

# Documenting a Service

## Introduction

When documenting the use of a service, it is important to make the distinction between documenting it as a placement (Out of Home Placement page) versus documenting it as a service (Service page).


The use of a Service for a placement is not subject to Title IV-E eligibility and practice requirements or AFCARS reporting requirements. For example, a child goes from his home into a secure detention facility as part of a sanction and then returns home, this is considered a service that was provided to the family. This situation would be documented on the Service page.

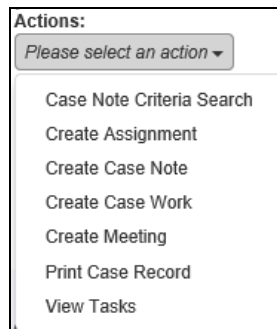
However, if the child goes to the secure detention facility and then moves directly from that facility to a licensed placement facility, the original placement into the secure detention facility was the first placement setting in the child's placement episode and thus, must be documented as an Out of Home Placement.

Ultimately, one should follow the guidelines that if the facility is being used as a court ordered out of home placement, or if it is one of multiple placements within an episode, then it needs to be documented on the Out of Home Placement page.

If the facility is being used to provide a service to the child or family (i.e. secure detention or shelter care as part of a sanctions or respite care as part of an in-home safety plan), then it should be documented on the Service page.

## Starting a Service

1. From the desktop, go to the Cases tab and click the Create Case Work hyperlink  [Create case work](#) or select Create Case Work from the Actions drop-down next to the specific case to open the Create Case Work page.



2. On the Create Case Work page, select Service from the Placement/Services drop-down. Select the appropriate Case and the Case Participant. Click Create. This will open the Service page.

Create Case Work - Internet Explorer

**eWiSACWIS** Print Help

### Create Case Items

Administration		▼
Adoption		▼
Agreements/Notices		▼
Assessment		▼
Case/Perm Plan		▼
Education		▼
Eligibility		▼
ICPC		▼
ICWA		▼
Imaging		▼
Legal		▼
Narrative		▼
Payment		▼
Permanency Consult		▼
Placement/Services	Service	▼

### Cases

Abby, Art J. (9221326)

Adesso, Anna (9221457)

Ahrens, Rose (9221215)

Amundson, Sherrv-Lynn (9221463)

Antoniewicz, Katie (9221596)

Balderaz, Christina (9221351)

Barry, Kathleen (9222605)

Batzler, Lois (9221693)

Bennin, Sarah (9221456)

Bing, Barbarra (9221491)

Bird, Larry (9221016)

Boldt, Tammy (9221366)

Bolin, James (9221425)

Borud, Rebecca (9222205)

Bowman, Joan (8011672)

Brendel, Debbie (8058592)

Bretz, Jennifer (8084793)

Brian Schaefer (8042370)

Brickner, Angela (8013468)

Brooks, Rebecca (8044910)

Brown, Krista (8047820)

### Case Participants

Hold down the 'Ctrl' key for multi-selection

Abby, Art, Biological Child (9221485)

Ableman, Sara, Step Child (9222046)

3. On the Service tab, enter the appropriate Service Begin Date.
4. Choose the Service Category from the drop-down. You will only see Service categories that carry a "Service" characteristic. In other words, you will not see Service categories that are specific to documentation of an Out of Home Placement.  
**Note:** The Service Types are filtered based on the Service Category chosen.  
**Note:** Many counties will see multiple options for Respite Care. A Respite Care service type guide has been attached to the end of this guide.
5. Once you have selected the appropriate Service Category, select the appropriate service that is being provided from the Service Type drop-down.
6. The Service Detail field helps to further categorize and define the service being provided. These values are filtered based on the type of Service Category that is chosen.
7. The screenshot below shows the area where you would see the costs associated with the service being provided. It is important to note that the service may not be documented as a paid service and therefore no costs would display (as is illustrated below).

The screenshot displays the eWiSACWIS web application interface. At the top, there is a header bar with the logo "eWiSACWIS" and navigation links for "Print" and "Help". Below the header, a section titled "Child" contains fields for "Child: Ableman, Sara (9222046)", "Case Name: Abby, Art J. (9221326)", and "Request Number:". The main content area is divided into two tabs: "Service" (selected) and "Provider". Under the "Service" tab, the "Service Information" section is visible. It includes fields for "County" (Milwaukee), "Service Category" (Kinship - Voluntary), "Service Begin" (09/01/2021), "Service Type" (Kinship Care-Voluntary), "Service End" (00/00/0000), "Service Detail" (Kinship Care - Voluntary), "Child Specific Costs" (N/A), "Service Rate", and "Current Monthly Payment".

Child	
Child: Ableman, Sara (9222046)	Case Name: Abby, Art J. (9221326)
Request Number:	

Service		Provider	
Service Information			
County:	Milwaukee	Service Category:	Kinship - Voluntary
Service Begin:	09/01/2021	Service Type:	Kinship Care-Voluntary
Service End:	00/00/0000	Service Detail:	Kinship Care - Voluntary
Child Specific Costs:		N/A	
Service Rate:			
Current Monthly Payment:			

8. The Child Specific Cost is a read only field for specific service types. The Rate History hyperlink is available next to the Child Specific Costs field when a service type is chosen in the Service Type field that is associated, as the name suggests, with a child specific rate.

Another dynamic change to the page that is specific to a Service Category is the appearance of a Child Support Review for Voluntary Kinship services. Once you choose 'Kinship - Voluntary' the Child Support Review questions will appear and become required as part of the completion of the page.

The screenshot shows the eWiSACWIS web application interface. At the top, there's a header with the logo and navigation links. Below the header, the 'Child' section displays the child's name 'Ableman, Sara (9222046)' with a 'Safe at Home' indicator, the case name 'Abby, Art J. (9221326)', and a request number field. The 'Service' section is active, showing 'Service Information' with dropdowns for County (Milwaukee), Service Category (Kinship - Voluntary), Service Begin (09/01/2021), Service End (00/00/0000), Service Type (Kinship Care-Voluntary), and Service Detail (Kinship Care - Voluntary). It also shows 'Child Specific Costs' as N/A, 'Service Rate', and 'Current Monthly Payment'. The 'Child Support Review' section is visible below, with a referral applies to 'Both parents' and three questions with radio button options for Yes/No. At the bottom, there are 'Options' and 'Go' buttons, and 'Save' and 'Close' buttons.

Service - Internet Explorer

**eWiSACWIS** Print Help

**Child**

Child: Ableman, Sara (9222046) **Safe at Home** Case Name: Abby, Art J. (9221326) Request Number:

**Service** [Provider](#)

**Service Information**

County: Milwaukee Service Category: Kinship - Voluntary

Service Begin: 09/01/2021 Service Type: Kinship Care-Voluntary

Service End: 00/00/0000 Service Detail: Kinship Care - Voluntary

Child Specific Costs: N/A

Service Rate:

Current Monthly Payment:

**Child Support Review**

Referral applies to: Both parents

Is this referral in the best interest of the child? ☒ Yes ☐ No

Is this service expected to be long term? ☐ Yes ☒ No



Is the worker aware of a court order for child support OR is this otherwise an appropriate case to refer for child support services? ☐ Yes ☒ No

Options: Go Save Close

**Note:** if the child is enrolled in the Safe at Home program and has an open Safe at Home address entered on the Address tab of the Person Management page, the Safe at Home visual indicator displays next to the Child Name (ID).

9. Click on the Provider tab. In the Provider Information section, click on the [Search](#) hyperlink to go to the Search Provider Service page.

Service - Internet Explorer

**eWiSACWIS** Print  Help 

**Child**

Child: Ableman, Sara (9222046) **Safe at Home** Case Name: Abby, Art J. (9221326) Request Number:

**Service** **Provider**

**Provider Information**

Opens the Provider Search Page

**Current Name:** [Search](#) Contact:

Name:

C/O:

Street:

City:

Phone: Ext: Fax:

Email:

Apt:


State: Zip: Country:

Alt Phone: Alt Ext:

**Payment Information**

Parent Agency:

Management/Staffing Agency:


Target Pop: 


[Details](#)

☐ Override Parent Agency rule

Total Clothing Allowance Disbursed:

**Kinship Care**

Relationship of Child to Kinship Provider: 

Split Payment 

**Save** **Close**

10. Search out the Provider. If you know the provider's ID number, enter this number in the Provider ID field. If you do not know the provider's ID then the search will look for providers that carry the Service Category and Service Type that you identified on the Service tab.

Select the radio button next to the provider that you wish to use and click the Continue button. When the provider has been selected, the Provider tab will pre-fill with the provider's name and address information.

Search Provider Service

PrintHelp

Search Criteria

Service Category: Kinship - Voluntary

Service Type: Kinship Care-Voluntary

Provider ID: 9222426

Provider Name:

First Name:

By Availability

County:

Site #:

ZIP Code:

Age:

Gender:

Parent Agency ID:

Family/Provider Accepts

Search Precision: Low Med High

Search

Record 1 to 1 of 1

Providers Returned

Abby, Art (9222426) Open Foster Home Milwaukee Des: Milwaukee Cake, Caitlin C.

Continue

Close

11. If the Provider searched and retrieved is not enrolled in the Safe at Home program but the child is enrolled and the child's current Primary Physical address is the Safe at Home address, the user receives the following informational message:

Confirmation

Attention - The child that is being placed is protected by the Wisconsin Safe at Home program. The provider that you have selected is not a documented Safe at Home participant. Placement with this provider could compromise the child's status in the Safe at Home program. Considerations should be made on whether this is an appropriate placement or if the provider should enroll in the Safe at Home program.

Close

12. If the Provider searched and retrieved is enrolled in the Safe at Home programs and has an open Safe at Home address, but the child's current Primary Physical address is not a Safe at home address, the user receives the following informational message:

### Confirmation

Attention - The provider that you have selected is a documented Safe at Home participant. The Wisconsin Safe at Home Address Confidentiality Program (Safe at Home) is a statewide cost-free address confidentiality program for victims of acts or threats of abuse who fear for their safety or the safety of their child or ward. Considerations should be made on whether this is an appropriate placement.

Close

13. In the Payment Information section, select the appropriate Target Pop. The Details flair next to the drop-down will assist you in identifying the appropriate Target Population should you be unsure of which value to select.



**Note:** The Target Population is also key in identifying the appropriate fiscal stream should this be a paid service, so it is important that the correct Target Population is identified.

The screenshot shows the eWiSACWIS web application interface. At the top, there's a header with the logo and navigation links. Below the header, the 'Child' section displays 'Child: Ableman, Sara (9222046)', 'Case Name: Abby, Art J. (9221326)', and 'Request Number:'. The main content area has tabs for 'Service' and 'Provider'. The 'Provider Information' section is active, showing a dropdown menu for 'Target Population'. The dropdown menu is open, displaying several options with their descriptions: 'CHIPS - abuse and neglect', 'CHIPS - other', 'Delinquent', 'JIPS - status offender', and 'Voluntary Placement'. The 'Target Pop:' field is currently set to 'Details'. Below the dropdown, there's a checkbox for 'Override Parent Agency rule'.

If applicable, select the appropriate Relationship of Child to Kinship Provider in the Kinship Care section. This field is used to identify the relationship of the child to the caretaker.

14. The Split Payment Expando is used to redirect monies to another provider. Generally, this function is only used by Adoptions.

Service - Internet Explorer

**eWiSACWIS** Print  Help 

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**Child**

Child: Ableman, Sara (9222046) Case Name: Abby, Art J. (9221326) Request Number:

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**Service** **Provider**

**Payment Information**

Parent Agency: [Art Abby \(9222426\)](#)

Management/Staffing Agency:


Target Pop: N/A Details

☐ Override Parent Agency rule

Total Clothing Allowance Disbursed:

**Kinship Care**

Relationship of Child to Kinship Provider: Niece/Nephew/Great Niece/Great Nephew

Split Payment 

**Split Payment**

☐ Check if this is a split payment

Split Provider Name: ID:

Percentage Amount: 0.0000 Fixed Amount: \$0.00

**Method**

☐ Fixed ☒ Percent

Save Close



15. Once the Provider tab is complete, return to the Service tab and from the Options drop-down approve your newly documented Service. On the Approval History page, select the Approve radio button and click Continue. On the Service page, click Save.

Service - Internet Explorer

**eWiSACWIS** Print Help

**Child**

Child: Ableman, Sara (9222046) Case Name: Abby, Art J. (9221326) Request Number:

**Service** Provider

**Service Information**

County: Milwaukee Service Category: Kinship - Voluntary

Service Begin: 09/01/2021 Service Type: Kinship Care-Voluntary

Service End: 00/00/0000 Service Detail: Kinship Care - Voluntary

Child Specific Costs: N/A

Service Rate:

Current Monthly Payment:

**Child Support Review**

Referral applies to: Both parents

Is this referral in the best interest of the child? ☒ Yes ☐ No

Is this service expected to be long term? ☐ Yes ☒ No

Is the worker aware of a court order for child support OR is this otherwise an appropriate case to refer for child support services? ☐ Yes ☒ No

Options: **Actions** Approval Go Save Close

16. The screen shot below illustrates how a Service will display on the outline.

**Abby, Art J. (9221326)**

**Case details:** CPS Family - Ongoing  
BMCW-Agency-CSSW  
**Open OHP exists for associated participant (s)**

**Case address:** 111 Penntown Rd  
Baraboo, WI 53913

**Primary worker:** Door, Supervisor (Supervisor)  
Gyan.Ranjan@wisconsin.gov

**Actions:** Please select an action

**View case information**

**Access Reports** **Administration** **Agreements and Notices** **Assessments**

**Assets and Income** **Assignments** **Background Checks** **Case/Permanency Plan**

**Eligibility** **ICPC** **ICWA** **Legal**

**Narratives** **Payments** **Placements** **Planning**

**Related People** **Safety** **Services**

**Services**

**Open Services**

Service	Start Date	Child	Status	County
Abby, Art - Kinship Care-Voluntary	09/01/2021	Ableman, Sara	Approved	Milwaukee

## Ending a Service

1. From your desktop, click the hyperlink for the Open Service.
2. From the Service page, select Service Ending from the Options drop-down and then click Go. This will open the Service Ending page.

Service - Internet Explorer

eWiSACWIS

Print Help

Child

Child: Ableman, Sara (9222046)Case Name: Abby, Art J. (9221326)Request Number:

Service

Provider

Service Information

County:Milwaukee

Service Category:Kinship - Voluntary

Service Begin:09/01/2021

Service Type:Kinship Care-Voluntary

Service End:00/00/0000

Service Detail:Kinship Care - Voluntary

Child Specific Costs:N/A

Service Rate:\$254.00 per month

Current Monthly Payment:\$254.00

Child Support Review

Referral applies to:Both parents

Is this referral in the best interest of the child?

☒ Yes☐ No

Is this service expected to be long term?

☐ Yes☒ No

Is the worker aware of a court order for child support OR is this otherwise an appropriate case to refer for child support services?

☐ Yes☒ No

Options:

Actions

Approval

(Re)generate Payment

Service Ending

Go

SaveClose

- Enter the date the service ended in the End Date field. Select the appropriate End Reason from the End Reason drop-down. Then select Approval from the Options drop-down and click Go. On the Approval History page, select the Approve radio button and click Continue. To approve the service's ending, click Save.

Service Ending

Print Help

Child

Child: Ableman, Sara (9222046)

Case: Abby, Art J. (9221326)

Provider: Abby, Art (9222426)

Service Begin: 09/01/2021

Service Ending

End Date:

09/23/2021

End Reason:

Parent/Relative/Guardian Requested Chnge

Options:

Actions

Approval

Go

Save

Close

- Finally, the screen shot below illustrates the closed service. Note the end date and that the service now displays under the Closed Services heading.

Abby, Art J. (9221326)

Case details:

CPS Family - Ongoing

BMCW-Agency-CSSW

Open OHP exists for associated participant(s)

Case address:

111 Penntown Rd

Baraboo, WI 53913

Primary worker:

Door, Supervisor (Supervisor)

Gyan.Ranjan@wisconsin.gov

Actions:

Please select an action

View case information

Access Reports

Administration

Agreements and Notices

Assessments

Assets and Income

Assignments

Background Checks

Case/Permanency Plan

Eligibility

ICPC

ICWA

Legal

Narratives

Payments

Placements

Planning

Related People

Safety

Services

Services

Closed Services

Abby, Art - Kinship Care-Voluntary

09/01/2021 - 09/22/2021

Ableman, Sara

Closed - Agency Requested Milwaukee Change

## **Respite Care Service Type Information**

Many counties will see at least three service types available in the Respite Care category. Keep in mind, service types can be customized to a county and your county may have different or additional options.

- **Respite Care - Paid - Home Provider:** This service type will pay any money from the respite care service to the home provider selected on the service regardless of whether they are licensed under a parent agency or not. The home provider will be paid based on the daily rate designated on their provider record for respite care.
- **Respite Care - Paid – CPA:** This service type will pay any money from the respite care service to the parent agency of the home provider selected if one exists. If the provider does not have a parent agency money will be paid to the home provider directly. The CPA will be paid based on the daily rate designated on the provider record of the home provider selected on the service.
- **Respite Care – Unpaid:** This service type is for documentation purposes only. It will not generate any payments for the service.