

April 18th, 2025

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

From: John Elliott
Administrator



Re: ***Out of Home Care (OHC) Placement Referral Dashboard***

PURPOSE

This memo describes how private agencies licensed by the Department of Children and Families (DCF) can access the new Out of Home Care (OHC) Placement Referral Dashboard. This new dashboard contains information related to referrals made through the website Supporting Youth and Children (SYNC).

BACKGROUND

Child welfare professionals who have full access to eWiSACWIS can transmit referrals for placement to licensed residential care centers (RCC), group homes, and child placing agencies (CPA) in Wisconsin via eWiSACWIS to SYNC. Licensed CPAs, RCCs, and group homes that use SYNC can then decide on admission by documenting whether a referred child has been accepted, denied, or will be on a waiting list for placement. That information is then transmitted back to eWiSACWIS where the data has been collected for each provider including the number of referrals received, response time, response status, rate of placement acceptance and denials, and other metrics.

INFORMATION SUMMARY

The data from SYNC related to placement referrals for each provider is available to be viewed on the new OHC Placement Referral Dashboard. For SYNC users to be able to view this data, they must request access to eWiSACWIS for the purpose of using eWReports to review the OHC Referral Dashboard.

The SYNC Administrator for each agency must fill out the External Agency Agreement on Access to eWiSACWIS [DCF-F-2904-E](#) (one per agency). They must determine which staff within the agency should have access to the OHC Placement Referral Dashboard and list them on the form.

Each staff member that will have access to the OHC Placement Referral Dashboard should do all the following:

1. Read DCF eWiSACWIS memo dated June 14, 2023 – [eWiSACWIS: Confidentiality and Access to the System](#)

2. Read DCF eWiSACWIS confidentiality policy – [Access to eWiSACWIS and Information Contained in eWiSACWIS](#)
3. Review and sign [eWiSACWIS User Agreement \(CFS-2275\)](#)
4. Access the [Wisconsin Web Access Management System](#) (WAMS) to create a Wisconsin User ID and Password. Please use your current work e-mail address when setting up or updating a WAMS account.

Finally, the SYNC Administrator must submit each staff member's eWiSACWIS User Agreements ([CFS2275](#)) and one External Agency Agreement on Access to eWiSACWIS ([DCF-F-2904-E](#)) to DCF-eWiSACWISRequests@wisconsin.gov. A copy of the External Agency Agreement on Access to SYNC ([DCF-F-5618-E](#)) that was previously completed for SYNC access must be included in the email.

CENTRAL OFFICE CONTACT: Program & Policy Analyst – Advanced
Bureau of Permanence and Out-of-Home Care
jeannette.paules@wisconsin.gov

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

ATTACHMENTS: [eWiSACWIS: Confidentiality and Access to the System](#)
[Access to eWiSACWIS and Information Contained in eWiSACWIS](#)
[eWiSACWIS User Agreement](#)
[Wisconsin Web Access Management System](#)
[External Agency Agreement on Access to eWiSACWIS](#)