

# Access Response Time Changes

Statewide Rollout – June 2026



## Changes to response time decision-making are coming in June!

The goal is to make the response time decision **easier** and **more consistent** across the state.

- ▶ No changes are being made to the screening decision.
- ▶ After a report is screened in at Access, Child Protective Services (CPS) agencies must decide **how quickly to respond**.

*Beginning in June 2026, agencies will use...*

- ▶ **Two response times** for screened-in reports

Within  
24 Hours

Within 5  
Business Days

- ▶ **A new method** for determining response times



24-Hour Response Time Factors



Mitigating Factors

## Why these changes?

- ✓ Make response time decision-making **clearer** and more **straightforward**.
- ✓ Create opportunities for more playful, intentional **engagement** and **collaboration**.
- ✓ Ensure an Initial Assessment (IA) professional meets with the **family** to gather additional, necessary **information** before safety threats are identified.
- ✓ **Standardize** this decision point and increase **consistency** across the state.



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## What to expect

- 1) There are **no changes to the screening decision**.
- 2) After a report is screened in at Access, CPS agencies will:
  - Use a list of factors to determine the response time.
  - Assign a response time that's within 24 hours or within 5 business days.
- 3) Agencies may:
  - Choose to respond faster when none of the 24-hour criteria are present, but something in the report suggests a need to go sooner.
  - Choose to respond within 5 business days when one of the 24-hour criteria is present, but a mitigating factor is also present.
- 4) Agencies will **continue to decide when to respond within the 24-hour or 5-day assignment**, depending on the circumstances in the report.



For a short overview of what is changing and why: <https://youtu.be/Z0C2cmQiMn8>

For information on the pilot project that tested these changes:

<https://dcf.wisconsin.gov/files/familyfirst/access-pilot/access-pilot-info-sheet.pdf>

## 2026 Timeline

<b>May 19</b>	Supervisor Guide available to help supervisors support agency staff
<b>May 26</b>	Recorded PDS training available for the current workforce
<b>June 3</b>	Pre-launch Response Time support session (9-10am)
<b>June 17</b>	Pre-launch Response Time support session (1-2pm)
<b>June 19</b>	<b>Updated Access &amp; Initial Assessment Standards online</b>
<b>June 20</b>	<b>eWiSACWIS launch</b>
<b>June 25</b>	Post-launch Response Time support session (9-10am)
<b>June 30</b>	Post-launch Response Time support session (1-2pm)
<b>July-Dec</b>	Monthly Access Response Time support sessions (9-10am, 3 <sup>rd</sup> Thursdays, except October when we'll be presenting at the Public Child Welfare Conference) These monthly meetings will offer space to talk with DSP staff and your peers about the changes and be supported throughout the transition to the new Response Time process!

