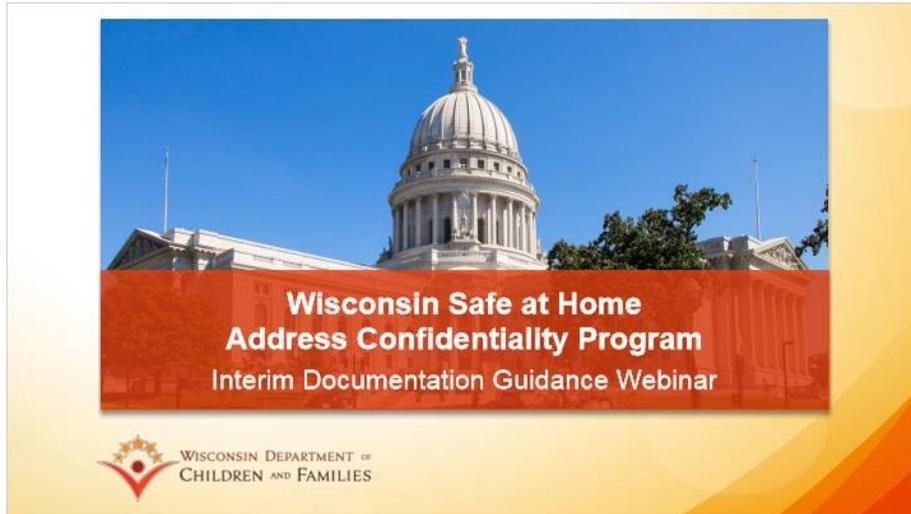


Safe at Home Interim Guidance Webinar



This is the Wisconsin Safe at Home Address Confidentiality Program Interim Documentation Guidance webinar.

The image is a slide titled "Webinar Overview". On the left side, there is a photograph of an adult's hand holding a child's hand. The adult is wearing a silver watch. The child is wearing a blue and orange sleeve. To the right of the photo, the title "Webinar Overview" is written in red. Below the title, there are two sections: "Safe at Home Statute:" and "Interim Guidance:". Each section has a bulleted list of topics. At the bottom left is the Wisconsin Department of Children and Families logo. At the bottom right, there is a red banner with white text that reads: "See Numbered Memo Series 2019-07 at: https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf". The background of the slide is a light yellow gradient.

Today we will discuss the Safe at Home program in Wisconsin and interim guidance that the Department of Children and Families, or DCF, has developed for local child welfare agencies to use in order to document address information of participants in the Safe at Home program. This webinar will first provide background about the Safe at Home statute and the work that DCF is currently engaging in related to Safe at Home.

It will then explain the interim guidance issued by DCF on documenting address information for Safe at Home participants, including providing step-by-step screenshot guidance.

This webinar relates to the content of DSP Numbered Memo Series 2019-07, which is linked on the screen.

Safe at Home Statute Background

Wis. Stat. §165.68
(effective April 1, 2017)

- **Created Safe at Home:** a statewide cost-free address confidentiality program for victims of acts or threats of abuse who fear for their safety or the safety of a child or ward.
- Administered by the Wisconsin Department of Justice.



See Numbered Memo Series 2019-07 at:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>

Safe at Home Statute Background

Wis. Stat. §165.68
(effective April 1, 2017)

Key definitions:

- **Assigned Address:** a forwarding mailing address provided to Safe at Home participants that they may use for all purposes
- **Actual Address:** the residential street address, school address, or work address, or any portion thereof, of a program participant



See Numbered Memo Series 2019-07 at:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>

The Safe at Home statute, Wisconsin statutes section 165.68, became effective on April 1, 2017. It created the Safe at Home program, a statewide cost-free address confidentiality program for victims of acts or threats of abuse who fear for their safety or the safety of a child or ward. The program is administered by the Wisconsin Department of Justice. Before we talk about the provisions of the statute, it is helpful to define two key terms that the statute uses in relation to a program participant’s address information. The program participant’s assigned address is a forwarding mailing address that Safe at Home participants may use for all purposes instead of their actual address. Actual address is defined by the statute to refer to a participant’s residential street address, school address or work address, or any portion thereof.

Safe at Home Statute: Key Provisions

Wis. Stat. §165.68 (effective April 1, 2017)

“No person who has received a notification from a program participant:

- May refuse to use the Assigned Address for the program participant,
- May require a program participant to disclose his or her Actual Address, or
- May intentionally disclose to another person the Actual Address of a program participant.” Wis. Stat. §165.68(5)(b).

Counties should consult with their legal representatives with respect to compliance with these provisions of the statute.



See Numbered Memo Series 2019-07 at:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>

Safe at Home Statute: Key Provisions

Wis. Stat. §165.68 (effective April 1, 2017)

“No state or local agency or unit of government may refuse to use a program participant’s Assigned Address for any official business, unless a specific statutory duty requires the agency or unit of government to use the participant’s Actual Address.” Wis. Stat. §165.68(5)(b).



See Numbered Memo Series 2019-07 at:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>

The key provisions of the Safe at Home statute that are necessary for staff of local child welfare agencies to keep in mind say the following: one, “no state or local agency or unit of government may refuse to use a program participant’s Assigned Address for any official business, unless a specific statutory duty requires the agency or unit of government to use the participant’s Actual Address.” Second, the statute provides, that no person who has received a notification form from a program participant may refuse to use the Assigned Address for that person, require the participant to disclose his or her actual address, or intentionally disclose the Actual Address of a program participant. It is important to keep in mind that counties should consult with their legal

representatives with respect to compliance with the Safe at Home statute.

Current DCF Work re. Safe at Home

- Working with DOJ to determine whether statewide guidance or administrative rules are needed.
- Modifications to the statewide electronic child welfare information system (eWISACWIS) to ensure confidential documentation and storage of address information for Safe at Home participants.
- Broader implications related to other DCF programs.



See Numbered Memo Series 2019-07 at:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>



DCF is currently in the process of working with the Department of Justice to determine whether statewide guidance or administrative rules are needed relating to local agencies' work with children, youth, and caregivers in our state's child welfare and youth justice systems who are also participants in Safe at Home. In addition, DCF is currently preparing modifications to the statewide electronic child welfare information system (known as eWISACWIS) to ensure confidential documentation and storage of address information for Safe at Home participants. It is expected that these modifications will be implemented in the next year. Finally, DCF is also looking at broader implications of the Safe at Home program related to other DCF programs.

Interim Guidance: Purpose

- **To keep a Safe at Home participant's Actual Address confidential and protected from disclosure.**
- Through the guidance, local child welfare agencies will do this by:
 - Ensuring that the primary address recorded in eWISACWIS for Safe at Home participants is their Assigned Address so pre-populated forms or records will be populated with the Assigned Address rather than the Actual Address.
 - Documenting a Safe at Home participant's Actual Address ONLY in a case note, with clear demarcation that allows anyone who reads it to know that it must be kept confidential.

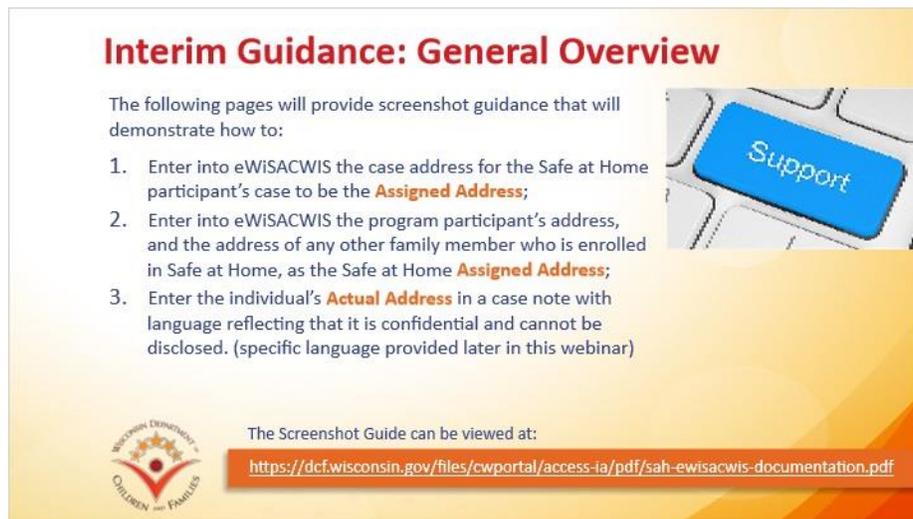


See Numbered Memo Series 2019-07 at:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>



As you are learning about the interim guidance as it is provided on the next few slides, it

is important to keep in mind the purpose of this guidance: to keep a Safe at Home participant's Actual Address confidential and protected from disclosure. As provided in the guidance, local child welfare agencies will do this by ensuring that the primary address recorded in eWiSACWIS for Safe at Home participants is their Assigned Address so that any pre-populated forms or records will be populated with the Assigned Address rather than the Actual Address. In addition, staff will keep a Safe at Home participant's Actual Address protected by documenting it ONLY in a case note, not in any address field in eWiSACWIS, and by including a clear demarcation that allows anyone who reads it to know that it must be kept confidential.



Interim Guidance: General Overview

The following pages will provide screenshot guidance that will demonstrate how to:

1. Enter into eWiSACWIS the case address for the Safe at Home participant's case to be the **Assigned Address**;
2. Enter into eWiSACWIS the program participant's address, and the address of any other family member who is enrolled in Safe at Home, as the Safe at Home **Assigned Address**;
3. Enter the individual's **Actual Address** in a case note with language reflecting that it is confidential and cannot be disclosed. (specific language provided later in this webinar)

The Screenshot Guide can be viewed at:
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

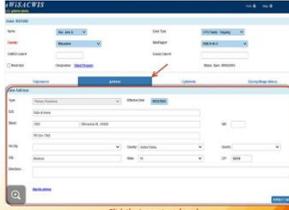




DCF's interim guidance, as provided in Numbered Memo Series 2019 - 07 and the accompanying screenshot guide, provides instruction on: (1) entering into eWiSACWIS the case address for the Safe at Home participant's case as the Assigned Address; (2) entering into eWiSACWIS a Safe at Home program participant's address, and the address of any other family member who is enrolled in Safe at Home, as the Safe at Home Assigned Address; and (3) entering the individual's Actual Address in a case note with language reflecting that it is confidential and cannot be disclosed (specific language will be provided later in this webinar). In the following slides, we will provide screenshot guidance that will demonstrate how to complete each of these steps. You may also want to look at the Screenshot Guide, which is linked at the bottom of this screen.

Inputting/Changing Case Address

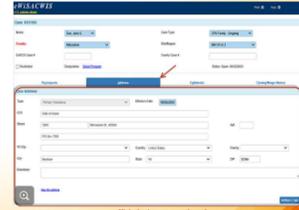
- a. From the eWISACWIS Desktop, click on the case name hyperlink to open the Maintain Case page.
- b. Select the Address tab (the Address tab displays the current address for the case)



The Screenshot Guide can be viewed at: <https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

Inputting/Changing Case Address

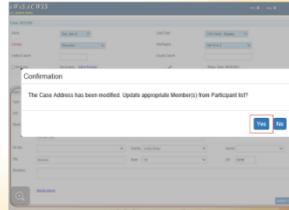
- c. Enter the following information in the Case Address group box:
 - i. Select "Primary Residence" as the address type
 - ii. For the effective date, enter the current date
 - iii. For the C/O field, enter "Safe at Home"
 - iv. For the Street field, enter the Safe at Home Assigned Address (include the unique identifier number provided as part of the Assigned Address in the street name field)



The Screenshot Guide can be viewed at: <https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

Inputting/Changing Case Address

- c. Enter the following information in the Case Address group box (Continued):
 - v. For the County of Residence field, enter the actual county of residence of the participant (not the county where the Assigned Address is located)
 - vi. For the City, State, Zip and Country enter the city, state, zip and country of the Assigned Address
 - vii. Select the "Save" button. Click the "Yes" button to update the address for additional participants who are in the Safe at Home Program.



The Screenshot Guide can be viewed at: <https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

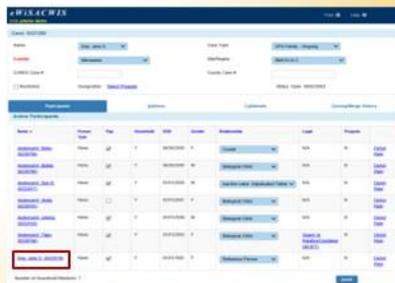
Your first step is to change or input a new case address for the Safe at Home participant. This address should be the Assigned Address (unless the case address is the address of another case participant who is not enrolled in Safe at Home). In order to change or input the case address, from the eWISACWIS desktop click on the case name hyperlink to open the Maintain Case page. Select the Address tab.

Enter the following information in the Case Address group box: first, select "primary residence" as the address type. For effective date select the current date. For the c/o (or care of) field enter "Safe at Home." For the street field, enter the Safe at Home assigned address (include the unique identifier provided as part of the Assigned Address in the street name field). For the county of residence, enter the actual county of residence where the person resides. For the city, state, zip and country enter that information for the Assigned Address. Click "save." Then, click the "Yes" button to update the address for additional participants who are in the Safe at Home Program.

Inputting/Changing Case Participant Address

Input the Safe at Home participant's case participant address, and the case participant address of any other family member who is enrolled in Safe at Home, as that person's Safe at Home **Assigned Address**:

- From the eWISACWIS Desktop, click on the case name hyperlink to open the Maintain Case page.
- Click the name hyperlink of the Safe at Home participant in the Active Participants group box to open the Person Management Page.



The Screenshot Guide can be viewed at:

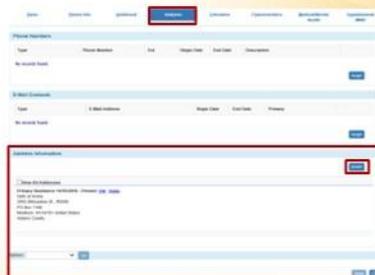
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

The next step when you have received address information for a Safe at Home participant is to input the individual's case participant address, and the case participant address of any other family member who is enrolled in Safe at Home, as that person's Safe at Home Assigned Address. In order to do this, go to the eWISACWIS desktop and click on the case name hyperlink to open the Maintain Case page. Then click the name hyperlink of the Safe at Home participant in the Active Participants group box to open the Person Management page.

Inputting/Changing Case Participant Address

Select the Address tab and in the Address Information group box select the Insert button to insert a new address.

If there is a previous address for the individual you should DELETE that address.



The Screenshot Guide can be viewed at:

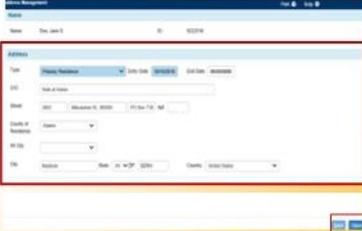
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

Next, on the Person Management page, select the Address tab and in the Address Information group box select the Insert button to insert a new address. Keep in mind that if you have a previous address for that person, in particular if the previous address is the person's actual address which is now protected by Safe at Home, you should delete that address.

Inputting/Changing Case Participant Address

Enter the following information on the Address Management page:

- i. Select "Primary Resident" as the address type
- ii. For the entry date, enter the current date; do not enter an end date
- iii. For the C/O field, enter "Safe at Home"
- iv. For the Street field, enter the Safe at Home Assigned Address (include the unique identifier number provided as part of the Assigned Address in the street name field)
- v. For the County of Residence field, enter the actual county of residence of the participant (not the county where the Assigned Address is located)
- vi. For the City, State, Zip and Country enter the city, state, zip and country of the Assigned Address
- vii. Select the "Save" and "Close" buttons



The Screenshot Guide can be viewed at:
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

On the address management page, enter the following information: first, select "primary resident" as the address type. For entry date, enter the current date. Do not enter an end date. In the C/O (or care of) field enter "Safe at Home." For the street field, enter the Safe at Home Assigned Address (make sure to include the unique identifier provided as part of the Assigned Address in the street name field). For the county of residence, once again enter the actual county of residence of the participant (not the county where the Assigned Address is located). For City, State, zip and country, enter that information for the Assigned Address. Finally, make sure to select "save" and then "close" to ensure that the address that you have input is saved.

Documenting the Actual Address

c. In the Case Note field, enter the following:

- i. "This individual/family is a participant in the Safe at Home Address Confidentiality Program. Under state law, his/her/their Actual Address cannot be disclosed."
- ii. "His/her/their Actual Address is: [CONFIDENTIAL ACTUAL ADDRESS]"
- iii. "The Assigned Address provided to this individual/family by Safe at Home, which is a forwarding mailing address, is documented as this person's primary address in eWISACWIS."

d. Select the "Save" and "Close" buttons



The Screenshot Guide can be viewed at:
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

Documenting the Actual Address

Finally, if you have a case participant's Actual Address, you will need to be careful about where and how you document it. It should not be documented in any of the address fields in eWISACWIS. Instead, input it into a case note by doing the following:

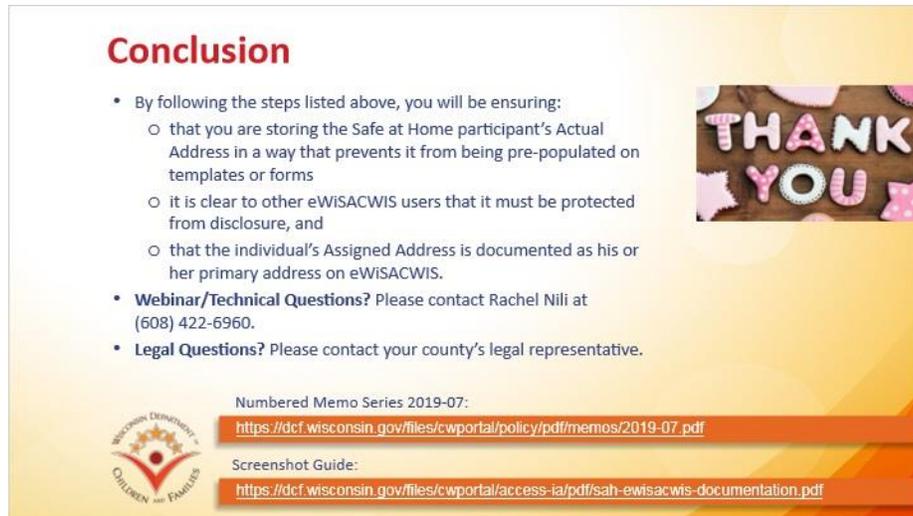
- a. Create a new Case Note; select the case note Category and Type as appropriate and then select the Type Detail of "Participant Address - Safe at Home."
- b. In the Participants field, select all of the participants who are enrolled in Safe at Home



The Screenshot Guide can be viewed at:
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>

Now you have successfully input the Safe at Home participant's Assigned Address to be their primary address on eWISACWIS. Now you need to safely store the person's actual address on eWISACWIS. Remember that this is the address that must be kept confidential and cannot be disclosed. Therefore, instead of inputting it into an address field, which may be pre-populated onto a template or other document, you will be storing the person's Actual Address only in one place: in a case note. To do this, first create a new case note with a case note Type Detail category of "Participant Address - Safe at Home." Then in the participants field select all of the participants who are in Safe at Home.

In the case note field, enter the following text: “This individual/family is a participant in the Safe at Home Address Confidentiality Program. Under state law, his/her/their Actual Address cannot be disclosed. His/her/their actual address is [input here the confidential actual address]. The Assigned Address provided to this individual/family by Safe at Home, which is the forwarding mailing address, is documented as this person’s primary address in eWiSACWIS.” Finally, select the “save” and “close” buttons to save the case note.



Conclusion

- By following the steps listed above, you will be ensuring:
 - that you are storing the Safe at Home participant’s Actual Address in a way that prevents it from being pre-populated on templates or forms
 - it is clear to other eWiSACWIS users that it must be protected from disclosure, and
 - that the individual’s Assigned Address is documented as his or her primary address on eWiSACWIS.
- **Webinar/Technical Questions?** Please contact Rachel Nili at (608) 422-6960.
- **Legal Questions?** Please contact your county’s legal representative.

Numbered Memo Series 2019-07:
<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/memos/2019-07.pdf>

Screenshot Guide:
<https://dcf.wisconsin.gov/files/cwportal/access-ia/pdf/sah-ewisacwis-documentation.pdf>





This is the conclusion of the Safe at Home Address Confidentiality Program Interim Documentation Guidance webinar. By following the steps provided in this Webinar, and in the Numbered Memo and Screenshot Guide referenced earlier, you will be ensuring that you are storing the Safe at Home participant’s Actual Address in a way that prevents it from being pre-populated on templates or forms and that makes clear to other eWiSACWIS users that it must be protected from disclosure. You will also be ensuring that the individuals Assigned Address is documented as his or her primary address on eWiSACWIS.

If you have questions about the content of this webinar or need technical assistance with inputting Safe at Home Address information, please contact Rachel Nili at 608-422-6960. If you have questions about the legal requirements of the Safe at Home statute or compliance with the statute, please contact your county’s legal representative. Thank you for taking the time to learn about Safe at Home and DCF’s interim documentation guidance.