

# Wisconsin Child Care Regulatory System (WISCCRS)

## User Guide

### Unlicensed Provider Records

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## Unlicensed Provider Records

DCF has authority to investigate unlicensed facilities when the complaint allegation indicates that the provider is violating 48.60(1) or 48.65(1) by providing care for 4 or more children at any one time who are under the age of 7 years and who are not excluded pursuant to Wis. Stat 48.65(2).

This user guide explains how to create an unlicensed facility record in WISCCRS. Because WISCCRS has an Application concept, the unlicensed provider records will have application type called 'Unregulated'.

## Searching for an Unlicensed Provider Record

When a complaint is received on an unlicensed provider, **conduct a thorough search** in the WISCCRS system. A search should first be conducted on the initial page labeled “location search screen” (applicant and tax id search). You should also utilize links at the bottom of the initial search page labeled “individuals” (first/last names) and “location search by address” (address) to ensure a comprehensive search has been completed. See the [Basics User Guide](#) for further information on WISCCRS search functionality.

## Various Unlicensed Provider Scenarios

The table below illustrates various scenarios with unlicensed provider records/complaints.

Scenario	WISCCRS procedure		
	New applicant / provider number	New facility / location	New complaint record in <b>existing</b> location / facility
No previous unlicensed history	Yes	Yes	N/A
Previous unlicensed complaint history	No	No	Yes
Unlicensed complaint received – certification / licensing history exists in WISCCRS	No	Yes	N/A
Unlicensed history, new license application (FCC or GCC)	No	No	Start new application under same location / facility.
*Unlicensed history, new camp application	No	Yes	Start a new location.

\*Camps were enrolled in YS about a year after FCC and GCC. At that time, WISCCRS was programmed so that camp applications could not be entered if any other type of application exists for the facility.

## Unlicensed Providers without Prior History

1. In order to start an unlicensed provider record, click on the Administration link on the WISCCRS Home page. Then click on the Unregulated Providers link. See print below.

2. Complete the Unregulated Applicant Basic Details as best you can. Many of the fields on this screen are not mandatory because often the information received about an unlicensed provider is limited. **You may use occupant if the name of the provider is unknown.** See print below.

The county fields and the facility name fields are required.


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Enter the address for the unlicensed provider.

Facility/Location Address	
Street Number	<input type="text" value="123"/>
Unit	<input type="text"/>
Direction	<input type="text" value="v"/>
<b>Street/Rural Rt/Box# *</b>	<input type="text" value="Main"/>
Suffix	<input type="text" value="Street"/>
Quadrant	<input type="text" value="v"/>
Apt#	<input type="text"/>
Address Line 2	<input type="text"/>
<b>City *</b>	<input type="text" value="anytown"/>
<b>State *</b>	<input type="text" value="Wisconsin"/>
<b>Zip Code *</b>	<input type="text" value="45454"/>

After processing the above page, the driver flow will take you to the Applicant screen. Complete the screen with available information about the unlicensed provider. **The system will allow you to process the page even if the bolded fields are left blank** (bolded fields for licensed/certified provider records are mandatory).

The unlicensed provider record is now complete and the complaint can be entered into WISCCRS. The Applications screen will now display the following:

Provider/Loc Number Not established		Name Ulla Unlicensed						
Facility Number 1122638	Applicant/Loc Number 1800078118 / 001	Facility Name						
Facility Address 654 Side St Anytown, WI 45454								
There is no current license or certificate for this location. 								
Location Details								
654 Side St Anytown, WI 45454 Milwaukee County								
Licensed Applications For This Location 001								
Application Sequence #	Application Begin Date	Application Status	Category	Category Status	Category Begin Date	Category Expiration Date	Category End Date	Option
<a href="#">001</a>	10/26/12	Unregulated						<input type="button" value="Initial"/>

If the unlicensed provider submits an application for licensing, the Initial button can be clicked to start a licensed application (see screen print above). In the scenario below, an unlicensed complaint was received on 6/1/12. On 10/26/12, a license application was started in WISCCRS. The 'Licensed Applications for this Location' now displays the 'unregulated' record but also has a license application pending.

Location Details				
Ben Burrito - Unlicensed 123 Burrito Bch Anytown, WI 45454 Milwaukee County				
Licensed Applications For This Location 0				
Application Sequence #	Application Begin Date	Application Status	Category	Category Status
<a href="#">002</a>	10/26/12	Application Pending		
<a href="#">001</a>	06/01/12	Unregulated		

The system automatically issues a facility number to an unregulated provider location. This enables the provider to be assigned to the licensing specialist. See the [Facility/Location User Guide](#) for more details on the assignment functionality.

## Entering an Unlicensed Complaint Record

After the unregulated provider record has been established, the complaint intake and investigation details can be entered by clicking on the Complaint/Incident link in the left-side navigation menu. Choose Unregulated as the Complaint Type. The process is identical to the licensing/certification complaint data entry. See the [Complaints/Incidents User Guide](#) for further information on how to enter complaints into WISCCRS.

If the unlicensed provider does not have history with the Department, print the DC-1 letter to mail along with the Child Care Complaint Response form to the provider.

New Complaint/Incident	
<b>Regulation Type *</b>	Unregulated
<b>Incident Type *</b>	Complaint
<b>Received Date *</b>	6/25/2018
<b>Received by *</b>	Officemanager-Sero, Ole
Requires Immediate Attention	<input type="checkbox"/>
<b>Status *</b>	Pending
Date of Occurrence	
Time of Occurrence	
<b>Receipt Method *</b>	Telephone
Assigned Date	
Assigned To	
Notify Complainant	<input type="checkbox"/>
Child(ren) Injured?	
Medical Attention Needed?	
Date Complainant Notified	
Date Applicant/Licensee Notified	
<b>Allegations/Incident Description *</b>	Provider is caring for licensable number of children between 3 and 6pm

## Unlicensed Providers with Certification / Licensing History

When an unlicensed complaint is filed against a provider who has previous certification or licensing history, WISCCRS allows the region to enter the complaint, however, the system does not allow the facility to be assigned to a licensing specialist. Also, if the provider's address has changed since the provider was licensed or certified, the system does not allow the address to be changed. In these cases, a new facility/location must be created. To start a new unregulated facility, click on the New Location link on the Locations page. See print below:

Applicant Details						
<b>Applicant Number</b>	0800014308		<b>Name</b>	Diana's Diamonds		
<b>Tax ID Number</b>	99-9889898		<b>Tax ID Number Type</b>	FEIN		
<b>Date Of Birth</b>	2/5/1985					

Locations For This Applicant						
Location/ Facility	Address	Regulation	Application Status	Category	Status	Begin Date
001	Diana's Diamonds 999 Diamond Rdg Anytown WI 53333 Milwaukee County 454-545-4545	Certified Family	Application Withdrawn			
<a href="#">New Location</a>						

Complete the Location Address page.

Provider # 4800036564		Name	Diana's Diamonds
Applicant # 0800014308			
Facility/Location Address			
Street Number	123		
Unit			
Direction			
Street/Rural Rt/Box# *	diamond		
Suffix	Ridge		
Quadrant			
Apt#			
Address Line 2			
City *	anytown		
State *	Wisconsin		
Zip Code *	45454		

Complete the following page as follows:

### Application Details section:

- The Application Type is a mandatory field. Choose Unregulated from the pull-down menu.
- The Application Materials Received Date is also mandatory. Enter the date the unlicensed complaint was received.
- The address section is auto-filled based on the information entered on the previous screen.

Application Details	
<b>Application Type *</b>	Unregulated
<b>Application Mode *</b>	Initial
<b>Application Materials Received Date *</b>	9/1/2015
Application Entered Date	9/11/2015
Date Complete Application Received	
Date Applicant Determined Fit or Unfit	
Date Pre-licensing TA Completed	



## Facility/Location Contact Details:

- Only the County field is mandatory. Complete the fields as available information allows.

Facility/Location Contact Details	
<b>Facility/Location Name *</b>	<input type="text" value="Diana Diamond"/>
<b>County *</b>	<input type="text" value="Milwaukee County"/>
<b>First Name *</b>	<input type="text" value="diana"/>
<b>Middle Initial</b>	<input type="text"/>
<b>Last Name *</b>	<input type="text" value="diamond"/>
<b>Suffix</b>	<input type="text"/>
<b>E-Mail</b>	<input type="text"/>
<b>Phone Numbers</b>	
<b>Primary *</b>	<input type="text"/>

## Child Care Center Information Section:

- No data entry required in this section as none of the fields are mandatory for unregulated provider records.

After the above screens are complete, the complaint can be entered and the facility assigned to a licensing specialist. The old certification and the new unregulated records are both under the same provider number.

Applicant Details						
Applicant Number		0800014308		Name		Diana's Diamonds
Tax ID Number		99-9889898		Tax ID Number Type		FEIN
Date Of Birth		2/5/1985				

Locations For This Applicant						
Location/ Facility	Address	Regulation	Application Status	Category	Status	Begin Date
<a href="#">002</a> 1122640	Diana Diamond 123 Diamond Rdg Anytown WI 45454 Milwaukee County	Unregulated	Unregulated			
<a href="#">001</a>	Diana's Diamonds 999 Diamond Rdg Anytown WI 53333 Milwaukee County 454-545-4545	Certified Family	Application Withdrawn			
<a href="#">New Location</a>						

In the future, if additional complaints are received for this provider, use location 002 to record the complaints. If the provider's address would change in the future, the system allows the regional staff to change the address for an unregulated location. The system keeps the history of the address changes.

## **Previous Unlicensed Complaint History – Licensing Application Received**

When a provider with previous unlicensed complaint record applies for a license, continue with the unlicensed facility/location. This only applies to family and group applications. If the application is for a camp, create a new facility record.