



Division of Safety and Permanence

DSP Informational Memo Series 2023-10i

May 22, 2023

To: DCF/DMCPS Administrator  
DCF Area Administrators  
Child Placing Agency Directors  
Child Welfare Agency Directors  
County Departments of Community Programs Directors  
County Departments of Human Services Directors  
County Departments of Social Services Directors  
Private Child Placing Agencies  
Tribal Chairpersons

From: Wendy Henderson  
Administrator

Re: ***eWiSACWIS Functionality Upgrade for Referring Youth to Group Care Settings***

**PURPOSE**

This memo describes the new functionality to allow for the secure transmittal of referral information for youth involved in the Wisconsin child welfare and youth justice systems to licensed residential care centers (RCCs) and group homes via Wisconsin’s electronic statewide automated child welfare information system (eWiSACWIS).

**BACKGROUND**

Currently, child welfare and youth justice professionals manually document referrals to group care facilities, which may contain varied information, typically submitted via email or fax. To increase efficiency, consistency, and security, a group consisting of DCF staff, county eWiSACWIS users, and licensed RCC and group home professionals collaborated and provided recommendations for changes that resulted in expanded eWiSACWIS functionality that will facilitate referrals through the case management system. Commonly referred to as a “provider portal” during early phases of development and stakeholder engagement, this has culminated in the development of a technology platform named Supporting Youth and Children (SYNC) that can automatically exchange electronic information with eWiSACWIS.

**INFORMATION SUMMARY**

Beginning July 1, 2023, local agency child welfare professionals who have full access to eWiSACWIS will be able to transmit all referrals for placement and treatment services electronically to licensed group homes and RCCs located in Wisconsin via eWiSACWIS to SYNC. This includes transmittal of specific documentation including Information for Out-of-Home Care Providers Parts A & B, and other relevant information to assist group care facilities in their assessment of whether to accept or decline referrals for placement and treatment service





intervention. The local child welfare agency is responsible for proper disclosure of records through eWiSACWIS and SYNC, for ensuring that there is a legal basis for the transmittal and complying with applicable state and federal confidentiality laws. The referral process and documents will be automatically documented in eWiSACWIS.

Licensed RCCs and group homes in Wisconsin will be provided credentials to securely access the SYNC website, where the electronic referral information will be located. Requests for additional information and a determination on admission and placement can also be communicated through this website. Facilities can document whether a referred child has been accepted, denied, or will be on a waiting list for placement, and this information will be documented in eWiSACWIS. Upon placement, a facility and child welfare professional will have the ability to exchange information related to the referral and other pertinent services. This information will then be documented in the child’s eWiSACWIS record, and in SYNC for the provider’s records. The information and documents in SYNC are confidential, and facilities are required to comply with applicable state and federal confidentiality laws in accessing and using SYNC content.

Training and communication materials are available for all child welfare and youth justice professionals, licensed RCC and group home professionals, and licensors of group care facilities. Please see the attachments for more information.

REGIONAL OFFICE CONTACT: DCF Area Administrator

CENTRAL OFFICE CONTACT: Bureau of Permanence and Out of Home Care  
(262) 446-7858  
dcfcwlr@wisconsin.gov

MEMO WEB SITE: <https://dcf.wisconsin.gov/cwportal/policy>

Attachments [DCF SYNC Project Website](#)  
[FAQ's](#)