September 24, 2021

Child Welfare Licensing Memo Series 2021-27-lic

To:    DCF/DMCPS Administrator
       DCF Area Administrators
       Child Welfare Agency Directors
       County Departments of Community Programs Directors
       County Departments of Human Services Directors
       County Departments of Social Services Directors
       Group Home Providers
       Tribal Social Service/Indian Child Welfare Directors
       Residential Care Center Providers
       Shelter Care Providers
       Tribal Chairpersons

From: Wendy Henderson
      Administrator

RE:   24/7 Nurse Telehealth Resource

Purpose:
The Family First Prevention Services Act (FFPSA) was passed by Congress in 2018. This law
restructures how the federal government allocates funds to the child welfare system to improve
outcomes for children and families. One way that FFPSA does this is through the creation of
qualified residential treatment programs (QRTPs). One of the requirements for certification as a
QRTP, as noted in chapter DCF 61.03(2) of the Wisconsin Administrative Code, specifies that a
QRTP shall have a registered nurse or licensed practical nurse on-site according to the facility’s
trauma-informed treatment model and available 24 hours a day and 7 days a week. This memo
will provide information on a 24/7 nurse telehealth resource that will be available to all
congregate care providers to assist in meeting this requirement.

Background:
The department issued a request for bid (RFB) in May 2021 for contract nurse telehealth
services to assist congregate care providers in QRTP implementation. The contract was
subsequently issued to a contractor that will be providing this service, which is accessible to all
congregate care facilities licensed by the department.

Information Summary:
Starting October 1, 2021, all congregate care facilities licensed by the department (group
homes, residential care centers and shelter care facilities), regardless of QRTP certification
status, will have access to the 24/7 nurse telehealth line. This service is free of charge for
congregate care facilities at this time.

To access the 24/7 nurse telehealth line, congregate care providers may call the following toll-
Utilizing the nurse telehealth line should in no way replace the regular healthcare plan and services for a youth placed in a congregate care facility or any follow-up care requested by the youth’s physician.

Likewise, all requirements in statute and administrative rules must still be followed (e.g., the administrative rules regarding notification of medication administration errors or refusals, see: sections DCF 57.25(4), 57.25(5), 57.25(7)(e)3.b., 52.46(2)(a)5., and 52.46(5)(e)3.b. of the Wisconsin Administrative Code).

CENTRAL OFFICE CONTACT: Child Welfare Strategic Initiatives Specialist
Department of Children and Families
(262) 446-7858

MEMO WEBSITE: https://dcf.wisconsin.gov/cwportal/policy