



Division of Safety and Permanence

DSP Informational Memo Series 2026-08i

March 9, 2026

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  
Group Home Providers  
Private Child Placing Agencies  
Residential Care Center Providers  
Shelter Care Providers  
Tribal Chairpersons

From: John Elliott  
Administrator

Re: **Wisconsin Information and Support Portal (WiSP)**

**PURPOSE**

This memo describes the Department of Children and Families' (DCF) recently developed Wisconsin Information and Support Portal (WiSP) application that provides individuals who have been in or are currently involved in Wisconsin's child welfare system with direct access to select information and features stored within the state's eWisACWIS database as well as other features that support their well-being. WiSP is currently available to young adults ages 14–23, targeted towards those who currently are or were recently in out-of-home care (OHC).

**BACKGROUND**

DCF's development of WiSP is rooted in and directed by input from regional service providers and county child welfare partners as well as young adults who were previously or are currently involved in the child welfare system. DCF staff have engaged professionals and young adults at every stage of the process – from the initial business process reengineering (BPR) input gathering, through design and development, and into testing and piloting – incorporating their ideas and feedback throughout. In addition, lived experts came up with the name for the portal.

Young adults' input was formative to WiSP design and development. Currently, young adults with child welfare involvement cannot directly access information related to their case or transition planning via a digital platform. Also, whether they can directly message their child welfare professional varies across child welfare agencies. DCF heard directly from young people that they want to know more about their own child welfare history, want to have more dynamic opportunities to participate in their own planning, and could benefit from being able to directly message their child welfare professional. Commonly referred to as the "youth portal," WiSP seeks to address these asks and empower young people. This initiative aims to enhance



young adults' access to approved case information about and create consistent, structured opportunities for child welfare partners to directly engage with youth – beyond emails, phone calls, and meetings.

## INFORMATION SUMMARY

Beginning April 6, 2026, child welfare agency professionals who have full access to eWiSACWIS are able to create a WiSP Review Page for young adults ages 14-23 who are currently in an OHC placement, were previously in an OHC placement, or have other current child welfare system involvement. Starting with the rollout date, eWiSACWIS will provide task reminders to child welfare professionals with an Independent Living (IL) assignment to youth ages 14-21 who have an active OHC placement. If no IL assignment exists on the OHC placement case, then the task will be assigned to the staff with a primary assignment. While task reminders cannot be generated for all potential young adult WiSP users (e.g. youth discharged from care but eligible for WiSP won't have an associated task), the reminders will apply to a large proportion of eligible users.

Once the child welfare professional creates the WiSP Review Page and the young adult completes steps to create their WiSP account, the young adult can fully engage in WiSP's features, which include, but are not limited to:

- Reviewing and updating their personal contact and demographic information
- Sending messages to members of their support team via the message center
- Accessing a robust resource inventory with information and links relevant to having OHC experience and transitioning to adulthood (e.g. housing, school, basic needs)
- Engaging in Independent Living Transition to Discharge (ILTD) planning<sup>1</sup>

Young adults using WiSP must create a MyWisconsin ID account to gain access to the portal. The email address they use to create their MyWisconsin ID must match the one their professional enters into the eWiSACWIS WiSP Review Page. Visit the [DCF WiSP webpage](#) for step-by-step instructions for how a young adult creates a MyWisconsin ID *specific to WiSP use*.

Child welfare professionals working with a WiSP user are responsible for reviewing all information the young adult submits via the WiSP portal and using their professional judgment to either approve, deny, or request more information about each submission. Only information the professional approves will be updated to eWiSACWIS. Information will primarily upload to the youth's person management page and/or independent living page. The information provided via the eWiSACWIS WiSP Review Page and corresponding WiSP application are confidential, subject to the same "need to know" threshold as other eWiSACWIS information.

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<sup>1</sup> ILTD planning is not applicable to all WiSP users



To support the statewide implementation of WiSP, DCF staff created a number of resources, including the aforementioned account set up instructions, as well as user and desk guides, FAQ documents, and training videos. There are versions of each to support both professionals' work and young adults' WiSP use. See the [DCF WiSP webpage](#). In addition, DCF staff will provide the training sessions in advance of the statewide rollout and office hours in the weeks following the rollout. DCF will send out more details, including meeting login information, separately.

#### *Training Sessions*

Both will be held via Zoom webinar

- Wednesday, March 18 from 1-2:30pm
- Wednesday, March 25 from 10:30am-12pm

#### *Office Hours*

All will be held via Microsoft Teams

- Monday, April 6 from 12:30-1:30pm
- Wednesday, April 8 from 9-10am
- Monday, April 13 from 12-1pm
- Thursday, April 16 from 11am-12pm

CENTRAL OFFICE CONTACT: Independent Living Coordinator  
Bureau of Youth Services  
608-422-6990  
[DCFILCoordinator@wisconsin.gov](mailto:DCFILCoordinator@wisconsin.gov)

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