

# Wisconsin Childcare Regulatory System (WISCCRS)

**User Guide** 

**Basics** 

December, 2023

Division of Early Care and Education

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# **The Childcare Puzzle**

Or 'What is it, and who is using it?

WISCCRS	CCPP
(WISconsin Childcare Regulatory System)	(Childcare Provider Portal)
What it is:  Data regarding licensed and certified providers  • Monitoring results (site visits, violations, enforcements, etc.)  • Document repository  • Background Checks	<ul> <li>What it is:</li> <li>View provider data</li> <li>View authorizations</li> <li>View issuance data</li> <li>View announcements</li> <li>View Registry and YS information</li> <li>Submit and View Background Checks requests</li> </ul>
Who uses it: Certifiers and licensors	Who uses it: Subsidy workers and providers
CARES/CWW (CARES Worker Web)	CSAW (Childcare Statewide Administration on Web)
<ul> <li>What it is:</li> <li>Subsidy application entry</li> <li>Case comments</li> <li>Notices</li> <li>Alerts</li> <li>Eligibility determination</li> </ul>	<ul> <li>What it is:</li> <li>All provider data needed for the subsidy</li> <li>Enter/view authorizations</li> <li>Issuance data</li> <li>Post Load Benefit Calculations</li> <li>Reports</li> </ul>
Who uses it: Eligibility (subsidy) workers	Who uses it: Subsidy workers
iChildCare What it is:  Where individuals can submit Childcare Background Check requests View background check eligibility results	YOUNGSTAR: What it is: Includes all provider data pertaining to the YoungStar system, such as:  Rating status Rating and technical assistance information Application forms Regulatory Compliance
Who uses it: Childcare Employees, Individuals interested in childcare profession	Who uses it: Regional Office staff and DCF staff (secure site)

# Introduction to WISCCRS

WISCCRS is a web-based system that includes information on all regulated and some unregulated childcare programs in the State of Wisconsin. It allows licensing and certification staff to enter applicant/provider information into the database via the Internet. These details include information about the applicant and location of care, as well as background checks, site visits, monitoring results, etc.

WISCCRS also shares information about all regulated providers with the Childcare Administration on Web (EBT CSAW), the YoungStar (YS) Case Management System and the Childcare Public Search website as well as the Childcare Provider Portal (CCPP). This means that once a license or certification application is approved in WISCCRS, the system will generate the applicant a provider number and the provider is available in EBT CSAW and YS immediately. There is a one-day delay between WISCCRS and the Public Search website.

#### **Special Note of Importance to Users:**

Because of the exchange of information between WISCCRS and other childcare systems, it is very important to note that actions taken in WISCCRS that affect regulation details **WILL IMPACT** the corresponding EBT CSAW category details, public childcare search as well as the YoungStar system.

#### **Example One:**

If ages served is changed in WISCCRS to restrict a provider from caring for infants under 24 months, all authorizations for children under 24 months will end effective the end of the month from the date of change and provider will not receive payment for children under 24 months of age.

#### **Example Two:**

If a certification/licensing worker enters/modifies the category end date for a provider, EBT CSAW will end the authorizations last day of the current month.

#### **Security Access to WISCCRS**

State Security Officers control a user's ability to access WISCCRS. There are multiple types of user security profiles:

#### 1. Update to licensed provider information by region:

These users can update licensed provider records within their region and view licensed providers in other regions, as well as view certified provider information in all counties/tribes.

#### 2. Update to certified provider information:

These users can update certified provider information in their county/tribe and view certified provider information in other counties/tribes and view licensed provider information. Example: A certifier in Ashland County can process applications and grant certification in Ashland County only but can also view provider information for all other counties in the state.

#### 3. Childcare Background Unit (CBU):

The CBU staff can update information pertaining to individuals associated with licensed and certified providers such as household members, etc. They can also update CBC-related screens.

#### 4. Inquiry access:

These users can view details for all applicants and providers within the entire state, except certain confidential documents.

#### Note:

This guide is designed for the user who has **update** access but can be used by the user who has inquiry access. Inquiry access users will notice that this guide contains information about links and functionality that will not be accessible to them.

## **Using WISCCRS with Various Browsers**

Internet Explorer, Safari, and Google Chrome can be used when accessing WISCCRS. The screens might look slightly different using various browsers. Also, the system will not automatically enter the dashes and slashes when entering dates, Tax IDs, phone numbers, etc. when using Firefox and Chrome.

When using browsers other than the Internet Explorer, there may be some problems emailing PDF documents that are generated using WISCCRS. Example: Some regulators like to email the 294 – Non Compliance Statement directly from WISCCRS.

# **WISCCRS User Registration**

If you have a User ID for any childcare web systems such as CCPP, EBT CSAW, or the YoungStar systems, all you need to do is to complete a Web Access form DCF-2666. You will need to use the same ID and Password to gain access to WISCCRS. The form can be found at: http://dcf.wisconsin.gov/files/forms/doc/2666.docx

#### **New Users**

To begin using WISCCRS, users must first register (create an account) using the DWD/Wisconsin Login process. Visit <a href="https://dcf.wisconsin.gov/childcare/securityaccess">https://dcf.wisconsin.gov/childcare/securityaccess</a> for more information on how to gain access to WISCCRS.

Note: Certification workers please notify <u>dcfcertificationspecialist@wisconsin.gov</u> once update access is granted so you may also be granted access to the WISCCRS Dashboard.

## WISCCRS Availability

WISCCRS is available during the following days and times:

Monday, Tuesday, and Thursday: 06:30 a.m. - 07:00 p.m.

Wednesday: 06:30 a.m. - 09:00 p.m.

**Friday**: 06:30 a.m. - 05:00 p.m.

**Saturday**: 06:30 a.m. - 03:00 p.m. One Saturday each month, the system is unavailable. Please see <u>Cares</u> <u>Online Availability Calendar</u> for further details.

#### **WISCCRS Downtime Calendar**

If you attempt to log in at a time when WISCCRS is not available (usually due to scheduled maintenance or the system is off-line), you will be taken to the WISCCRS Downtime Calendar page.



# **About Confidentiality and Passwords**

# **Confidentiality Guidelines**

WISCCRS is a secure site. Confidentiality guidelines that all registered users must follow, especially if using a public computer are as follows:

- When you are not using WISCCRS, log out and close the browser. Logging out and closing the browser will prevent unauthorized people from entering or viewing information in WISCCRS. You can log out of WISCCRS by clicking on the Exit button from any page in the application.
- Only staff with a User ID and security access to WISCCRS should be viewing information on WISCCRS. Each staff member authorized to use WISCCRS should have his/her own User ID with security.
- Registered users should not share a User ID/Password with anyone. Remember that you are
  responsible for keeping your User ID and Password secure from those who do not have access to
  WISCCRS.

## **Troubleshooting User IDs and Passwords**

You can take the following steps, when you are unable to log in to WISCCRS because of a wrong or forgotten User ID and/or Password:

- If you have entered an incorrect User ID and / or Password, a warning message will display alerting you that the user ID or password entered were incorrect. Remember that Passwords are case sensitive and must be entered exactly as you entered them when you registered.
- If you have forgotten your Password but remember your User ID and the answer to your Password reminder question, you will have to change your Password. To dothis:
  - a) Log on to the DWD / Wisconsin Login Account Management screen at: https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk
  - b) Under the Username/Password Recovery section, choose "What should I do if I forget my Password or Username?
  - c) On the following screen, choose either Logon Recovery or Recover using your email address or phone number function.
  - d) Go to your email inbox to access the email. Follow the instructions.
- If you have forgotten your User ID, or if you have forgotten both your Password and the answer to your Password reminder question, you will need to contact the <a href="DCF Service Desk">DCF Service Desk</a> at 608-264-6323.

# **Changing Your Password**

To change your Password, follow these steps:

- a) Log in to the DWD / Wisconsin Login Management System page at <a href="https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk">https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk</a>
- Under Profile Management heading, click on How do I change my password. Followthe instructions.

## Changing Account Information (change of name, email address, etc.)

If you would like to update or view any of your account information, follow these steps:

- a) Log in to <a href="https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk">https://accounts.dwd.wisconsin.gov/en/Home/Helpdesk</a>
- b) Under Profile Management header, click on the How do I change my email or phone number? link.
- c) Enter your current Login ID and password.
- d) Then choose the link of your choice.

# **Ending / Modifying Access for a User:**

If a staff member in your agency no longer needs WISCCRS access or if the access needs to be modified, complete the Security Access form at <a href="https://dcf.wisconsin.gov/files/forms/doc/2666.docx">https://dcf.wisconsin.gov/files/forms/doc/2666.docx</a> and submit it to DCF Service Desk.

# Where to Go for Help

If you are having trouble accessing WISCCRS, or if you are having trouble navigating the WISCCRS web site, please refer to the contacts listed at <a href="https://dcf.wisconsin.gov/childcare/user-guides/systemscontact">https://dcf.wisconsin.gov/childcare/user-guides/systemscontact</a>.

# **WISCCRS User Login**

Once you have received the notice saying that your account has been activated, go to the WISCCRS User Login page at <a href="https://wisccrs.wisconsin.gov/">https://wisccrs.wisconsin.gov/</a>

# **Basic Site Navigation and Use**

This section provides the user with a basic understanding of how WISCCRS works. The functionality described here applies to all of WISCCRS and will provide the user with a base understanding of WISCCRS before creating the first application.

## **WISCCRS Home Page and Links**

The figure below shows the WISCCRS Home Page. This page will be displayed when the user logs in to the WISCCRS system. Only the links the user has access to will show in the Menu Options. Some links will take the user to an external website outside of the WISCCRS system.



From the WISCCRS Home Page, the user can access the following links:

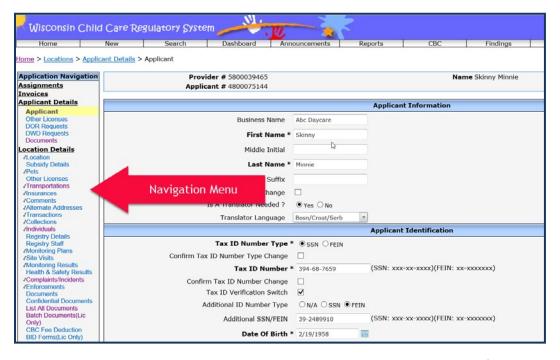
Link	Function
New (tab on top ribbon)	Start a new application for a provider who has applied for certification or licensing. Available only for users with update access. Note: Be sure to search for history in WISCCRS before creating a new record
Search (tab on top ribbon)	Conduct a search for a facility, provider or household members.
Dashboard (tab on top ribbon)	See the WISCCRS Dashboard User Guide.
Announcements (tab on top ribbon)	View statewide and county-specific announcements.
Reports (tab on top ribbon)	This link takes you to the Webl login screen.
CBC (tab on top ribbon)	Background Check module: If you have access to the CBC module, the link in the tool bar will show.
Findings (tab on top ribbon)	This link takes you to the CCAP / CPS / eWiSACWIS / SOR match findings. Users with update access to the WISCCRS system will see this link. The Findings module has not been used since 2018.
CSAW (tab on top ribbon)	If you have access to CSAW, this link will display.
YoungStar (tab on top ribbon)	If you have access to the YoungStar Case Management System, this link displays.
CCPP (tab on top ribbon)	If you have access to Childcare Provider Portal, this link will display.
New Provider	Start an application for a new certified or licensed provider.
Facility / Location	Assign a provider / facility to a licensing / certification specialist.
Assignments	Facility/Location Assignments user guide.
Webl Reports	Access Webl Reports. A separate login is needed.
Group Size Estimator	Access the Group Size Estimator to determine whether a certified provider is in compliance with childcare certification attendance rules.

Link	Function
My Assignments	Access the My Assignment module to view facilities / provider locations
	assigned to a worker. My Assignment User Guide.
Applications Dashboard	Access the Data Warehouse Dashboard on Application information. This
	link is only available for users with update access.
Regulated Childcare and	This link takes you to the Child Care Public Search page
YoungStar Public Search	
WISCCRS User Guide	This takes you to the Internet User Guide list page where you can access
	the user guides.
Certification SharePoint	This link takes you to the Certification Share Point Site. Users with
	update access only.
Administration	This link is viewable only by users who have update access to the
	licensed records.

The user will notice that there is a second set of links that appear on the Home Page. As shown in the screen shot below, these links will appear at the top of every screen in WISCCRS, as well. Simply direct the mouse pointer to the words Home, New, Search, etc. and click to access the different WISCCRS functions, as described above. The Home link will take the user back to the WISCCRS Home Page.



The next screen shot displays the Navigation Menu. This display is only available once an application has been initiated in WISCCRS.



At this point in the user manual, users have not started an application; however, for the purposes of site navigation, it is important to understand that the Application Navigation Menu will appear, and it will allow the user to access any of the specific pages to add, update, or delete information about the applicant or location of care. If the screen has a check mark next to it, the screen has been completed.

#### **Important Note to Users:**

Clicking on one of the links in the Application Navigation Menu **DOES NOT** save the information you have entered. You must click on one of the command buttons located at the bottom of each page to save the information.

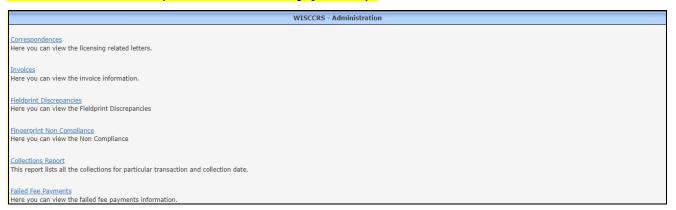
# **Administration**

The Administration page has links to various administrative functions.

# **Licensing view (Licensor security profile):**



# **Certification view (Certifier security profile):**



CBU and Central Office staff has additional links under the Administration tab.

# **Navigational / Command Buttons**

Below are some features that appear in every section of WISCCRS.

7	<b>History:</b> An icon that looks like a scroll takes the user to a history page. By clicking this icon, you can view history and who updated the information in the past.
<b>②</b>	<b>Modify</b> : An icon that looks like a pencil takes the user to the Modify page. You can changes to the record. If you have inquiry access to the system, you will not see this icon.
(3)	View: An icon that looks like a magnifying glass takes you to view the page.
<b>a</b>	<b>Delete</b> : An icon that looks like a garbage can takes you to the delete page. If you have inquiry access to the system, you will not see this icon.
<b>(9</b> )	Calendar - This icon appears next to date field
Begin Date * Series   Series	<ul> <li>Click the calendar icon to bring up the calendar. Select the desired date, or use the arrows to navigate to the desired month and year.</li> <li>Right-click in the date box to bring up a list of shortcut keys that can be selected to simplify entering the date.</li> <li>Enter the shortcut key directly in the date box. For example, entering the letter "t" in the date filed, automatically fills in today's date.</li> <li>Enter the desired date in mm/dd/yyyy format in the date field.</li> <li>Action Buttons – appear on pages where the user has access to perform the action listed. The user must click on the action button in order to save the entered data.</li> <li>Action Button – Saves the entered information.</li> <li>Attention Icon: This icon is used to catch the user's attention.</li> </ul>
Helpful hints	Entering current date: Enter "t" and press Enter. The system will automatically enter
	today's date.  When using long pull-down menus, click on the menu and type the first letter of the value you want to choose. Example: You want to find Wisconsin in the state menu, type "WI" and the system will find Wisconsin. Click enter to choose the value or tab to the next field.
	When typing names, address, and other information into WISCCRS, there is no need for you to capitalize the first letter of the word. The system will automatically format the text so the first letter is capitalized.

#### **Breadcrumbs**

Breadcrumbs are another method of navigating through WISCCRS. They show a trail of the screens that you have visited. You can click on one of the blue underlined links in the breadcrumbs to return to a screen that you have previously visited. As with the links on the Application Navigation Menu, breadcrumbs DO NOT save the information you have entered. They should be used to return to a previous screen when you do not wish to save the entered information on the current screen.

<u>Home</u> > <u>Locations</u> > <u>Location Details</u> > <u>Site Visits</u> > <u>Modify Site Visit</u>

# **Error Messages and Informational Alerts**

WISCCRS alerts you if you enter the wrong type of data into a field or if data is missing from a mandatory field. Also, there are informational messages displayed to alert the user about a potential concern. The two types are explained below:

#### 1. Informational alerts:

These messages are displayed to bring certain concerns to the user's attention.



Examples (but not limited to):

- a. There is a balance in the Transaction Module at the time of regulatory approval.
- b. There is a gap between the new category and the previous one.
- c. When entering a site visit for a new applicant, WISCCRS displays a message that there is no active license / certification for the location.

The system allows the user to continue without taking action.

#### 2. Error Messages:

These messages are displayed when the wrong type of data is entered into a field or there is no data entered for a required field (see Required Fields section for further details on how to recognize a mandatory field). When approving the application or category, the system will alert the user if certain screens have not been completed (background checks, site visits, etc.).

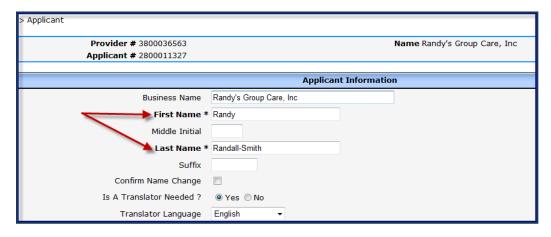


When you receive an error message, you must correct the problem before the system allows you to continue.

The messages above are very similar, however, the symbol of the actual error field is different. See screen shots above.

# **Required Fields**

You will notice that sometimes an asterisk (\*) is next to certain data entry fields. This indicates that the field is required to complete the screen. Even though some fields are not marked as required to complete the screen, they are required to approve the application and grant the regulatory approval. The most helpful way to understand this is to look at an example. The following example is from the Applicant screen.



In the Applicant Information section of the Applicant screen, the First and Last Name fields have asterisks (\*) next to them. You must enter names in these fields or you will receive an error message when saving the page.

## WISCCRS Modes: List, Add, Modify, Delete, History

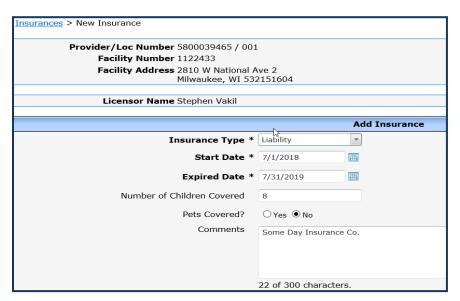
There are five modes to most WISCCRS screens: List, Add, Modify, Delete, and History. This means that a user with update access can view, add, modify, delete, and view history about a screen.

The examples below are for the Insurance screen, but there are other screens in WISCCRS that function the exact same way if users want to list, add, modify, delete, or view history details. These screens include the following:

- Pets
- Other License
- Transportations (Vehicles)
- Insurances
- Alternate Addresses
- Transactions
- Collections
- Individuals
  - o Aliases
  - o Background Check
  - Training
- Monitoring Plans
- Site Visits
- Monitoring Results
- Complaints / Incidents
- Enforcements
- Hours of Operation
- Category
  - Ages Served
  - o Conditions

#### Add Mode

Insurance screen is used to demonstrate the various modes. To add a new record, click on New Insurance link on the List Insurance page. The following page displays:



If you did not intend to add an insurance record, you can simply click on any link in the Navigation Menu to leave the Insurance screen.

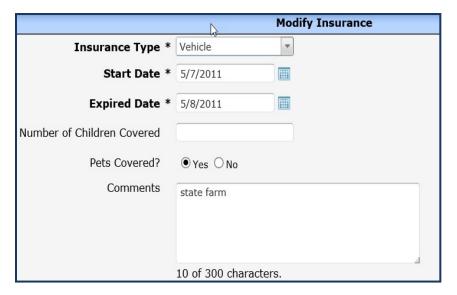
Once you have completed the Insurance screen, then you should click on the Submit button. This will save the information. You will then be returned to the Insurance screen but will notice that it has changed. The screen now lists the newly added insurance record on top of the Insurance list.



Once the Insurance entry is viewable in WISCCRS, a Document link will appear on the righthand side of the insurance entry and documents can be uploaded into that area.

#### **Modify Mode**

If changes are needed to the entered information, click on the pencil icon. For example, click on the pencil icon on the Insurance page to access the Modify Insurance page (see picture above).



#### **Delete Mode**

Finally, you can delete the Insurance record, if it was entered in error. To delete the Insurance record, click on the Delete icon on the Insurance page.

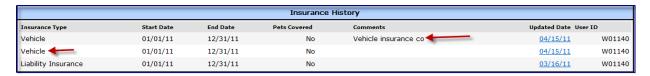


To avoid accidental deletions, the Delete screens have Confirm Delete as a mandatory field. You must click on the check box and then the Delete button. You will be taken back to the List Insurance screen. The Insurance record you just deleted no longer appears on this page.

#### **History Mode**

The system keeps track of every change the users make to WISCCRS records. To access history information for a record, click on the History icon on the List page.

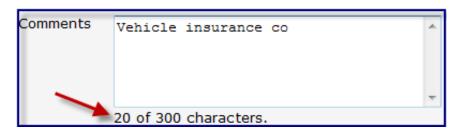
In the example below, the user first entered the insurance record on 3/16/11. Then on 4/15/11, the user modified the Insurance Type (from Liability to Vehicle) and again on 4/15/11 added a comment.



If you want to know who updated the record, the user details can be viewed by clicking on the Updated Date on the History screen. Note: This information is not 100% reliable.

#### **Comment Fields**

Many of the screens in WISCCRS contain a Comments field for users to enter any additional information pertaining to the applicant or location of care. The Comments field usually allows a maximum of 300 characters (some allow a max of 3,500), and users can refer to the length counter at the bottom of the field to see how many characters they have typed.



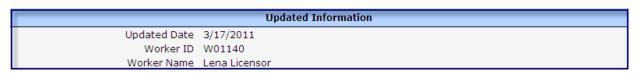
If a user enters more than the allowable number of characters in the Comments field and clicks one of the action buttons, an error message will be generated.

NOTE: WISCCRS will automatically capitalize the first letter of every word typed in fields that accept alphabetic characters. There are some exceptions to this rule such as comments fields.

NOTE: Comments entered in the main Comments field (located on the left navigation bar under Location Details) cannot be delete/edited once they have been submitted and transfer to CSAW.

# **Updated Date**

Every time a user makes changes to a provider record in WISCCRS, the system creates a historical record of the change. By clicking on the Updated Date link, you can view who made the change and when. Note: Some WISCCRS screens have a modify button that if selected, will show that user as the last one to update the information even if nothing was changed. Updated information is not 100% accurate.



# **Provider Record Structure**

Below is an explanation on how provider records are constructed in WISCCRS.

# **Applicant Number (10 digits)**

When a new provider record is started in WISCCRS, the system automatically assigns a 10-digit application number. The system has a one-to-one relationship between a Tax ID and applicant number. This means that one Tax ID cannot have more than one applicant number.

## **Provider Number (10 digits)**

When a new provider record is started in WISCCRS, the system automatically assigns a 10-digit provider number. Once the regulatory approval has been granted, WISCCRS sends the provider details to CSAW, YS and Child Care Public Search. The system has a one-to-one relationship between a Tax ID and provider number. This means that one Tax ID cannot have more than one provider number.

## **Location Number (3 digits)**

A provider/licensee can have multiple locations/facilities. The first site is always 001, second 002, etc.

# **Facility Number (6-7 digits)**

Each location that has a license application is automatically assigned a facility number as soon as the application is started in WISCCRS. There is one facility number for each location number.

# **Application**

Each location / facility can have multiple applications. The site can have licensing (group, family, day camp, and public school (PSCH)) or certification (family) applications. Before September 30, 2019, a provider could have both licensing and certified applications (dually regulated providers) but it is no longer allowed in administrative rule. A new application is started when the provider / licensee sends in an initial or continuation / re-certification application and is usually 24 months in length (except licensing probationary application and public school programs (PSCH)). When a provider moves to a new address, a new application is started.

# Category

A category refers to regulatory type such as licensed family, licensed group, provisional certification, etc. Once the application is approved, the category can be assigned.

## **Announcements**

Users of WISCCRS can view both statewide and county-specific announcements. When the user logs into WISCCRS, the most current announcements are displayed on the Home Page along with the date each announcement was posted. All current announcements can be viewed by clicking on the Announcements link on the WISCCRS Home Page and can also be accessed from anywhere in the application by clicking on the Announcements link located along the horizontal navigation menu.

If you are experiencing problems with WISCCRS, the Checklist App or Webl, please check the announcements. As soon as a problem is reported to DCF Central Office, staff enters details about the problem. Also, if there are changes to the system availability, an announcement is entered to inform the user about the change.

On the Home Page, there is a Statewide Announcement box and an Announcement box for each county the user has access to. Only one announcement (the most current) will appear in each of these boxes.



After the user clicks on the More link, all statewide announcements are displayed with a link to county specific announcements.



DCF staff can create statewide announcements and childcare coordinators can create county-specific announcements for WISCCRS.

# **Audit Trail**

With proper access to CSAW, users can view updates made in all childcare systems by using the audit trail.

The audit trail is accessible through CSAW. Log in to CSAW and click on the Administration link and scroll down to Audit Trail link. The user can check transactions either by User ID or by various ID numbers (such as provider number, application number, etc.).

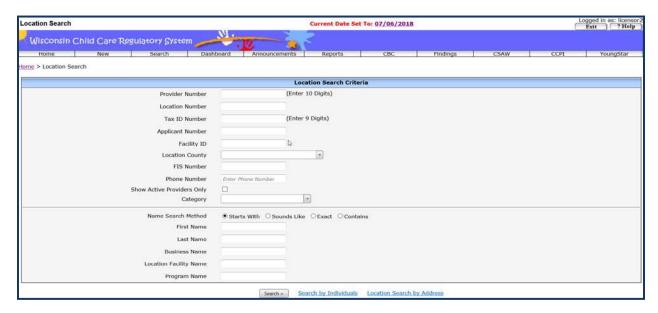
Note: Using the provider application number (instead of the provider number) brings the best results for WISCCRS records.

# **Search Functionality**

You can access the Search screen by clicking the Search link in the navigation bar on the top of each page. See screen shot below:



The Location Search page will display:



Every provider in WISCCRS has a tax number; either a Social Security Number (SSN) or a Federal Employer Identification Number (FEIN). When a provider is created in WISCCRS, the system will automatically assign a 10-digit provider number that is tied to the Tax ID of the provider.

The provider can be searched by the following ways:

- The fastest way to find a provider is to use the 10-digit provider number if the provider is already established in the system (license or certification has been approved).
- If the provider's license / certificate is in pending status, use the applicant or, if licensed, a facility number to search.
- If the provider / applicant number is not known, search by using the provider's Tax ID Number (either an SSN or FEIN). If the provider has both a FEIN and an SSN, use the provider's primary Tax ID. Using the secondary Tax ID will not bring results.
- If the provider is licensed, enter the facility number in the Facility ID field.
- FIS Number: FIS assigns this number to providers caring for Shares children. An increasing number of providers have started using this number when communicating with various agencies. This ID is also in CSAW and the provider portal as a search field.
- Phone number: You can search for providers using their phone number. This applies to the number on the Location Details screen (also displayed on the Childcare Public Search).
- Show Active Providers only: When searching using criteria that brings up many results. Example: Tiny
  Tots brings 3 pages of results. You can filter those that have a current license / certification / public
  school category (PSCH).
- Category: If you know that the provider has certain category, you can narrow your search using that
  field. Example: You are looking for a program with 'Tiny Tot' in the facility name. You know that the
  program is licensed family. You can eliminate all certified and licensed group if you add licensed
  family in the filter.

- If none of the above numbers are known, conduct a search by using the provider's first or last names, program name or the facility name. To narrow the search, it is better to use both names (if using provider's name) at the same time. The name search fields have four different ways to search:
  - 1. **Starts with...** When the user clicks this option, the search will include all providers who have the search criteria in their names.

*Example*: You are looking for a provider whose last name is Johnson, but you are not sure if the first name is Mary or Martha. Enter "Ma" in the First Name field and "Johnson" in the Last Name Field. The results will list all providers whose last name is Johnson and whose first name starts with "Ma..", such as Martha, Marla, Mary, etc. If you are not sure how "Johnson" is spelled in the system, you can search by entering just "Jo..." in the last name field. This will bring up all last names that start with "Jo...", such as Jones, Jonson, etc.

2. **Sounds like...**When clicking on this option, the system will bring up all providers whose **names** sound similar to the one that is being searched.

Example: Mary Johnson is entered in the First and Last Name fields and the "sounds like..." is clicked. The system will bring providers such as Margaret Johnson, Marla Janssen, etc.

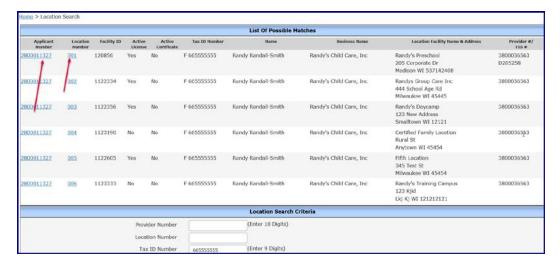
- 3. **Exact...** When the user chooses this option, the system will bring up the providers whose names perfectly match the name that is being searched.
- 4. **Contains...** When user clicks this option, you can search using any word in the name fields. For example: you know that the Business or Location / Facility Name has 'Tot in it. Enter 'Tot' in search field and the system will display any program that has this word in it. The word does not have to be the first word in the name.
  - Program Name: When searching using this field, the system conducts a search in the Applicant Name, Business and the Location / Facility Name fields. In the example below, 'Amazing' was entered in the Program Name field. The search results displays programs that has this word in any of the name fields.
  - Partial word searches: You can search as follows:
    - 1. Type 'center', the results display any program that has 'center' or 'ctr'
    - 2. The search now disregards punctuation in search fields such as period, apostrophe or hyphen. For example, "God's Day Care" should return "Gods day care"
    - 3. City names that are sometimes abbreviated should be returned if the abbreviation or full name is searched. For example, Stevens Point, Fort Atkinson, Wisconsin Rapids, Mineral Point
    - 4. 'St' should return Saint and vice versa. Same goes for 'dept' for 'department'
    - 5. 'Lrng' or 'Lrn' should return "learning" or "learn" and vice versa
    - 6. Kids / kidz, four / for / 4, two / too / to / 2, kare / care, luv / love, and / &, lovin' / loving, r / are should be interchangeable when searched
    - 7. 'Childcare' will return 'childcare' and vice versa (same for 'daycare' and 'day care')
    - 8. If the name has a street name in it, search for "st" or "ave" would return results for "street" and "avenue". etc.
    - 9. If the name has a direction in it, (north / south / east / west) N / No, S / So, E, W should return results for that. For example if you search "N. Oshkosh YMCA" it should return "North Oshkosh YMCA"
    - 10. Parts of names return programs that have the part in their name. Example: if you search "frank" then "Franklin's Day Care" show up and so should "Lafranker Care"



The above options work when searching with Business, Location, and Payee names as well.

#### **Provider Search Results**

When the user searches a provider by using any of the numbers above, the system only brings one match because only one record can exist for each number. Searching for less key information results in better outcomes.

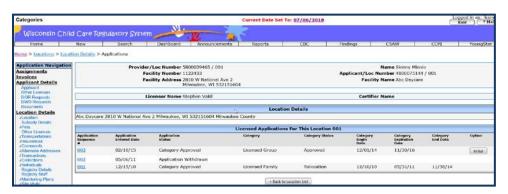


If the provider / licensee has multiple sites, all sites will display, you may take one of the two steps below:

1. If you click on the Applicant Number, the Locations page will display. This page lists all facilities / locations under the provider / licensee.



2. If you click on the Location Number, you are taken to the page that lists all applications for the facility / location. You may now access other details of the facility / home by clicking the links in the left-side navigation menu.



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# **Search by Individuals**

If you want to find a person who is associated with a facility / location, you can search the person by name or SSN. Examples of individuals are:

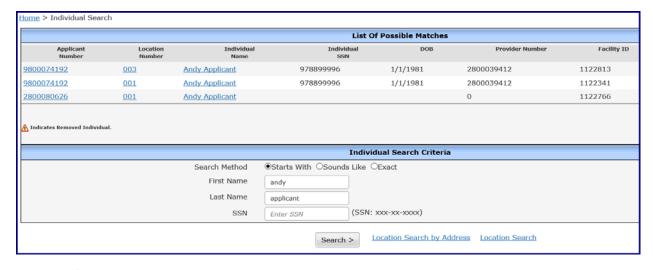
- household members residing in the facility / home
- substitutes, employees, volunteers in certified programs

WISCCRS will include individuals listed in the Alt Address and Location Details modules in addition to the Individuals module. Partial word searches are also possible.

Below is a screen shot of the Individual Search screen:



The search results will display the provider information of the site the individual is associated with.



NOTE: If  $\triangle$  icon is displayed next to the individual, the person is no longer associated with the facility / home.

#### **Search by Address**

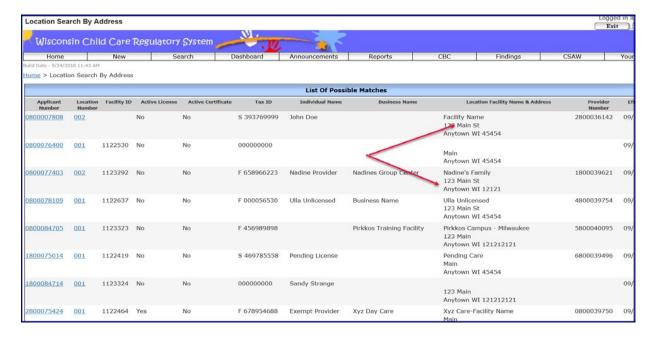
If you do not know the name of the provider / program, you can search by address.

Example: You know that the name of the street of the search subject is Main St and the city is Anytown and the county is known, you may enter the search criteria that are known into the search screen. See screen shot below:



The results will display all providers who have the word Main in their street address, who are located in Anytown.

ATTENTION: While you may need to use All Counties value in the Location County pull-down menu when searching for a provider and the county is unknown, use of the All Counties value will considerably slow down the system for other users. When possible, please search by a specific Location County and avoid overuse of the All Counties value.



The system also allows you to search provider locations using the historical address. Example is below:

Sam's Childcare is currently located at 680 Fairview Ter Verona, WI 53593. Previously, Sam was located at 201 E Washington Ave, Madison, WI 53703.

A new search field 'Include History' has been added to the Location Search By Address screen.



If you search facilities using '201 E Washington', Sam's program is listed in the search results.



# Messaging from WISCCRS to Childcare Provider Portal (CCPP)

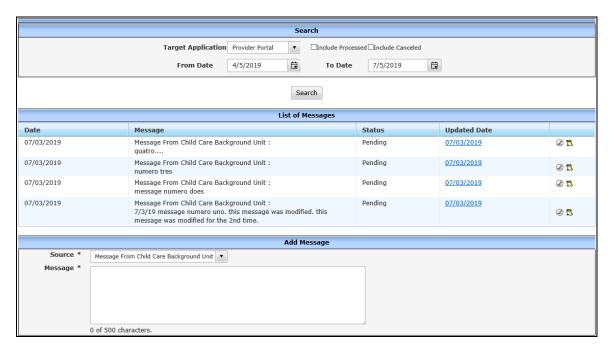
In July 2019, a new module was added to allow the Childcare Background Unit (CBU) to send messages to the Childcare Provider Portal. At a later date, the functionality can be expanded to allow licensors and certifiers to submit messages to the provider.

At this time, the provider cannot respond to the messages using the portal. They must email or call if a response is needed. Providers are directed to the Contact information page in CCPP in case they wish to respond to a message.

To access the Message module, click on the Messages link in the left-side navigation menu.

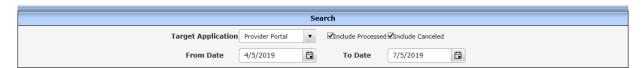


Below is a screen print of the default page.



#### **Search Section**

When the user lands on the Messages page, the page shows Pending messages as a default.



The messages can have the following statuses:

- 1. **Pending**: This message has not been read by the provider in CCPP yet. These messages can be cancelled and modified by the CBU worker.
- 2. **Processed**: Once the provider confirms in CCPP that s/he has read the message, the system changes the status to Processed. These messages cannot be modified ordeleted.
- 3. Cancelled: While the message is in Pending status, the CBU worker can cancel it.

To view cancelled and/or processed message, click the check boxes in the Search section. You can also search messages by sent date using the date fields.

Target Application: At this time, the messages can be sent to the CCPP Portal only.

## **New Message**

To send a message to CCPP, access the Add Message section of the Messages module.



**Source**: Currently, only Childcare Background Unit is listed. This can be expanded to licensing and certification staff in the future.

Message: Enter the text you want to communicate to the provider.

Submit: This button sends the message to CCPP.

After the message is sent, the message is listed in the List of Messages section in Pending Status.



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#### **CCPP View**

When the provider logs into CCPP, a red indicator in the Communications button alerts the provider that there is an unread message.



After the provider clicks on the "I Read it" button, the status of the message is changed to Processed.



Please review the <u>CCPP User Guide</u> for further information on the Message screens in CCPP.

After the provider has read the message, the message status in WISCCRS shows Processed.



The Updated Date and History page shows who read the message in CCPP.

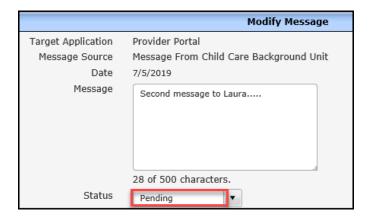


# **Modify Message**

If the message is still in Pending status, you can modify it by clicking on the pencil icon next to the message.



The text can be modified and/or status changed to Cancelled. If the message is cancelled, it is deleted from CCPP and cannot be read by the provider.



### **Security**

As mentioned above, only the Childcare Background Unit can send messages at this time. All other users can view the messages.

# SFTA (CCR&R) Interface

In June 2021, a new interface between the Serving Families Together Association (SFTA) was deployed. This interface sends certain provider information from DCF systems to SFTA. In turn, DCF receives certain information into WISCCRS.

Note that any information in this module cannot be updated using WISCCRS. If changes are needed, refer the provider to their local CCR&R agency.

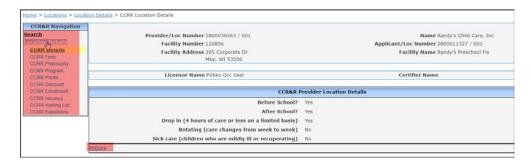
Most of the information received from SFTA is also displayed in the Provider Portal. See CCPP user guide for further details. Also, vacancies, enrollment and wait list information is brought over to the Childcare Finder.

# **Accessing the CCRR Information**

A new link has been added to the left-side navigation menu.



A new menu appears that lists information that can be brought over from SFTA if the provider has submitted/updated the information in the SFTA system.



All screens also have history that is updated when new information is brought over via the interface.

# **Provider Website**

Using CCPP, providers may report their website address (URL) to be posted on the Public Search website. This creates a task in WISCCRS (Bop Team Inbox in the Dashboard). DCF staff validates and approves that the URL is correct and that there are no concerns with the site. Once approved, the URL is sent to the Public Search.

A new link has been added to the left-side navigation menu that lists the provider's website. Also, WISCCRS staff can enter the website information directly into WISCCRS using this module.



#### Add a Web Site

To add a website, select the New Provider Website Address link.



#### Add the URL into the Provider Website Address field.



If the website is not valid, the following error message displays:

Provider Website: Website URL is not valid

If the URL is valid, the system displays the following information.

Provider/Loc Number 3800036 Facility Number 1122334 Facility Address 444 Scho Milwauke		Name Randy's Child Care, Inc Applicant/Loc Number 2800011327 / 002 Facility Name Randys Group Care Inc-Hmong	
Licensor Name Lena Lice	ensor - Sero	Certifier Name	
Provider Reported Website Address			
Source	Wisccrs		70
Provider Website	www.yahoo.com		
Status	Entered		
		Validate	

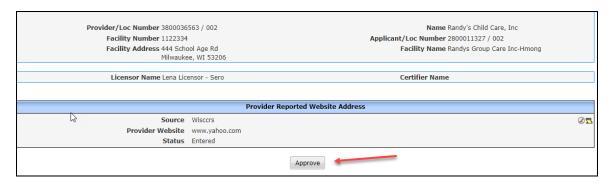
Select Validate button. When the Validate button is pressed, the system calls the Google API and validate the URL and return the following values.

Status = 0 - URL pass the verification. Approval page displays.

Status = 1 - URL is invalid. Page shows an error message.

Status = 2 - URL matches with known harmful site. Page shows an error message.

If the system does not find any concerns, the page shows Approve button.



Select Approved so send the URL to the Childcare Finder.