

Division of Safety and Permanence

Child Welfare Licensing Memo 2026-03-lic

Supersedes Child Welfare Licensing Memo 2021-17-lic

January 28th, 2026

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: John Elliott
Administrator

Re: **24/7 Nurse Telehealth Resource**

**PURPOSE**

This memo replaces Child Welfare Licensing Memo 2021-17-lic. The purpose of this memo is to inform licensed congregate care providers that the 24/7 Nurse Telehealth Resource will be changing beginning February 1, 2026.

BACKGROUND

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 Q RTP, as noted in chapter DCF 61.03(2) of the Wisconsin Administrative Code, specifies that a Q RTP 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. On October 1, 2021, the Department contracted with an organization to provide a 24/7 nurse telehealth resource for all licensed congregate care providers to assist in meeting this requirement. The contract with this organization will end on January 31, 2026.

INFORMATION SUMMARY

Starting February 1, 2026, the previous nurse telehealth line will no longer be functional. Moving forward agencies can contact the new nurse telehealth line by calling the toll-free number (262) 200-0099 and leaving a voicemail. A nurse will return your call within a few minutes.

Detailed information on how to reach the nurse telehealth resource is attached to this memo.



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 be followed.

CENTRAL OFFICE CONTACT: Program & Policy – Analyst Advanced
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MEMO WEB SITE: <https://dcf.wisconsin.gov/cwportal/policy>

ATTACHMENTS: [Instructions to Contact ITS RN On Call](#)