance date. For probationary licenses it is a requirement for all providers to submit continuation materials thirty (30) days prior to the expiration date of the six (6) month probationary period. After a provider is moved from a probationary license to a regular license, the regular license remains active unless the licensee voluntarily closes the license or the Department revokes the license.

Beginning July 2014, all providers will be required to use PIE for the exchange of mandatory continuation application materials pertaining to the above mentioned initiative.

PIE Reminders

Each provider has established their facility's PIE Lead. This individual is the only person who has the ability to request access to PIE for other members of the facility. If your facility has not set up a PIE Lead or has changes to this Lead, contact the Department immediately. (*DCF Central Office Contact listed on page 3 of this memo*).

Note: If at any time the PIE Lead changes, **a provider facility has 10 business days to notify the Department of the new contact person's name, email address, and phone number.** Furthermore, if at any time a facility staff user changes, **the PIE Lead has 10 business days to update the facility staff contact information within PIE.** Failure to comply with either of the requirements may result in the Department imposing sanctions and penalties.

To access online instructions on how to use PIE or for frequently asked questions regarding PIE processes, please refer to the following website:

<https://dcf.wisconsin.gov/pie>

Process for submitting continuation application materials via PIE

1. Sixty (60) days prior to the end of the probationary license or the continuation date of a regular license, the Department's Licensing Assistant will initiate the continuation process by uploading continuation forms into the PIE system and notifying the provider facility's PIE Lead via e-mail that continuation materials are ready to be accessed. This email serves as notification that ALL materials are due within thirty (30) days of the provider's license continuation date. The continuation date will be specified in the e-mail written to the PIE Lead. **This will be the only notification providers will receive from the Department.**
2. Each provider will need to designate at least one individual to fill out the continuation materials and upload necessary documents into PIE. If this individual does not have access to PIE, they will need to set up a PIE user account. Follow the online instructions available at the link listed above to set up a new user within the PIE system. Providers may designate the continuation application process to an individual who already has access within PIE. **Each provider must notify the Department's Licensing Assistant of who their designated individual will be within ten (10) business days of the date of this memo regardless if this individual is a new user or an active user in PIE.**
3. The designated individual(s) will have access to the "Licensing" folder on the PIE website sixty (60) days prior to the continuation date. This folder will contain all of the required continuation application materials. The designated individual(s) will be responsible for filling out the required continuation application materials, as well as submitting necessary documents to the "Licensing" folder within thirty (30) days of the license continuation date. **Providers will be expected to upload their application and ALL materials to PIE in order to continue their facility license.**

