



Division of Safety and Permanence

Child Welfare Licensing Memo Series 2024-13-lic

September 25, 2024

To: Child Placing Agencies

From: John Elliott  
Administrator

Re: **eWiSACWIS Functionality Upgrade for Referring Youth to Child Placing Agencies**

## PURPOSE

This memo describes the new functionality to allow for the secure transmittal of referral information for youth in need of foster care placement to licensed child placing agencies (CPAs) for placement in foster homes.

## BACKGROUND

To increase efficiency, consistency, and security, a group consisting of DCF staff, county eWiSACWIS users, and licensed residential care centers and group homes collaborated and provided recommendations for changes that resulted in expanded eWiSACWIS functionality that now facilitates referrals directly 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 securely exchange electronic information with eWiSACWIS. SYNC was successfully launched in July 2023 for group care providers to receive referrals in a safe and secure manner sent through eWiSACWIS by child welfare professionals.

## INFORMATION SUMMARY

Beginning October 19, 2024, Wisconsin county child welfare agencies and the Division of Milwaukee Child Protective services with full access to eWiSACWIS will be able to transmit all referrals for placement in foster care electronically through eWiSACWIS to licensed private CPAs in Wisconsin using SYNC. This includes transmittal of specific documentation including Information for Out-of-Home Care Providers Parts A & B, and other relevant information to assist CPAs in their assessment of whether to accept or decline referrals for placement in foster care. The local child welfare agency is responsible for proper disclosure of records through eWiSACWIS and SYNC, and for ensuring that there is a legal basis for the transmittal and must comply with applicable state and federal confidentiality laws. The referral process and documents will be automatically documented in eWiSACWIS.

Licensed private CPAs will be provided credentials to securely access the SYNC website, where the electronic referral information will be located. Referral information and other documents transmitted to SYNC are confidential, and agencies are required to comply with applicable state and federal confidentiality laws in accessing and using SYNC content. CPAs 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. It is an expectation that licensed CPAs utilize SYNC in the capacity described above.

Each licensed CPA must designate a SYNC Administrator. This individual will determine who, within each agency, will have access to SYNC and what level of access will be delegated to each employee. For example, access and delegation may range from review only, to the ability to accept or decline referrals. All staff who are responsible for reviewing and responding to referrals of youth into foster care should be given access.

To request access to SYNC and assign a SYNC Administrator, CPAs must complete and sign the External Agency Agreement on Access to SYNC ([DCF-F-5618-E](#)) with the Department of Children and Families. Once the External Agency Agreement on Access to SYNC has been completed, the SYNC Administrator should upload this document into the corresponding folder on the Provider Information Exchange (PIE) website.

Each SYNC user must create a My Wisconsin ID account to gain access to SYNC. The email address that is used to create the MyWisconsin ID account must be the same email address that is used to create the SYNC account. This should be an email address associated with the group care facility or that you are able to access in your capacity as an employee of the group care facility. You can create a MyWisconsin ID account by going to <https://apps.Wisconsin.gov>. For step-by-step instructions on creating an account, visit the [My Wisconsin ID Self-Registration](#) page.

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

ATTACHMENTS: [DCF SYNC Project Website](#)

[SYNC FAQs](#)

[External Agency Agreement on Access to SYNC](#) (DCF-F-5618-E)

[MyWisconsin ID Registration](#)

[MyWisconsin ID Self-Registration Directions](#)