

## Maintain Case

**Note:** In order to edit the Maintain Case page, an assignment to the case is needed.

1. From the desktop, select the [Case Name](#) hyperlink. This will open the Maintain Case page.

The screenshot shows the eWiSACWIS interface. The top navigation bar includes links for Home, Cases (540), Providers (225), Workers (75), Approvals, Access Reports, ICPC Referrals (11), YJ Referrals (9), Home Inquiries (34), and Quick Links. The 'Cases' section is active, showing a list of cases. The case 'Cornflower, Janet (9221892)' is highlighted. Below the case name, there are three columns of information: Case details, Case address, and Primary worker. The Case details column includes 'CPS Family - Ongoing & YJ', 'BMCW-Admin', and 'Open OHP exists for associated participant (s)'. The Case address column includes '1234 E Mifflin St', 'Madison, WI 53703-2458', and '644333444'. The Primary worker column includes 'Clark, Worker', '(111) 111-1111', and 'clark@clark.gov'. There is an 'Actions:' dropdown menu with the text 'Please select an action'. A '+ View case information' link is also present.

**eWiSACWIS** Actions Financial State Security Help Refresh Search Caitlin C. Cake (Milwaukee County) | Log Out

Home Cases (540) Providers (225) Workers (75) Approvals Access Reports ICPC Referrals (11) YJ Referrals (9) Home Inquiries (34) Quick Links

### Cases

View by: ☒ Case ☐ Participant Filter by: ☒ Date restricted ☒ Not approved/cancelled Cases: 540 ☒ Multiselect [Create case work](#)

**Cornflower, Janet (9221892)**

**Case details:**  
CPS Family - Ongoing & YJ  
BMCW-Admin  
Open OHP exists for associated participant (s)  
[+ View case information](#)

**Case address:**  
1234 E Mifflin St  
Madison, WI 53703-2458  
644333444

**Primary worker:**  
Clark, Worker  
(111) 111-1111  
clark@clark.gov

**Actions:**  
Please select an action

2. The Case group box displays basic identifying information about the case. The Name, Case Type, County, Site/Region, and W-2 Region (Milwaukee only) can be changed by selecting the correct option from the drop-down. The Status and associated date reflect if the case is open, reopened, or closed. If applicable, enter the CARES Case # and County Case #. The Restricted checkbox is used to restrict certain workers from viewing the case. Cases will automatically be restricted when an eWiSACWIS worker is a case participant. The Designation identifies the associated program for the case. For more information, see the associated 'Program Designation' User Guide.

The screenshot shows the 'Maintain Case' form for Case 9221892. The form is titled 'Case: 9221892'. It contains several fields for case information: Name (Cornflower, Janet), Case Type (CPS Family - Ongoing & YJ), County (Milwaukee), Site/Region (BMCW-Admin), CARES Case #, County Case #, W-2, Restricted checkbox, Designation (Select Program), and Status (Open 05/22/2006). The form is displayed in a web browser window titled 'Maintain Case - ID: 9221892 - Internet Explorer'.

Maintain Case - ID: 9221892 - Internet Explorer

**eWiSACWIS** Print Help

### Case: 9221892

Name: Cornflower, Janet Case Type: CPS Family - Ongoing & YJ

County: Milwaukee Site/Region: BMCW-Admin

CARES Case #: County Case #: W-2:

☐ Restricted Designation: [Select Program](#) Status: Open 05/22/2006

**Note:** If there is an open Targeted Safety Support Funds (TSSF) program assignment and the County field is changed, an informational message displays upon save that reads, "There is an open TSSF Program Assignment. Please work with your TSSF Coordinator to end assignment."

3. The Participants tab displays some relevant information on the person. Any of the columns can be sorted ascending or descending by clicking on the column name.

Clicking on the [name](#) hyperlink for a participant will open their Person Management page. The Person Type, DOB, and Gender fields are pre-filled from the Person Management page. The Rsp checkbox is used to indicate whether your agency has responsibility for that case participant. A “Y” in the Household column indicates that the participant is a household member (U = Unknown and N = not a household member). The Relationship is the participant’s relationship to the Reference Person. The Legal column displays a link to the participant’s Legal Record. The Program column indicates if a participant is in a program (program assignment).

**Note:** The Participants tab should not include those who are collaterals (caseworkers, foster parents, etc.). These individuals are documented on the Collaterals tab.


Participants

Address

Collaterals

Closing/Merge History

Active Participants

Name	Person Type	Rsp	Household	DOB	Gender	Relationship	Legal	Program	
<a href="#">Cornflower, Anna J. (9223582)</a>	None	<input checked="" type="checkbox"/>	Y	01/30/1995	F	Biological Child	N/A	N	<a href="#">DeAct</a> <a href="#">Rem</a>
<div><div>Click to Edit Person</div><div>448</div></div> <a href="#">Cornflower, Anna J. (9223582)</a>	CW	<input checked="" type="checkbox"/>	Y	05/17/2000	M	Biological Child	N/A	N	<a href="#">DeAct</a> <a href="#">Rem</a>
<a href="#">Cornflower, Daisy (9225169)</a>	None	<input checked="" type="checkbox"/>	Y		F	Biological Child	N/A	N	<a href="#">DeAct</a> <a href="#">Rem</a>
 <a href="#">Cornflower, Janet (9223584)</a>	None	<input checked="" type="checkbox"/>	Y	08/12/1968	F	Reference Person	N/A	N	<a href="#">DeAct</a> <a href="#">Rem</a>
<a href="#">Cornflower, Janet (9225170)</a>	None	<input checked="" type="checkbox"/>	Y		F	Other Relative	N/A	N	<a href="#">DeAct</a> <a href="#">Rem</a>
<a href="#">Cornflower, Jeff (9223583)</a>	None	<input checked="" type="checkbox"/>	Y		M	Significant Other	N/A	N	<a href="#">DeAct</a> <a href="#">Rem</a>

Number of Household Members: 6

Insert


Inactive Participants

Options:  Go

Save Close

The [DeAct](#) hyperlink opens the Participant Status page to deactivate the participant from the case. For more information, see the associated ‘Deactivating a Person’ User Guide. Once you deactivate a participant, he or she will display in the Inactive Participants group box. The [Rem](#) hyperlink removes the participant from the case.

To view the inactive participants, click on the associated expando. To reactivate a participant, click the [ReAct](#) hyperlink. For more information, see the associated ‘Reactivating a Person’ User Guide. If a participant was deactivated for TPR or Subsidized Guardianship (where a new case is created), an associated hyperlink will appear. Clicking the [\(TPR\)](#) or [\(SG\)](#) hyperlink will open the Participant Status page.

Inactive Participants								
Name	Person Type	Household	DOB	Gender	Relationship	Legal	Program	
 <a href="#">Click to Edit Person</a>	CW	Y	01/01/2002	M	Biological Child	N/A	N	<a href="#">(TPR)</a>
<a href="#">Cornflower, Holly (9223585)</a>	Pre-Adopt	Y	01/01/2000	F	Biological Child	N/A	N	<a href="#">ReAct Rem</a>

- The Address tab displays the current address for the case. For information on how to update multiple addresses for case participants, see the associated 'Updating Multiple Addresses' User Guide.

Clicking the Yes button for 'Is this address a Safe at Home address?' displays the message 'This action will remove the associated address. Are you sure you want to continue? When Yes is selected on the message, the case address is updated with the Safe at Home address. The Household ID field is also added to the Safe at Home address and is required when saving the page.

Maintain Case - ID: 9221892 - Internet Explorer

**eWiSACWIS** Print Help

**Case: 9221892**

Name:  Case Type:

County:  Site/Region:

CARES Case #:  County Case #:  W-2:

☐ Restricted Designation: [Select Program](#) Status: Open 05/22/2006

Participants Address Collaterals Closing/Merge History

**Case Address**

Is this address a Safe at Home address? ☒ Yes ☐ No

Effective Date:

C/O:

Street:

Household ID:  [Details](#)

WI City:  Country:  County:

City:  State:  ZIP:

Address Instructions:

[Address Copy](#)

When the address is not a Safe at Home address, user is required to perform an address search by clicking in the Address Search field and begin typing. If the correct address displays, select that address. If the correct address doesn't display, tab out of the Address Search field and on the pop up for 'Are you sure you want to exit the Address Search field without selecting an address? Select Yes to enter a new address manually or select No to refine your search.', select Yes to enter the address manually.

Maintain Case - ID: 9221892 - Internet Explorer

**eWiSACWIS** Print Help

**Case: 9221892**

Name: Cornflower, Janet Case Type: CPS Family - Ongoing & YJ

County: Milwaukee Site/Region: BMCW-Admin

CARES Case #:  County Case #:  W-2:

☐ Restricted Designation: [Select Program](#) Status: Open 05/22/2006

**Participants** **Address** **Collaterals** **Closing/Merge History**

**Case Address**

Is this address a Safe at Home address? ☐ Yes ☒ No

Type: Primary Residence Effective Date: 02/11/2022

Address Search: 1234

C/O: 1234 East Mifflin Street Madison, WI, USA

Street: 1234 Regent Street Madison, WI, USA

WI City: 1234 Dartmouth Road Madison, WI, USA

1234 Wellesley Road Madison, WI, USA

1234 Mound Street Madison, WI, USA

powered by Google

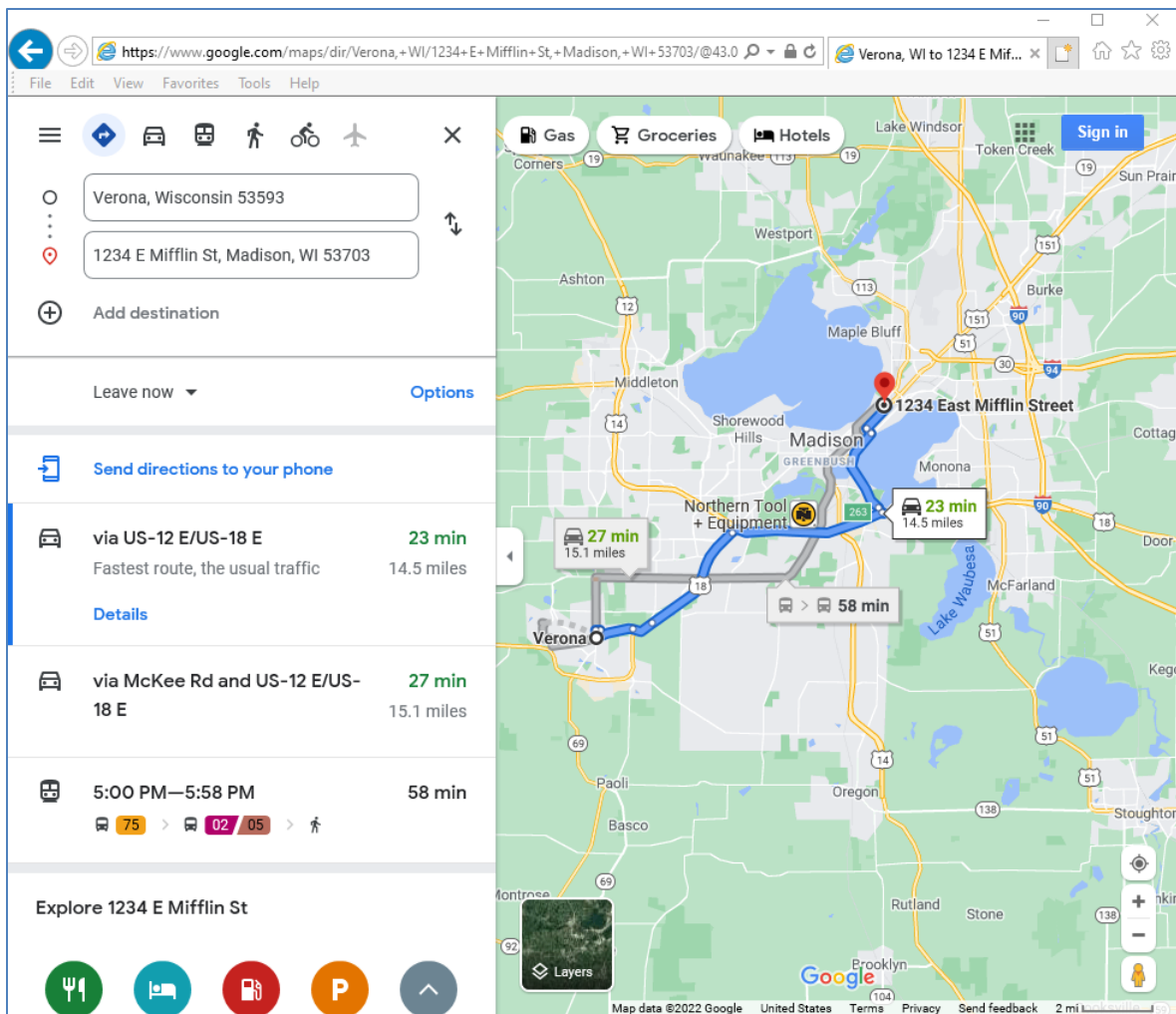
City:  State:  ZIP:

County:

Address Instructions: [Map this address](#)

Address Copy

The "[Map this address](#)" hyperlink launches a Google Maps page. On the Google Maps page, the map will automatically display the case address. To get directions to this location, enter an address in the From field and click the "Get Direction" button. Click Close to return to the Maintain Case page.



5. The Collaterals tab displays any contacts outside of the participants for the case (such as caseworkers, foster parents, and guardians ad litem). Collaterals identified here will be listed as participants on the Case Notes page.

Selecting the Insert button launches the Search Person page. Enter the person's name and select Search. Once the person is returned to the screen, click the [Select](#) hyperlink and then select the Continue button. If the person is not returned, click the Create button and add any applicable information on the Person Management page. Select the Role for the collateral.

Click the [Add](#) hyperlink to associate the case participants with the collateral. Click the [Delete](#) hyperlink to remove the collateral.

Maintain Case - ID: 9221892 - Internet Explorer

**eWiSACWIS** Print Help

**Case: 9221892**

Name: Cornflower, Janet Case Type: CPS Family - Ongoing

County: Milwaukee Site/Region: Inactive value: Milwaukee Region 1

CARES Case #:  County Case #:  W-2: ▼

☐ Restricted Designation: [Select Program](#) Status: Open 05/22/2006

[Participants](#) [Address](#) [Collaterals](#) [Closing/Merge History](#)

**Collaterals**

Name	Phone	Role	Participant(s)		
<a href="#">Counselor, School</a>	<span>▼</span>	<span>School Personnel</span> <span>▼</span>	Cornflower, Anna J.; Cornflower, Bobby	<a href="#">Add</a>	<a href="#">Delete</a>

[Insert](#)

[Other Contacts](#)

Options: ▼ [Go](#) [Save](#) [Close](#)

On the Case Participants page, select the checkbox next to each participant the collateral is associated with. Click Continue to return to the Maintain Case page.

**Case Participants**

<input type="checkbox"/> Select All	Person Name	DOB
<input type="checkbox"/>	Anteater, Mother	09/09/1996
<input type="checkbox"/>	Badger, Bucky A.	04/11/2001
<input type="checkbox"/>	Badger, Junior	08/05/2005
<input type="checkbox"/>	Badger, Mom	
<input checked="" type="checkbox"/>	Cornflower, Anna J.	01/30/1995
<input checked="" type="checkbox"/>	Cornflower, Bobby	05/17/2000
<input type="checkbox"/>	Cornflower, Daisy	
<input type="checkbox"/>	Cornflower, Janet	08/12/1968

[Continue](#) [Close](#)

**Note:** Click on the Other Contacts expando and click the Insert button to add any other “non-collateral” type contacts.

Other Contacts

Other Contacts

Name	Role	Type	Phone	Ext.	
Blair Bear	Other Contact	Cell ▼	(605)111-2345		<a href="#">Delete</a>

Insert

Options: ▼ Go Save Close

- The Closing/Merge History tab displays the history of previous closures, merged cases and a case record location. If the case has been previously closed, it will display in the Case History group box. If the case has been merged with another case, the information will display in the Merged Cases group box. The Status of the Case Record Location can be selected along with the Location. Once this has changed the Last Modified By and Date will display with the workers name and the date the information was changed.

Maintain Case - ID: 9221892 - Internet Explorer

eWiSACWIS Print Help

Case: 9221892

Name: Cornflower, Janet ▼
Case Type: CPS Family - Ongoing ▼
County: Milwaukee ▼
Site/Region: BMCW-Admin ▼
CARES Case #:
County Case #:
W-2: ▼
☐ Restricted
Designation: [Select Program](#)
Status: Open 05/22/2006

Participants
Address
Collaterals
Closing/Merge History

Case History

Open Date	Closed Date	Reason	Initiated by	
05/22/2006	06/23/2006	Closing Disrupted	Corn, Conn C., Jr. (10170)	<a href="#">Historical</a>

Merged Cases

Open Date	Merged Date	Former Case No.	Former Case Name	Initiated by
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Case Record Location

Status: ▼
Location: ▼
Last Modified By:
Date:

Options: Actions Submit Case Closure Request Delink Access Report/Assessment/YJ Referral Go Save Close

To submit a case for closure, select the Submit Case Closure Request from the Options drop-down. For more information, see the associated ‘Case Closure’ User Guide.

7. To Delink an Access Report from the case, select the Delink Access Report/Assessment/YJ Referral from the Options drop-down.
8. On the Delink Access Report/Assessment/YJ Referral page, select the radio button for the access report/assessment/YJ referral you would like to delink. Click the Save button. Any changes made to the Supervisor Screening Decision after delinking an access report will be tracked and outlined in the Activity groupbox on the Decision tab of the Access Report page.

Delink Access Report/Assessment/YJ Referral

Print Help

Delink Access Report/Assessment/YJ Referral

	Assessment Type	Report Type	Report Name	Supervisor Screening Date	Date and Time Report/Referral was Received
<input type="radio"/>	N/A	YJ Referral	Bucky A. Badger	N/A	10/12/2018 09:00:00
<input type="radio"/>	N/A	CPS Report	Mother Aanteater	09/10/2018 11:49:00	09/10/2018 09:00:00

SaveClose

Click Yes to the following message. This will move the Access Report to the Access Reports expando on your desktop.

Confirmation

Are you sure you want to de-link the selected Assessment, Access Report(s), or YJ Referral(s) from the current case?

Yes

No

If this is the only Access Report or Assessment, you may receive this message. Click Yes.

Confirmation

De-linking the last remaining Access Report/Assessment/YJ Referral on this case will result in the automatic deletion of the case. Do you want to continue?

Yes

No