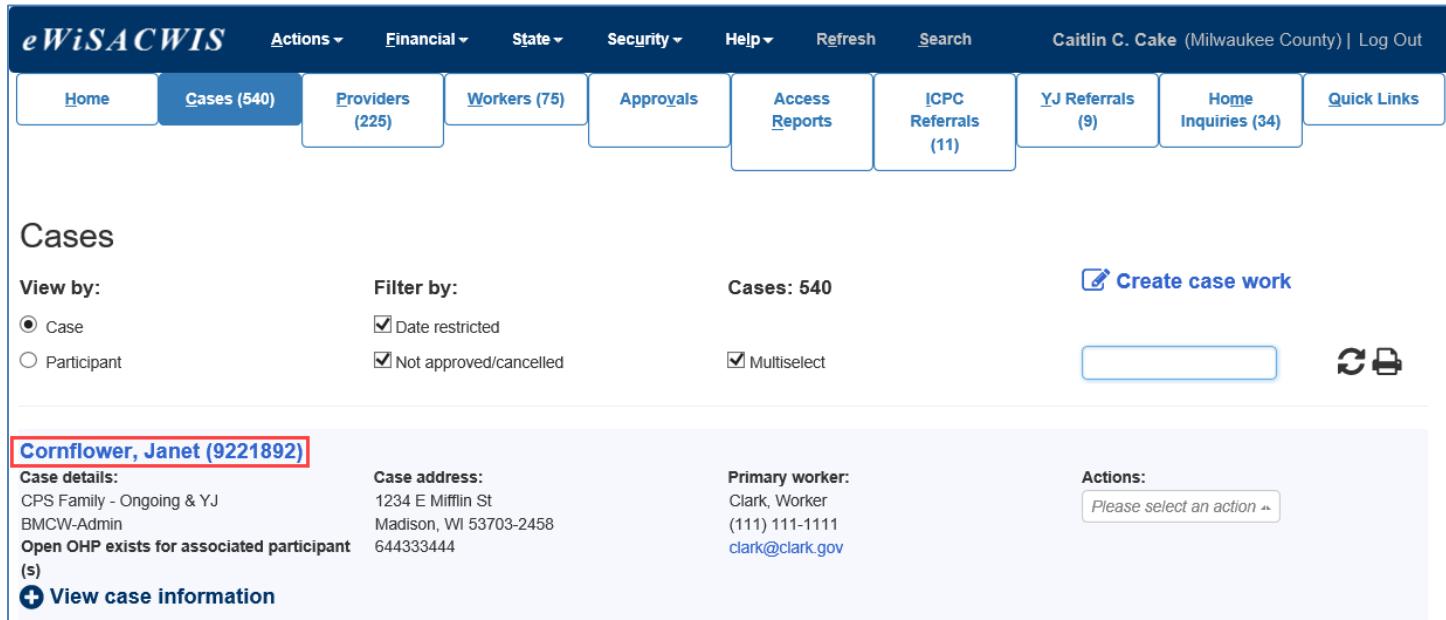


Maintain Case

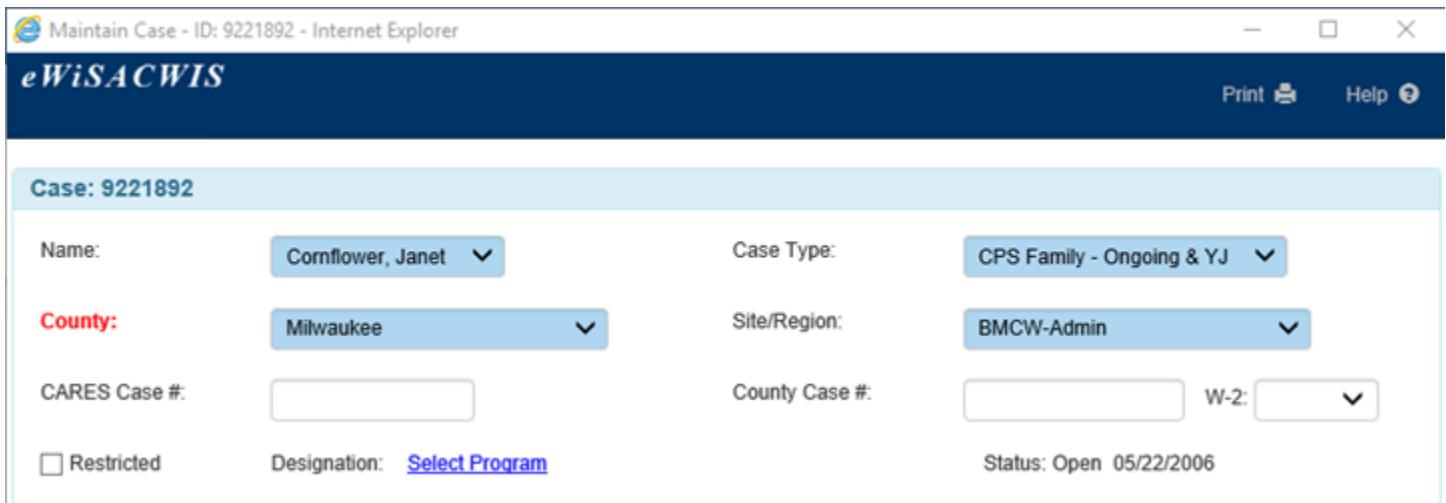
Note: In order to edit the Maintain Case page, an assignment to the case is needed.

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



The screenshot shows the eWiSACWIS interface. At the top, there is a navigation bar with 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 (540)' link is highlighted. The main content area is titled 'Cases'. It includes filters for 'View by' (Case selected, Participant), 'Filter by' (Date restricted, Not approved/cancelled, Multiselect), and a 'Cases: 540' summary. A 'Create case work' button is also present. Below this, a specific case is highlighted with a red border. The case details for Janet Cornflower (9221892) are shown: Case address (1234 E Mifflin St, Madison, WI 53703-2458), Primary worker (Clark, Worker, (111) 111-1111, clark@clark.gov), and Actions (a button labeled 'Please select an action'). A 'View case information' link is also present.

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' page for Case ID 9221892. The 'Case: 9221892' group box contains the following fields: Name (Cornflower, Janet), Case Type (CPS Family - Ongoing & YJ), County (Milwaukee), Site/Region (BMCW-Admin), CARES Case # (empty), County Case # (empty), W-2 (W-2), Restricted (unchecked), Designation (Select Program), and Status (Open 05/22/2006). There are also 'Print' and 'Help' buttons at the top of the group box.

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	
Cornflower, Anna J. (9223582)	None	<input checked="" type="checkbox"/>	Y	01/30/1995	F	Biological Child	N/A	N	DeAct Rem
C Click to Edit Person (448)	CW	<input checked="" type="checkbox"/>	Y	05/17/2000	M	Biological Child	N/A	N	DeAct Rem
Cornflower, Daisy (9225169)	None	<input checked="" type="checkbox"/>	Y		F	Biological Child	N/A	N	DeAct Rem
玉米花, Janet (9223584)	None	<input checked="" type="checkbox"/>	Y	08/12/1968	F	Reference Person	N/A	N	DeAct Rem
Cornflower, Janet (9225170)	None	<input checked="" type="checkbox"/>	Y		F	Other Relative	N/A	N	DeAct Rem
Cornflower, Jeff (9223583)	None	<input checked="" type="checkbox"/>	Y		M	Significant Other	N/A	N	DeAct Rem
Number of Household Members: 6									
Insert									
▶ Inactive Participants									
Options: <input type="button" value="▼"/>		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	
Bro Click to Edit Person	CW	Y	01/01/2002	M	Biological Child	N/A	N	(TPR)
Cornflower, Holly (9223585)	Pre-Adopt	Y	01/01/2000	F	Biological Child	N/A	N	ReAct Rem

4. 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: Cornflower, Janet	Case Type: CPS Family - Ongoing & YJ
County: Milwaukee	Site/Region: BMCW-Admin
CARES Case #:	County Case #: W-2:
<input type="checkbox"/> 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: 02/11/2022

C/O:

Street: PO Box 7188

WI City: County: United States County: Dane

City: Madison State: WI ZIP: 53707-7188

Address Instructions:

[Address Copy](#)

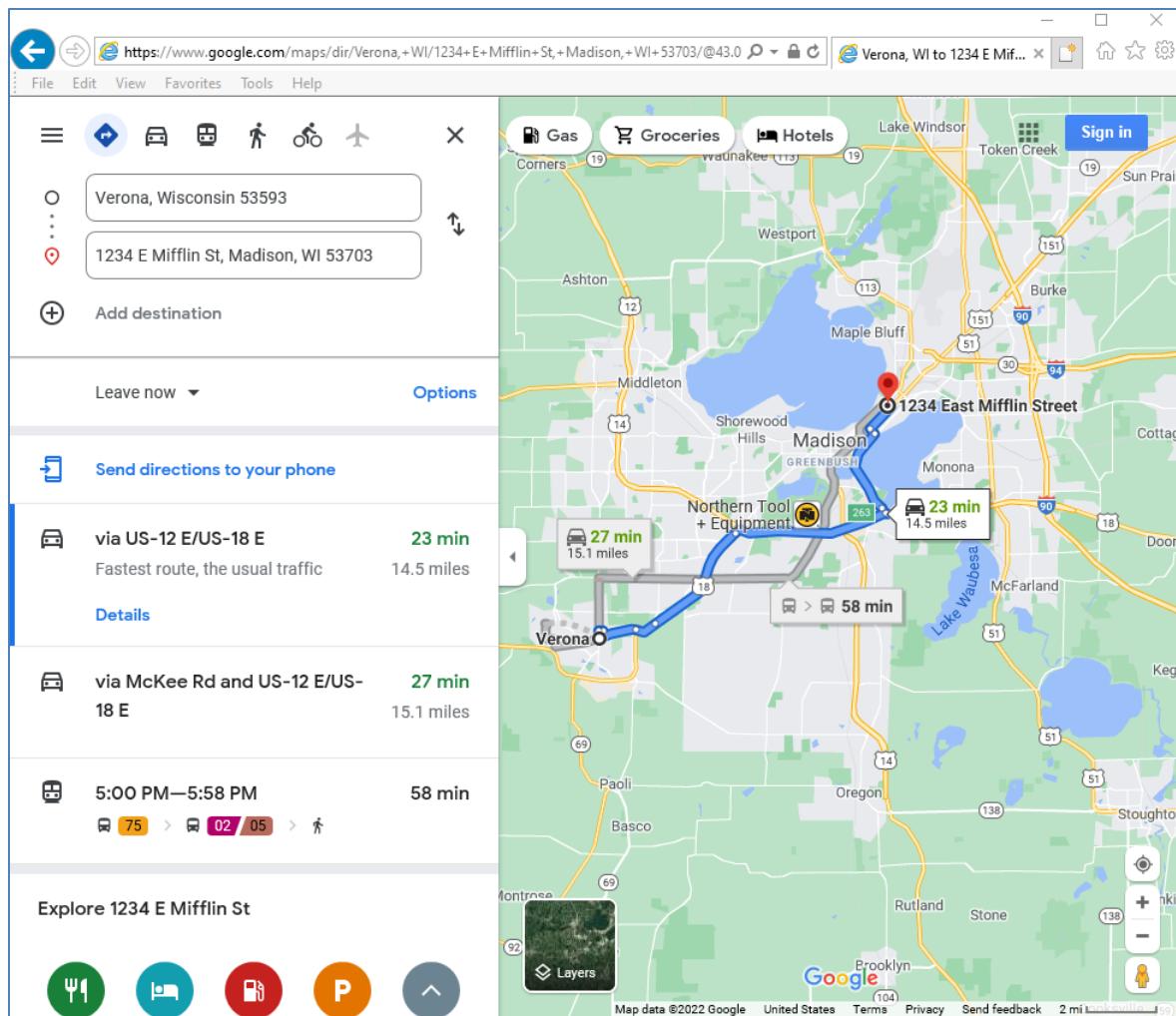
When the address is not a Safe at Home address, user is required to perform an address search by clicking in the Address Search field and begin typing. If the correct address displays, select that address. If the correct address doesn’t display, tab out of the Address Search field and on the pop up for ‘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.

Case: 9221892

Name:	Cornflower, Janet	Case Type:	CPS Family - Ongoing & YJ
County:	Milwaukee	Site/Region:	BMCW-Admin
CARES Case #:	<input type="text"/>	County Case #:	<input type="text"/> W-2:
<input type="checkbox"/> Restricted	Designation: Select Program	Status: Open 05/22/2006	

Participants	Address	Collaterals	Closing/Merge History
Case Address <p>Is this address a Safe at Home address? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Type: Primary Residence Effective Date: 02/11/2022</p> <p>Address Search: <input type="text" value="1234"/> </p> <p>C/O: <input type="text" value="1234 East Mifflin Street Madison, WI, USA"/> </p> <p>Street: <input type="text" value="1234 Regent Street Madison, WI, USA"/> </p> <p>WI City: <input type="text" value="1234 Dartmouth Road Madison, WI, USA"/> </p> <p>WI City: <input type="text" value="1234 Wellesley Road Madison, WI, USA"/> </p> <p>WI City: <input type="text" value="1234 Mound Street Madison, WI, USA"/> </p> <p>Apt: <input type="text"/></p> <p>County: <input type="text"/></p> <p>City: <input type="text"/> State: <input type="text"/> ZIP: <input type="text"/></p> <p>Address Instructions: <input type="text"/></p> <p>Map this address </p>			

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

Case: 9221892

Name:	Cornflower, Janet	Case Type:	CPS Family - Ongoing
County:	Milwaukee	Site/Region:	Inactive value: Milwaukee Region 1
CARES Case #:		County Case #:	
<input type="checkbox"/> Restricted	Designation: Select Program	Status: Open 05/22/2006	

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

Collaterals

Name	Phone	Role	Participant(s)	Add	Delete
Counselor_School	▼	School Personnel	Cornflower, Anna J.; Cornflower, Bobby	Add	Delete

[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.

Name	Role	Type	Phone	Ext.
Blair Bear	Other Contact	Cell	(605)111-2345	

Insert

Options: **Save** **Close**

6. 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.

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) Historical

Merged Cases

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

Status: Location: Date:

Last Modified By:

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.

	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 checked="" type="radio"/>	N/A	CPS Report	Mother Aanteater	09/10/2018 11:49:00	09/10/2018 09:00:00

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?

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?