Wisconsin Childcare Regulatory System (WISCCRS)

User Guide

Various Changes In Provider / Facility Records

January 2024

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DCF-P-5131 (R. 01/2024)

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Changes in Provider/Facility Record

This User Guide will walk through scenarios for various changes in a provider/facility record. The examples of changes are listed in the Table of Contents above.

The table below includes various scenarios for certified providers.

The chart below is not for licensed providers. See WISCCRS Decision Change Chart: https://dcf.wisconsin.gov/files/publications/pdf/5271.pdf

Type of Change	New Paper Application	New Provider Number In WISCCRS	New Location In WISCCRS	New Application in WISCCRS	New Certificate issued	New W9 form	New BCR	New CBC
Change of Address	YES	NO	NO	YES	YES	NO	NO, unless new household members / employees	NO, unless new household members / employees
Open a 2nd or Subsequent Location by Same Provider	YES	NO	YES	YES	YES	NO	NO, unless new household members / employees	NO, unless new household members / employees
Provider Name Change Due to Divorce / Marriage	NO	NO	NO	NO	YES	YES	NO, unless new spouse	NO, unless new spouse
Tax ID Change (from SSN to FEIN or vice versa)	NO	NO Change Primary Tax ID number and Type on Applicant page	NO	NO	YES, if the name associated with the primary Tax ID changes.	YES	NO	NO
Change from In home (care in child's home) to family (provider's home) or vice versa	YES	NO	YES	YES	YES	NO	NO	NO, unless new household members / employees

The matrix, which can be found at https://dcf.wisconsin.gov/childcare/user-guides, shows how certification /licensing changes affect the YoungStar and Subsidy program: https://dcf.wisconsin.gov/files/publications/pdf/5271.pdf. BECR staff refer to matrix in procedures.

Address Change (Physical Location)

Attention! When a licensed or certified provider/center relocates to a new address, please do not create a new location because it causes additional work for many agencies, as well as the operator/licensee. If a new location is started, the provider must re-apply for the YoungStar program, FIS and CCPP security access for the new location. Also, all individuals and employees must be moved to the new location number if a new location is started.

Below are situations when creation of a new location is necessary:

- A certified/licensed provider opens a second location
- Certified provider moves to another county
- Licensed facility moves to another region
- A certified family provider applies for in-home certification or vice versa

NOTE FOR LICENSED PROGRAMS: Relocation packet contents include: initial application, initial licensing checklist, and policy checklist. Relocation materials must be received by the regional office 30 days prior to the intended move date. All outstanding fees must be paid prior to issuance of an initial license for relocations and new locations.

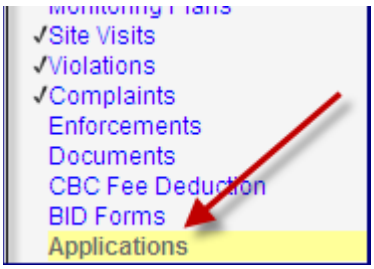
NOTE FOR LICENSED PROGRAMS: Temporary Change of Location: The Licensing Specialist completes the standard letter which must be posted at the temporary location. Address in WISCCRS does not change. A comment should be entered into the current application sequence comments stating address and dates of temporary location. The letter should be uploaded to the *Location Details Documents* section using "Other" Document Type and comments stating temporary change of location letter.

Keeping the Same Location / Facility Number

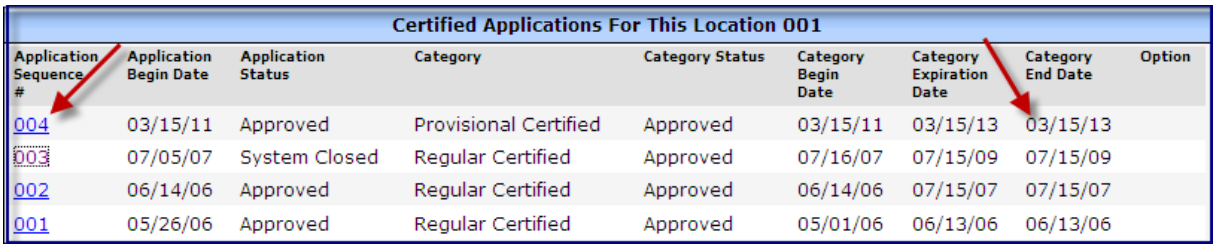
Step 1: End the current license/certificate with the effective date being the date of the move.

After the provider has submitted a new application for the new address, the current license/certificate (category) must be ended effective the move date to the new address. This must be done in the **Modify Category** page. To access the **Modify Category** page, do the following:

In the left-side navigation menu, click on the **Applications** link.



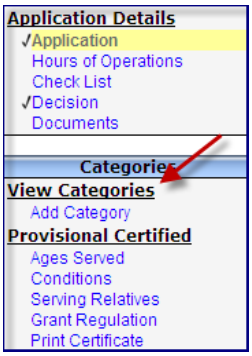
The following page will display:



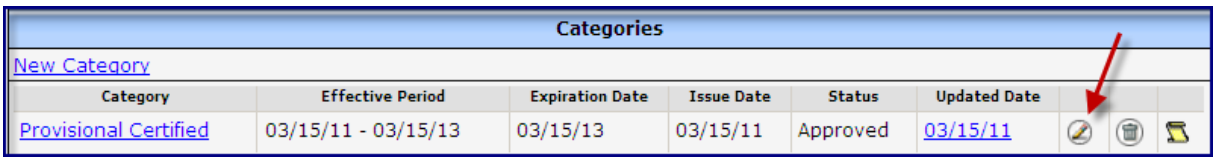
Certified Applications For This Location 001

Application Sequence #	Application Begin Date	Application Status	Category	Category Status	Category Begin Date	Category Expiration Date	Category End Date	Option
004	03/15/11	Approved	Provisional Certified	Approved	03/15/11	03/15/13	03/15/13	
003	07/05/07	System Closed	Regular Certified	Approved	07/16/07	07/15/09	07/15/09	
002	06/14/06	Approved	Regular Certified	Approved	06/14/06	07/15/07	07/15/07	
001	05/26/06	Approved	Regular Certified	Approved	05/01/06	06/13/06	06/13/06	

Access the most recent application sequence (see screenshot above).

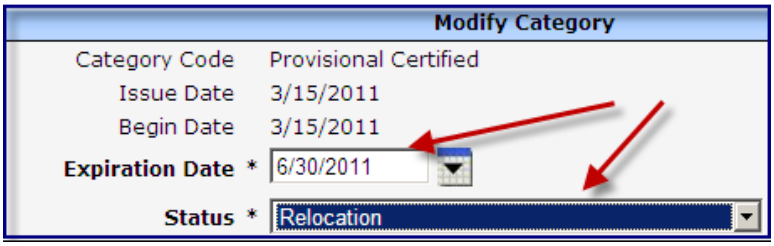


Click View Categories.



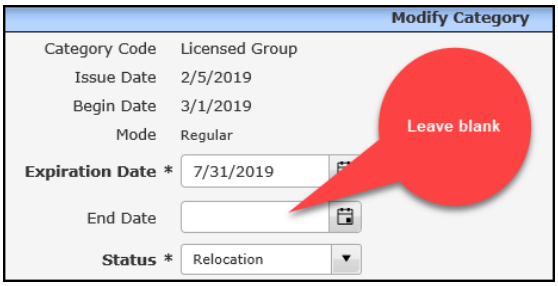
Click on the **Modify Icon** to access the **Modify Category** page. On the **Modify Category** page, do the following:

Certified Providers:
Change the *End Date* to reflect the date the provider will be moving or has moved and change the *Status* to Relocation. **NOTE:** This will end any Wisconsin Shares authorizations effective the last day of the relocation month. Also, the provider's YoungStar rating will be ended effective the move date.



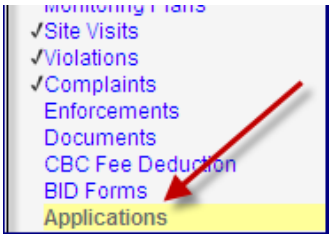
Licensed providers:
Relocation applications should be processed in the same way as continuation applications:

1. Change the Expiration to reflect the date the provider will be moving. **Leave the End Date blank.** This will allow the authorizations in CSAW to continue until the new license is issued.
2. Once the new site is approved, change the location address and create a new category.

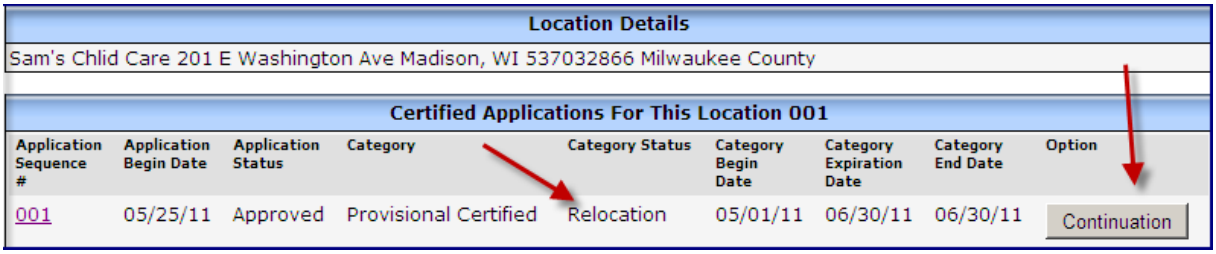


Step 2: Start a New Application for the New Site

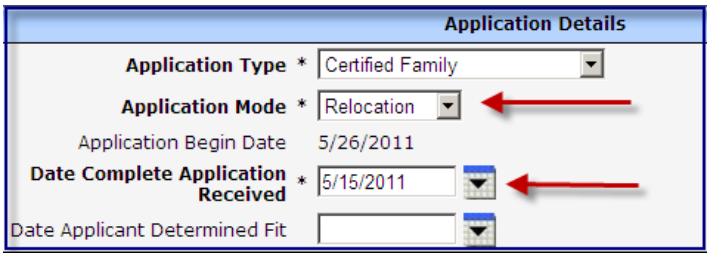
Access the **Applications** link in the left-side navigation menu.



On the **Applications** page, click on the **Continuation** button (if the move date is in the future) to start a new application for the site. If the move date is in the past, an "Initial" button will display. Click on the **'Initial/Continuation'** button to start the relocation application.



Choose **Application Type, Mode** (should be set at Relocation), and the date the provider submitted the application for Relocation.

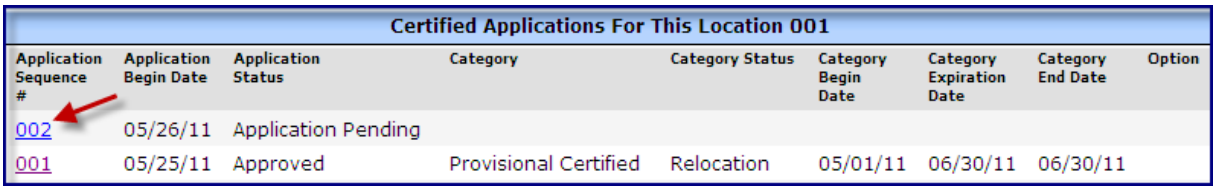


After the new relocation application has been started, the Location/Facility address fields are updated again. This address should not be changed until the date of the move. If the address is changed too early, subsidy, licensing / certification and YS notices will be mailed to the new address that is not yet valid. **Note:** Alternate Address can be added with the move date, as the begin date, to assure that subsidy notices are sent to the new address immediately after the move.

Step 3: Completing the Relocation Application

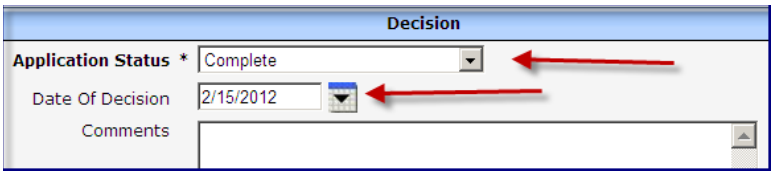
Enter all required steps for the relocation applications such as site visits, update household members (if changes), background checks, transactions/collections, and insurance. When a family childcare operator/licensee relocates the mailing addresses in the Individuals Module must be updated accordingly.

After the site visit (and all other required procedures) is completed, access the **Applications** page and complete it. Review the **Hours of Operation** and finally, mark the application complete on the **Decision** page.



NOTE FOR LICENSED PROGRAMS: If the Licensing Specialist approves issuance of a 2-year license (instead of the default probationary period), the office manager needs to change the mode to continuation while the decision is in pending status.

Make sure that the address has been changed on the **Location** page to reflect the new address.



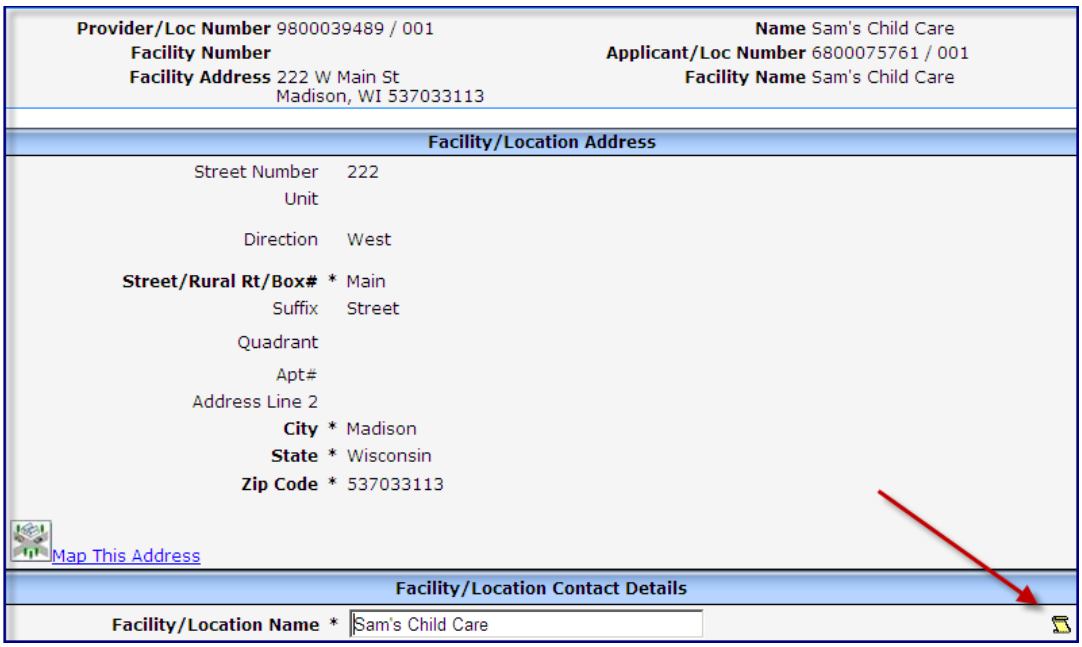
Step 4: Grant License / Certificate for the New Address

Click **View Category** link in the left-side navigation menu and then **New Category** link to access the **New Category** page; add certification / licensing begin dates, category type, ages served, etc. See the Creating New Provider Records user guide for further information.

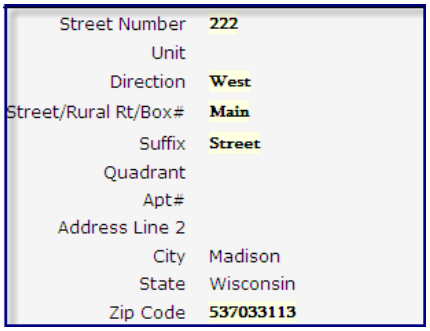
REMINDER: Send the provider a new certificate or license and Letter of Transmittal for the new location.

Viewing Address History

After the license / certificate has been approved for the new site, the **Location Address** is locked and cannot be updated. History is available on the **Location** page by clicking the **History** icon (scroll).



The changes are highlighted yellow.



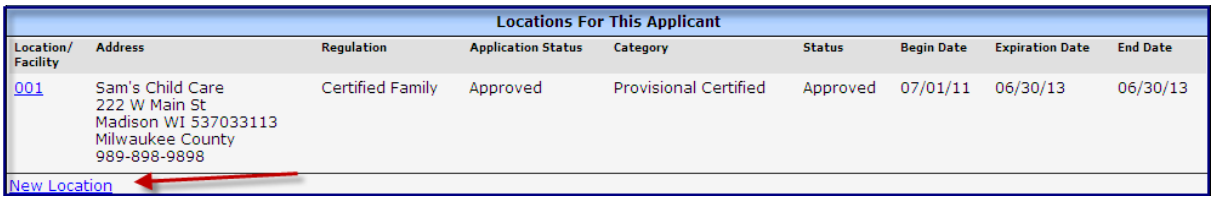
Relocation and Continuation / Renewal Happens at the Same Time

Sometimes, the provider moves to a new address close to his/her renewal date. When this happens, please choose the **Relocation** as the **Application Type**. If the **Continuation** is chosen, the system will not allow modification of the address.

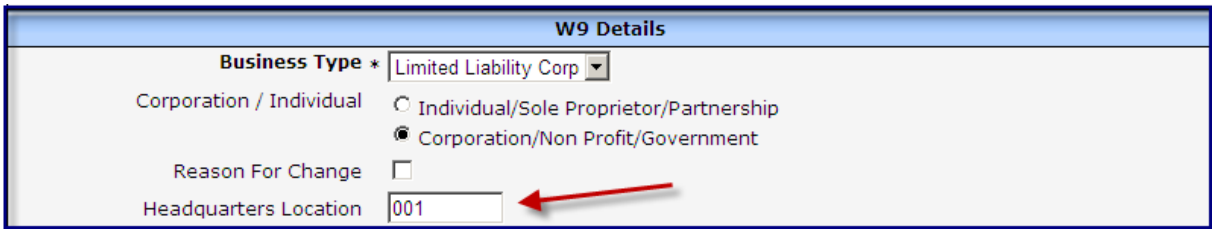
Providers / Programs Relocating to Another County / Region / Tribe

If a certified provider moves to another county/tribe, the new certifying agency (county/tribe) cannot update any information for the provider record that was started by the previous certifying county/tribe. In these situations, a new location must be started. If a licensed provider moves to another region, a new location is created. If a licensed provider moves to another county within the region, use the current location/facility.

To start a new location, click on the **New Location** link.



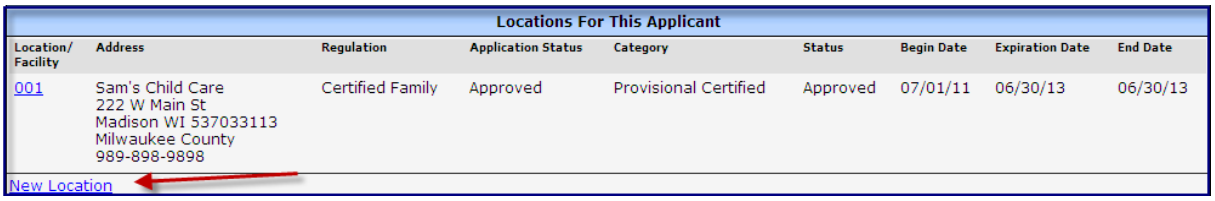
If a new location is started and the previous location is inactivated, make sure that the Headquarters (HQ) location on the **Applicant** screen is changed to reflect the correct HQ location.



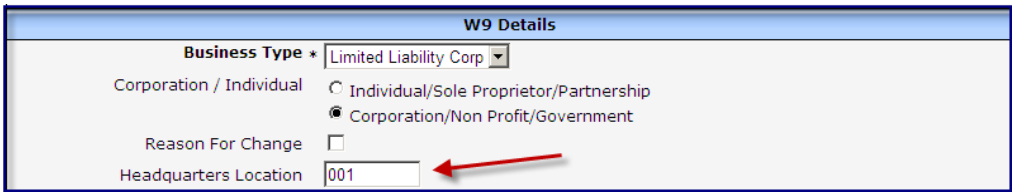
The HQ address is used to mail CBC invoices.

Opening a Second Site

If a certified / licensed provider opens a new site and keeps the first site active, a new location is necessary.



If a new location is started and the previous location is inactivated, make sure that the Headquarters (HQ) location on the **Applicant** screen is changed to reflect the correct HQ location.



The Headquarters address is used to mail CBC invoices.

Other Changes in Location/Facility Address

As mentioned above, the location / facility address is locked as soon as the license / certificate is approved. Sometimes, the address needs to be changed due to the US Postal Service making changes to the street numbers, zip codes, etc., or there is a typo when entering the address information. In these situations, please send an email as follows:

- **County / tribal certification agencies:** Send an email to your BRO Childcare Coordinator or Jolene.ibeling@wisconsin.gov with the provider number. Also, include clear instructions regarding what the correct address should be along with the reason why the address needs to be changed.

- **Licensing:** Contact your office manager.

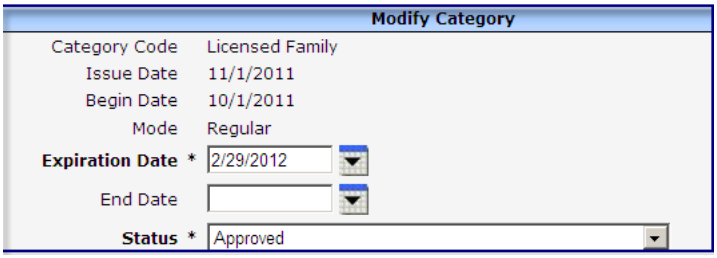
Corporation Status Change – Licensing

Follow the guidance in the changes chart to make a decision if a new application, new facility or new provider record is needed for the change.

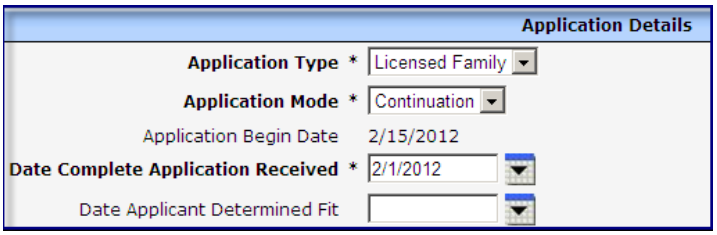
Below are steps for the three possible scenarios.

New Application Needed

Change the Expiration Date for the facility. This must be done on the Modify Category page. To access the Modify Category page, click on the Applications link in the left-side navigation menu, then choose the most current application. Click on View Categories, and then click on the Modify button to access the Modify Category page. Change the Expiration Date to the date the corporation status changed or will change. Leave the Status Approved.

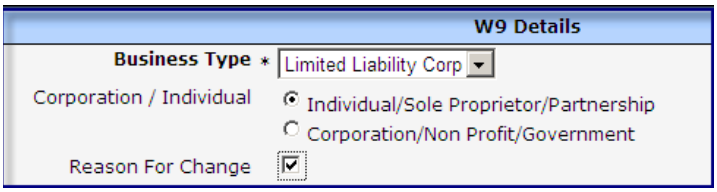


Next, click on the Applications link in the navigation menu. Now a Continuation button (if the corporation change happens in the future) or Initial button (if the change happened in the past) will display. Click on the button to start a new application.



On the Application Details page, choose the Application Type, Mode, and enter the date the licensee submitted the application due to corporation status change. The system does not have an application mode for corporation status changes so choose Continuation as the mode. A comment indicating that the application is for corporation status change is helpful.

Carefully review the W-9 form submitted by the licensee. Change the Business Type and Corporation Status (if applicable) to reflect the correct status. Note that there are three different types of LLCs (Sole Proprietor, Partnership and Corporation).



Complete the application as usual.

Name Change

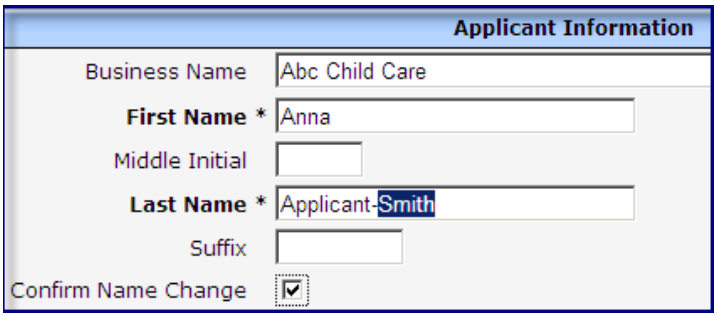
When a certified operator or licensee changes his/her name associated with the Tax ID s/he may submit a new W-9 form https://www.irs.gov/pub/irs-pdf/fw9.pdf as follows:

- **FEIN:** If the business / legal name associated with the provider's tax ID changes, a new W-9 may be requested.
- **SSN:** If the applicant / provider uses his/her SSN as the primary tax ID, a new W-9 form may be requested when the applicant's / provider's first or last name changes. A business name should not be used if a provider is using an SSN.

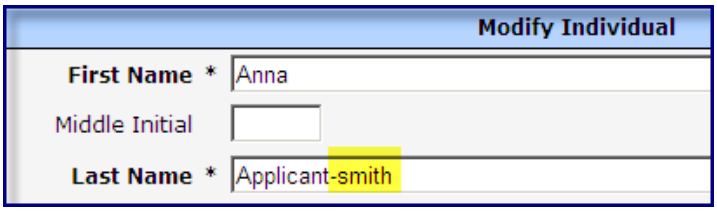
FIS is issuing 1099 tax statements to providers who receive subsidy payments. If the tax ID/name changes, the provider should also notify FIS.

Below are the steps that explain the process for making the name change:

Access the Applicant page and make the change(s) to the applicable names. Check the Confirm Name Change box. If only the business name is changed, nothing else is needed. In this scenario, print the new certificate.



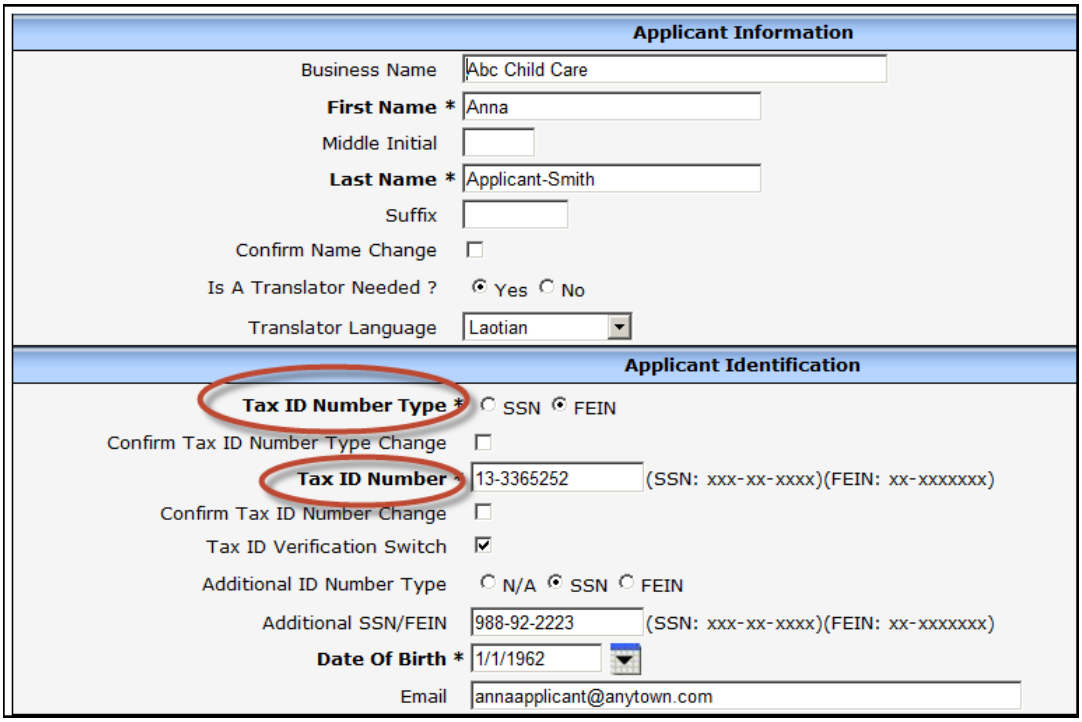
If the provider's first or last name changes, first make the change on the Applicant page. For background check purposes, the licensee / applicant name must also be changed on the Modify Individual page. To access the Modify Individual page, click on the Individual link in the navigation menu and then the Modify icon next to the licensee / applicant name. Enter the old name into the Alias screen. Print a new certificate.



Tax ID Number/Type Change

When a certified operator/licensee changes the tax ID number, a new W-9 form may be requested.

NOTE: The bolded tax ID is the primary ID used for tax reporting purposes. The number in this field should match the number reported on the W-9 form.

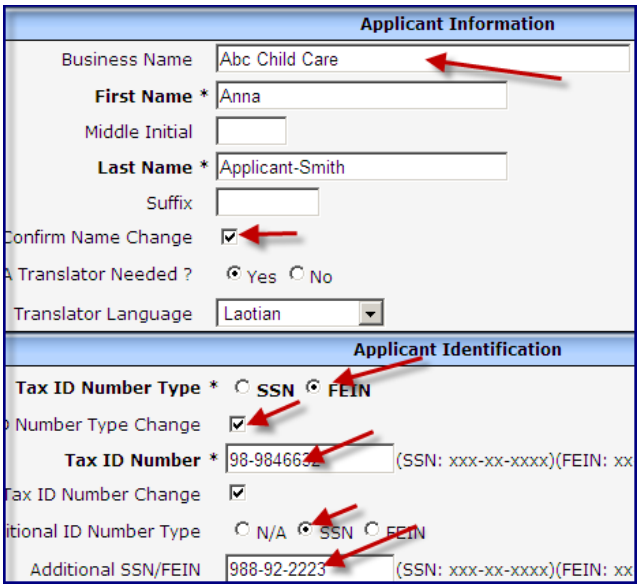


Change from SSN to FEIN

Click on the Applicant link in the navigation menu to access the Applicant page.

1. On the Applicant Information pane:
   - Add the business name (legal name associated with the FEIN) to the Business Name field
   - Click on the Confirm Name Change check box

2. On the Applicant Identification pane:
   - Check the radio button for the FEIN Tax ID Number Type
   - Click on the Confirm Tax ID Number Type Change check box
   - Add the FEIN number in the Tax ID Number field
   - Click on the Confirm Tax ID Number Change check box
   - Check the radio button for the SSN Additional ID Number Type
   - Enter the SSN to the Additional SSN/FEIN field



Change from FEIN to SSN

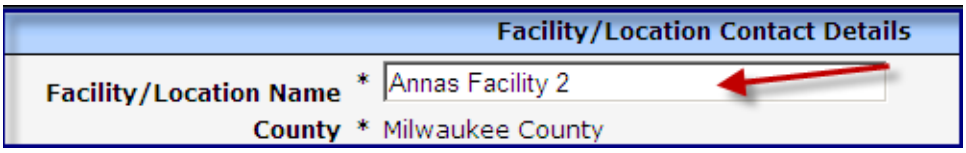
Click on the Applicant link in the navigation menu to access the Applicant page.

1. On the Applicant Information pane:
   - Delete the business name (legal name that was associated with the FEIN)
   - Click on the Confirm Name Change check box.

2. On the Applicant Identification pane:
   - Check the radio button next to the SSN Tax ID Number Type
   - Click on the Confirm Tax ID Number Type Change check box
   - Replace the FEIN with the SSN number in the Tax ID Number field
   - Click on the Confirm Tax Number Change check box

Facility Name (Location Name) Change

No W-9 is needed if the facility/location name changes. To make the change, click on the Location link in the navigation menu. Scroll down to the Facility/Location Name field. The name will be updated on the Public Search site the following day.

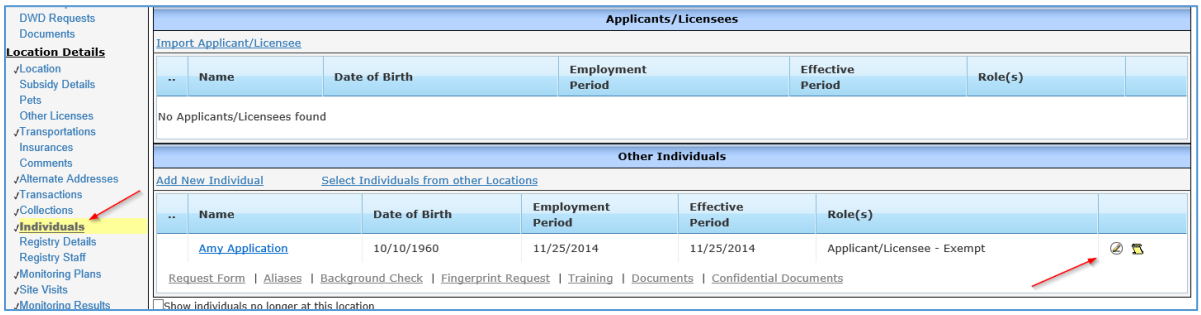


Send the provider a new certificate or Letter of Transmittal and license.

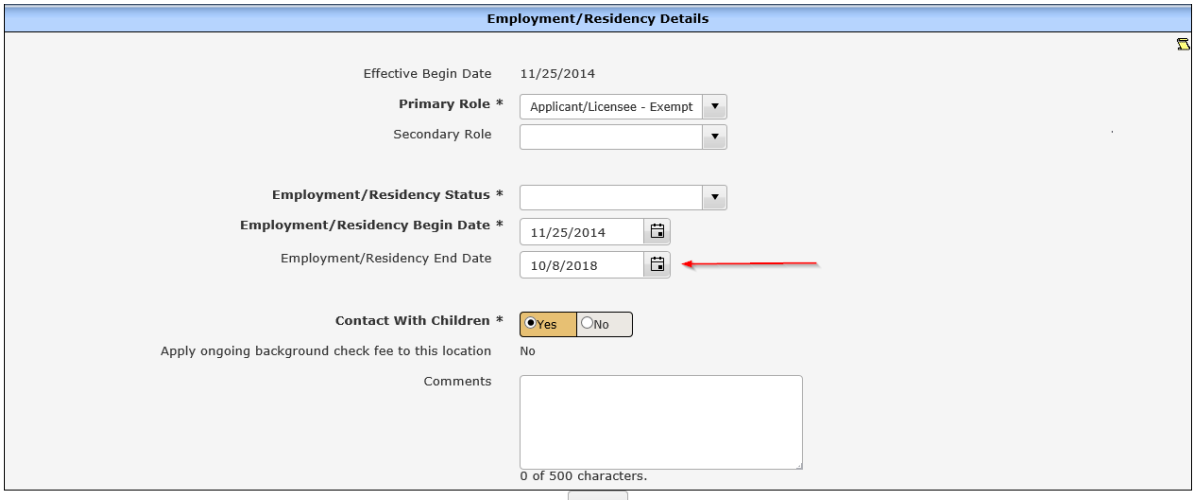
New Board President (Licensed Programs)

Programs that are operated by non-profits and corporations must list the board president as the licensee/operator. When the change is reported to the regulatory agency, change the board president's name on the Applicant screen (first and last name fields).

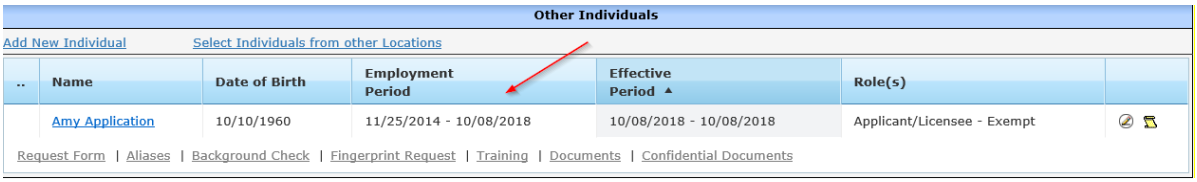
The change must also be made in the Individuals module so that the background checks are conducted on the new board president and the previous board president is inactivated. To access the Individual page, click on the Individual link in the navigation menu. To access the Modify Individual page, click on the Pencil (modify) icon next to the name of the previous board president.



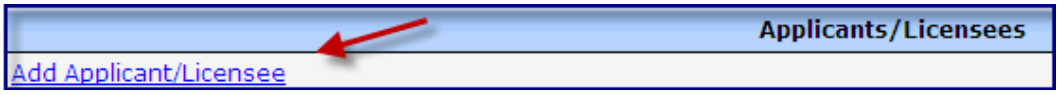
On the Modify Individual page, enter a date in the *Employment/Residency End Date* field and mark the *Employment/Residency Status* as Current (an Inactive Employment/Residency Status type will be added in the future).



Once the individual is marked inactive, the main Individuals page will show the duration of the Employment Period (Start to End Date), which shows that the person is no longer associated with the location/facility. When inactivating the applicant/licensee, you will get a screen edit stating that the site does not have an applicant/licensee but you can override the screen edit.



To add the new board president, click on the Add Applicant/Licensee link on the Individual page.



New Owners

Sometimes childcare centers are sold and bought by a new owner. This section explains the steps needed to process the license/certificate in this scenario.

Closing the facility with the previous owner

On the Modify Category page, enter the date the ownership will change into the *End Date* field. Change the Category Status to New Owners.

NOTE: This will end the subsidy authorizations and the YoungStar rating effective the end date.

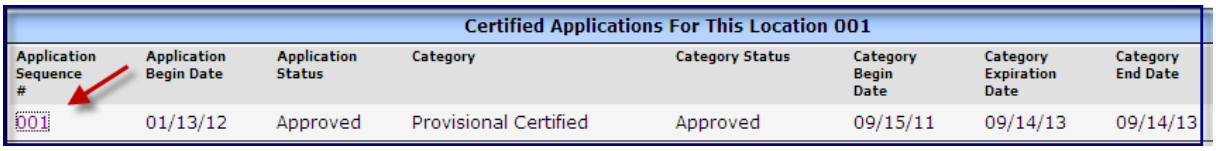
Creating a new record for the facility with the new owner

The agency must make sure that the new owner has submitted a new tax ID for the center. Once the application with the new tax number has been received, start a new provider record in WISCCRS following the steps in the Creating a New Provider Records User Guide.

Category Change (Certified Only - Provisional to Regular)

When a provisionally certified provider has completed the required entry level training (*Introduction to Childcare, Module A*, the *Fundamentals of Family Childcare*, and *CPR for Infants and Children*), the agency must change the provider's category to Regular Certification. **NOTE:** Certified providers can no longer go back to provisional after having been granted Regular Certification. They can only be provisional for up to 6 months after initial application. Below are steps on the process.

Click on the Applications link in the navigation menu. Then click on the latest Application Sequence Number link.

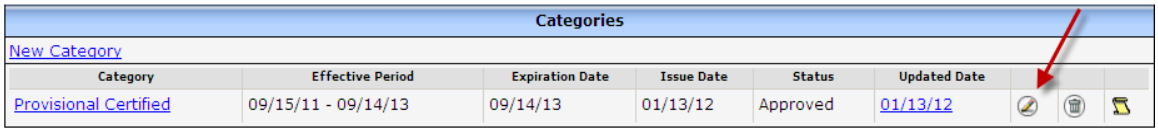


Certified Applications For This Location 001

Application Sequence #	Application Begin Date	Application Status	Category	Category Status	Category Begin Date	Category Expiration Date	Category End Date
001	01/13/12	Approved	Provisional Certified	Approved	09/15/11	09/14/13	09/14/13

The links under the latest application will branch out. Click on the View Categories link.

On the Categories page, click on the Pencil (modify) icon to access the Modify Category page.

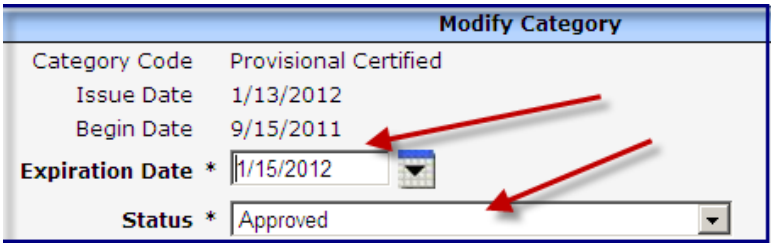


Categories

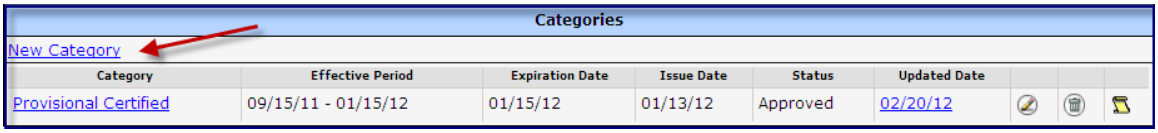
New Category

Category	Effective Period	Expiration Date	Issue Date	Status	Updated Date
Provisional Certified	09/15/11 - 09/14/13	09/14/13	01/13/12	Approved	01/13/12

End date the *Provisional* category effective the date the training was completed. **NOTE:** If subsidy authorizations exist, the system will re-calculate the authorizations using the higher rate on the last day of the month following the category change was made in WISCCRS.



On the Categories page, click on New Category link to create a *Regular Certified* category.



Categories

New Category

Category	Effective Period	Expiration Date	Issue Date	Status	Updated Date
Provisional Certified	09/15/11 - 01/15/12	01/15/12	01/13/12	Approved	02/20/12

Complete the New Category page. The *Regular Category* and the previous *Provisional Category* cannot exceed 6 months. For example, if a provider was granted *Provisional Category* on 9/15/22, the End Date for the Regular cannot be later than 9/14/24 (total 24 months).

Now the Categories page displays both types of categories for the Application Sequence.

Categories

New Category

Category	Effective Period	Expiration Date	Issue Date	Status	Updated Date			
Regular Certified	01/16/12 - 09/14/13	09/14/13	02/20/12	Approved	02/20/12			
Provisional Certified	09/15/11 - 01/15/12	01/15/12	01/13/12	Approved	02/20/12			

Complete the Ages Served and other applicable pages under the *Regular Certified* category, grant the certificate, and print the new Certificate of Approval.

Note: If the new Provisional operator does not complete department-approved pre-service training by the Provisional category expiration date (not to exceed 6 months) the Provisional certification ends. Certification workers will need to update the Category Status in WISCCRS from Approved to Voluntary closure when this occurs.

License Type Change

If a license type changes from *Family* to *Group* or vice versa, the same facility/location is usually kept. An exception to this rule is when the new site is located in another address and the programs are operating parallel for a while. If the same facility number is kept, it is important that all site visits have been entered for the previous license application before the new application is started. This is because WISCCRS will only allow the user to attach DCF 250 if the most recent application is family, 251 if group. If a family application is started for a group center, any violations cited under the group rules cannot be entered.

NOTE: If the license type is changing from a *Family*/*Group* to *Camp*, you will need a new Facility ID in WISCCRS.

Closing a Site

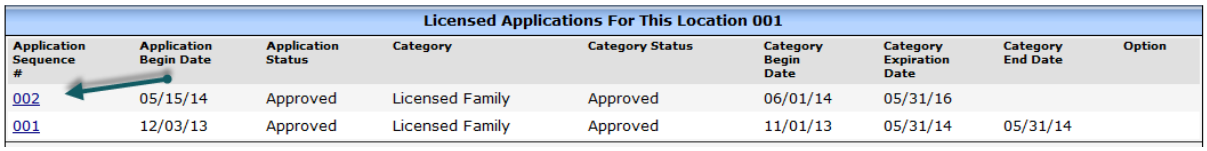
When a provider location is closed, the regulatory agency must close the site promptly so that no new subsidy authorizations are issued to the provider and current ones will be ended in a timely manner.

ATTENTION: When a facility/provider location is closed in WISCCRS, the CSAW system will end any existing subsidy authorization at the end of the month, after the data entry, even if the closed date was in the past.

Below are steps on how to close a site.

1. To end-date the current license/certificate to a program, an end date must be entered/modified on the Modify Category page. To access this screen, do the following:

2. Click on the Applications link in the left-side menu, choose the latest application.



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
002	05/15/14	Approved	Licensed Family	Approved	06/01/14	05/31/16		
001	12/03/13	Approved	Licensed Family	Approved	11/01/13	05/31/14	05/31/14	

3. Click on the View Categories link in the left-side navigation menu. The category will display on the right side of the screen.

4. Click on the pencil icon (edit this record) on the right to access the Modify Category page.

Categories

Category	Effective Period	Expiration Date	Issue Date	Status	Mode	Updated Date			
Licensed Family	06/01/14	05/31/16	12/12/13	Approved	Regular	12/12/13			

5. On the Modify Category page, enter an End Date (if certified) or modify the Expiration and End Date (if licensed) to reflect the date the site closed. See screen prints below.

NOTE: Only the latest application category can be modified.

Below is a screen print on the Modify Category page for a licensed facility.

Below is the same screen for a certified provider.

Best Practice for Licensing: Licensing enters retroactive closure into WISCCRS. For example, if the BECR office is notified on May 1, 2019 that provider A has been closed since April 1, 2019, the End Date should be entered as April 1, 2019. Enter a comment in the Location Comments stating when the provider says they closed (April 1). Documentation of these events is helpful for Subsidy when dealing with ending authorization payments.

Below are explanations of each field on the Modify Category screen:

Field	Description
Begin date	This date cannot be modified for either provider types.
Expiration date	Licensed providers: This is the continuation/recertification date for licensed provider. Certified providers: This is the date the provider's regulatory approval ends.
End date	This is only visible for licensed programs and is only used when the facility is closed for various reasons. Date entered should be the last day of operation.

NOTE: These changes are updated on the Childcare Public Search site overnight.

Below are values for the Category Status Field. If there is a "yes" in the Licensing/Certification column, this means that the agency can update the value. There is also a column indicating if the end/expiration date can be in the future.

Status	Description	Licensing	Certification	End / Exp can be in the future	*Included in IBIS	Individual Employment Residency Date Ends
Approved	This value is auto-filled when the license/certificate is approved.	No	No	Yes	No	N/A
Certification Suspended – Appeal Received	Used when a suspended certified provider appeals the suspension decision. The category end date is the same as the suspension date.	No	Yes	No	No	No
Change of Business Status	Used by licensing when a facility changes business status	Yes	No	Yes	No	No
Conversion	This will display for records that were converted from CLIC or old CCPS. This value is not available for the users to choose.	No	No	N/A	No	No

Status	Description	Licensing	Certification	End / Exp can be in the future	*Included in IBIS	Individual Employment Residency Date Ends
Denied Application	Used by licensing when application is denied (enforcement action) **LIC + MKE CERT:** Enter category end date and change category status 14 days after Denial Enforcement Action issuance. This accounts for the 10 days the provider can appeal the enforcement action and additional time for mail to arrive at the office.	Yes	No	No	No	Yes
Denial Appealed	Used by licensing when a licensee appeals a denial of a license	Yes	No	Yes	No	N/A
Denial DCF 13	Used when a licensee's application for the first regular license is denied due to a barred offense.	Yes	No	No	Yes	Yes
License Surrendered - Non-Submittal of Materials	Used when the licensee surrenders his/her license due to not submitting continuing materials	Yes	No	No	No	Yes
License Surrendered	Used by licensing when the licensee surrenders his/her license in lieu of an enforcement action	Yes	No	No	No	Yes
Loss of Contact	Used when a provider's mail is returned by the post office or the provider is found to have moved to another address.	Yes	Yes	No	No	Yes
New Owners	Used when a program closes and new owners start operation in the same site but under different provider number.	Yes	Yes	No	No	Yes
Non-renewal	Used by certification agencies when the provider chooses not to renew his/her certification.	No	Yes	No	No	Yes
Probation Expired - No Application Materials Submitted	Used by licensing when probationary license has expired and the licensee has not submitted application for a regular license.	Yes	No	No	No	Yes
Provider Became Licensed	Used when a certified provider withdraws his/her certification because s/he became licensed.	No	Yes	No	No	No
Provider Left Childcare Field	Used when a provider terminates childcare operation.	No	Yes	No	No	Yes
Provider Moved Out of the County / Tribe	Used when a certified provider moves to another county/tribe.	No	Yes	No	No	Yes

Status	Description	Licensing	Certification	End / Exp can be in the future	*Included in IBIS	Individual Employment Residency Date Ends
Relocation	Used when a provider's category is ended due to move to a new address.	Yes	Yes	Yes	No	No
Revocation – Permanent Bar	Used when the provider is revoked because s/he has a permanently barred offense. If the revocation is due to a household member or employee having a permanently barred offense, select 'Revocation DCF 13 other'	Yes	Yes	No	Yes	Yes
Revocation - 5 -Year Bar	Used when a licensee / certified provider is revoked due to a 5-year-bar offense either by the applicant or a person subject to the caregiver law.	Yes	Yes	No	Yes	Yes
Revocation – Bar – Rehabilitation Review	Used when a licensee/provider is revoked due to an offense that bars the person until RR has lifted the bar.	Yes	Yes	No	Yes	Yes
Revocation - Compliance	Used by licensing when a license is revoked due to non-compliance issues. **LIC & MKE CERT:** Enter category end date and change category status 14 days after Revocation Enforcement Action issuance. This accounts for the 10 days a provider can appeal the enforcement action and additional time for mail to arrive at the office.	Yes	No	No	No	Yes
Revocation - DCF 202	Used when certification is revoked due to non-compliance issues.	No	Yes	No	No	Yes
Revocation - DCF 13 – Other	Used by certification when a provider is revoked due to a barred offense by an individual other than the provider or due to a caregiver law related offense other than substantially related or a barred offense.	No	Yes	No	No	Yes
Revocation - DCF 13 – Subst related	Used when a license/certificate is revoked due to an offense that substantially relates to childcare.	Yes	Yes	No	No	Yes
Revocation – DOR	Used by licensing when a revocation is issued due to tax delinquency.	Yes	No	No	No	Yes
Revocation – Permanent Bar Provider / Licensee	Used when a provider has barred offense on crimes table that applies only to the licensee/applicant.	Yes	Yes	No	Yes	Yes

Status	Description	Licensing	Certification	End / Exp can be in the future	*Included in IBIS	Individual Employment Residency Date Ends
Revocation Appealed	Change the Category Status to Revocation Appealed when the provider/licensee appeals revocation. NOTE: Please make sure that the YoungStar program has been notified so the provider appears as a 1 Star program on the Public Search site. **Note:** If a revocation appeal is lost, all individuals associated with the site must be re-entered into WISCCRS.	Yes	Yes	Yes	No	No
Revocation - DHS 12	This value was used in the old licensing database when a license was revoked due to a barred offense. This value is no longer available in WISCCRS.	No	No	N/A	Yes	Yes
Suspended	Used when certification is suspended for any reason.	No	Yes	No	No	No
Voluntary Closure	Used when the provider voluntarily closes.	Yes	Yes	No	No	Yes
Went Family	Used by licensing when a group center closes and the licensee has opened a family center.	Yes	No	Yes	No	No
Went Group	Used when a family center owner has closed his / her family center and has opened a group center.	Yes	No	Yes	No	No
Withdrew Application	Used by licensing when a licensee withdraws his/her initial application.	No	No	No	No	Yes
Withdrew Certification	Used when a certified provider requests his/her certification to be withdrawn.	No	Yes	No	No	Yes

***Included in IBIS:** If the column has 'yes,' the record is included in the IBIS (DHS) letter when the childcare background check is run on the provider/licensee.

ATTENTION: The system will automatically enter an Employment/Residency End Date as follows:

1. **Licensing**: When the licensing category is ended (see category closure values in the table below), the system automatically enters an Employment/Residency End Date for all individuals affiliated with the program.
2. **Certification**: If certification end date is modified to a date earlier than the current category end date, the system auto-populates the Employment/Residency End Date.

Below is a list of Category and Application statuses with a column that indicates if the Employment/Residency End date is auto-populated.

Category Status	Licensing	Certification	End Employment / Residency
Approved	No	No	N/A
Certification Suspended – Appeal Received	No	Yes	No
Change of Business Status	Yes	No	No
Conversion	No	No	No
Denied Application	Yes	No	Yes
Denial Appealed	Yes	No	N/A
Denial DCF 13	Yes	No	Yes
License Surrendered - Non-Submittal of Materials	Yes	No	Yes
License Surrendered	Yes	No	Yes
Loss of Contact	Yes	Yes	Yes
New Owners	Yes	Yes	Yes
Non-renewal	No	Yes	Yes
Probation Expired - No Application Materials Submitted	Yes	No	Yes
Provider Became Licensed	No	Yes	No
Provider Left Childcare Field	No	Yes	Yes
Provider Moved Out of the County / Tribe	No	Yes	Yes
Relocation	Yes	Yes	No
Revocation – Permanent Bar	Yes	Yes	Yes
Revocation - 5 -Year Bar	Yes	Yes	Yes
Revocation – Bar – Rehabilitation Review	Yes	Yes	Yes
Revocation - Compliance	Yes	No	Yes
Revocation - DCF 202	No	Yes	Yes
Revocation - DCF 13 – Other	No	Yes	Yes
Revocation - DCF 13 – Subst related	Yes	Yes	Yes
Revocation – DOR	Yes	No	Yes
Revocation – Permanent Bar Provider / Licensee	Yes	Yes	Yes
Revocation Appealed	Yes	Yes	No
Revocation - DCF 13	No	No	Yes
Suspended	No	Yes	No
Voluntary Closure	Yes	Yes	Yes
Went Family	Yes	No	No
Went Group	Yes	No	No
Withdrew Application	Yes	No	Yes
Withdrew Certification	No	Yes	Yes

Decision Status – No Category Exists

Application Status	Licensing	Certification	End Employment/Residency
Application Pending	Yes	Yes	No
Category Approved	Yes	Yes	N/A
Application Approved	Yes	Yes	N/A
Denied 5 Year Bar	Yes	Yes	Yes
Denied DHS 13 Bar W / Rehab	Yes	Yes	Yes
Denied DCF 202	No	Yes	Yes
Denied DCF 13 Other	No	Yes	Yes
Denied DCF 13 Subst Related	Yes	Yes	Yes
Denied Other	No	No	N/A
Denied Permanent Bar	Yes	Yes	Yes
Denied Permanent Bar Provider	Yes	Yes	Yes
Incomplete	Yes	Yes	Yes
Application Withdrawn	Yes	Yes	Yes

If the certification category is accidentally closed, contact CBU or Jolene Ibeling to have the Employment/Residency Dates deleted.

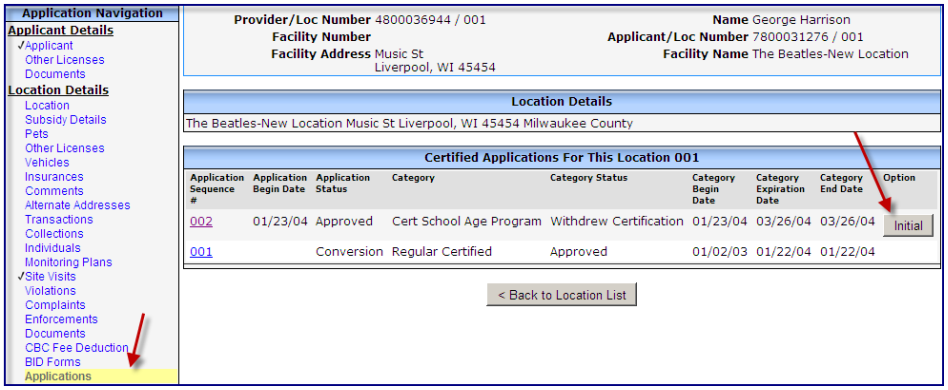
ATTENTION Licensing and MKE Certification Only: Staff should take into account the appeal time frame for an enforcement action when closing a center due to revocation or denial of a license. The category end date and category status should be 14 days after the revocation or denial enforcement action issuance (14 days after the enforcement mailing date). This accounts for the 10 days a provider can appeal the enforcement action and additional time for mail to arrive at the office.

Deleting Category

In some rare occasions, the category must be deleted. The system does not allow deletion of a category if subsidy authorizations exist in CSAW. In these cases, the category must be end-dated instead of deleted. Licensing staff should not delete a category because WISCCRS does not allow re-creation of the category without a new application.

Re-activating a Provider Site

If a provider/licensee wants to re-activate a site that has been previously closed, the provider must submit a new application. After the application has been received, access the Applications screen and start a new application using the initial button and continue as usual. See screenshot below.



NOTE: When reinstating certification after a suspension, do not start a new application. Instead add a new category and leave the old one suspended. See the Enforcement user guide and Suspension chapter below for more details.

All individuals associated with the re-open sites should be re-entered.

Licensed programs: When reactivating a closed site, the Next Visit Due date will appear as overdue on the WebI reports while the application is pending. Once the new license is issued, the Next Visit Due date will be recalculated to the correct date.

Temporary Closure

The temporary closure functionality has been reprogrammed and effects all childcare systems (CCPP, CSAW, YS CMS and CCF).

Providers can now report the temporary closure using the Provider Portal. If the provider notifies the regulatory agency by email/phone, the agency worker can enter it into WISCCRS. There are two types of closures:

1. **Official closure:** These are closures that are more than 14 days in length or if the end date is unknown.
2. **Reported closure:** These are closures that the provider may enter in the portal but are not required by the Administrative Rules to be reported.

The flow is explained below.

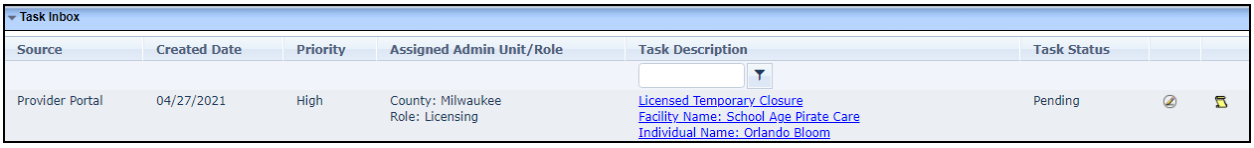
Add Temporary Closure:

Provider adds a temporary closure in CCPP. The CCPP functionality is explained in the CCPP user guide at https://dcf.wisconsin.gov/files/publications/pdf/5221.pdf

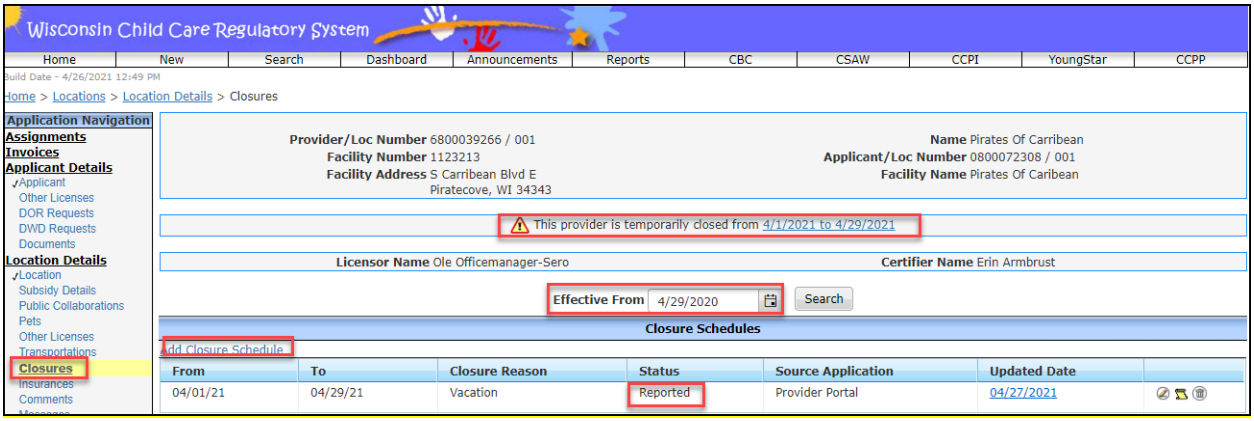
Temporary Closure Reason	Length of Closure	Task Created in WISCCRS
Construction	any	Yes
COVID-19 (Any of the COVID-19 reasons on drop-down menu)	any	Yes
Loss of Services/Damage to Premises	any	Yes
Low Enrollment	Five or more days	Yes
Other	Five or more days	Yes
Personal Leave	Five or more days	Yes
Seasonal Closure	Five or more days	Yes
Staffing Issues	Five or more days	Yes
Vacation	Five or more days	Yes

Temporary Closure Task to Regulatory Agency

If the closure record includes one of the scenarios above, the system immediately generates a task to the regulatory agency.



The link in the task takes you to the Closures page in WISCCRS where it can be viewed and modified.
In certain scenarios, the system sends a message to the regulatory agency if changes are made to a temporary closure record. Please see the Dashboard User Guide for details. View/Add/Modify Closure in WISCCRS
The link in the task takes you to the Closure page. You can also access this page in the left-side menu.

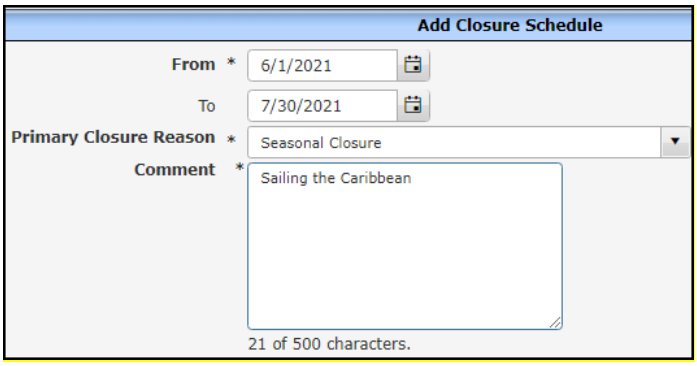


The Closure page displays all closures for the current licensing/certification period.

- Banner: The current closure period dates are displayed on the page header. If there are multiple closures in the future, the soonest record is displayed. This banner is shown on all location pages. The date is a link and takes you to the Closures page.
- Effective From: The date on this field is set for the most recent category date. To view past closures, change this date to a past date.
- Modify Icon: To view comments on the temporary closure, select the Modify icon.
- Status: Reported or Official
- Add Closure: If the provider contacts the agency by email or phone to inform about the temporary closure, the licensing/certification worker can access the Add Closure page using this link and enter details about the closure. No task is created when the closure is entered into WISCCRS.

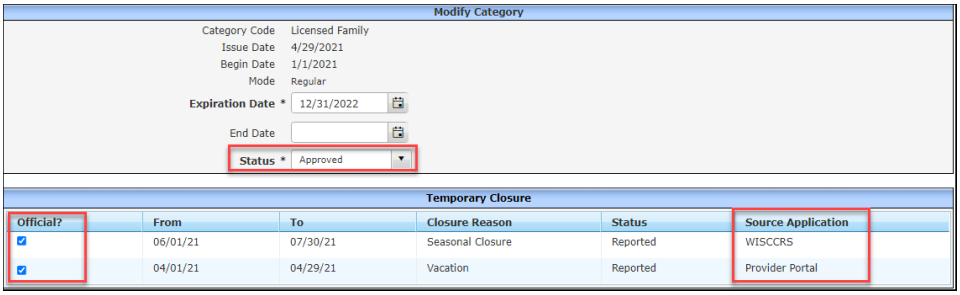
Note: The comments can be viewed in CCPP, YoungStar Case Management System, and WISCCRS. Take care to be objective, succinct, and not disclose confidential information in your comments.

When entering an end date, the date should be the last date of the closure. For example, if a provider is on vacation from 5/26/2021 to 6/7/2021, resuming care on 6/8/2021, the end date would be 6/7/2021. The closure will be active through to 11:59 p.m. on 6/7/2021.



Official vs. Reported Closure

To mark a closure to be Official, access the Modify Category page and enter a check mark in the Official column. **Note that the Category Status will remain *Approved*.**



Once the status has been changed to Official, the provider can no longer modify the Begin Date and the Reason for the closure in CCPP. If provider is closed more than 14 days, a temporary closure letter should be sent to provider.

Conversion

The conversion of temporarily closed programs was done on 5/21/21. The system converted the records as follows:

1. Category status in WISCCRS was Temporarily Closed and CCPP has temporarily closed record, the system marked this closure as Official.
2. Category status in WISCCRS was Temporarily Closed and no closure record was in CCPP, the system inserted a closure record into the new Closure screen. The record has the following:
    a. Reason: Conversion
    b. Status: Official Closure
    c. Begin Date: the date stamp when the category was changed to Temporarily closure.
    d. End date: Blank

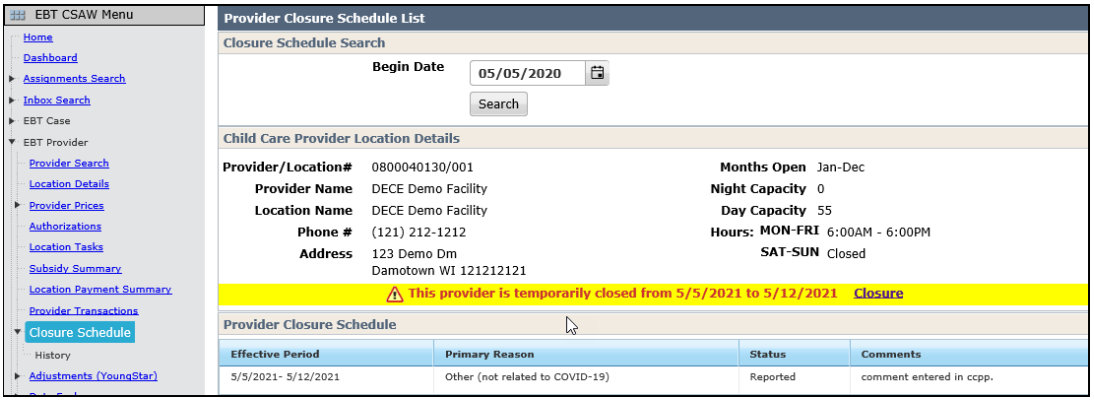
After records are converted, Category status is changed to Approved.

Facility Closures – Effects on other Childcare Systems

CSAW

The temporary closure record is brought to the Wisconsin Shares automation system. When creating authorizations for a child eligible for Wisconsin Shares funding, the authorization worker sees a warning that the program is temporary closed (status = Reported). If the closure is Official, no authorization is allowed to span the closure period. If the Official closure is more than 4 weeks, the subsidy system automatically ends current authorizations in certain scenarios.

Below is a screen print of the new CSAW Closure page.



YoungStar

The closure information is brought over to the YS CMS, including dates, reason, and comments. If the facility closure is Official, the YoungStar service window is automatically extended for the length of the closure. Below is a screenshot of the Closure page in the YS CMS.

Location Closure Schedule

From	To	Closure Reason	Status	Comment	
5/5/2021	5/12/2021	Other (not related to COVID-19)	Reported	comment entered in ccpp.	View

Childcare Finder – Public Site

When the facility is temporarily closed, the information is brought to the Childcare Finder system to alert parents that the program is not currently open.

The temporarily closed programs have a yellow banner informing the public that the program is currently closed.

	Type of Care	Name	YoungStar Rating
	Other	Heidis Head Start - One	★★★★★
	Licensed Group	Randy's Preschool Fis This provider is temporarily closed.	★★★★★
	Licensed Camp	Lakeland In Rotorua Nz Day Camp	★★
	Licensed Family	Mats Matsson	Participating But Not Yet Rated
	Licensed Group	DECE Demo Facility This provider is temporarily closed.	Not Participating

The facility details page shows the dates the program is closed. Reason for the closure and comments entered in WISCCRS or CCPP are not brought over to the Childcare Finder. Once the closure period is in the past, the alert automatically disappears.

Provider Details

Accredited Provider
National Association for the Education of Young Children (NAEYC)

Randy's Child Care, Inc	**Provider #**	3800036563	**Months Open**	Jan - Dec	
Randy's Preschool Fis	**Location #**	001	**Day Capacity**	75	
205 Corporate Dr	**Facility #**	120856	**Night Capacity**	0	
Mke WI 12121-2121	**Regulation Type**	Licensed Group			
Milwaukee County	**Applicant/Licensee**	Randy Randall-Smith	**Hours**	Mon-Fri	6:00AM - 6:00PM
				Sat	6:00AM - 12:00PM
Contact Information					
Rita Randall	**Ages Served**				
(000) 000-0000	0 Week(s) - 13 Year(s)				

This provider is closed from 4/28/2021 until 5/12/2021.

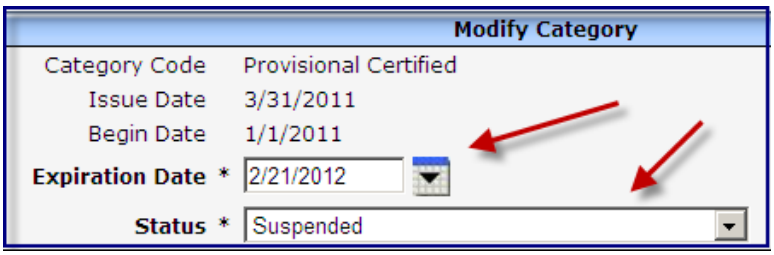
Suspensions – Certification

When a certified operator is suspended, the category status must be changed to Suspended. WISCCRS also requires the End Date (suspension effective date) to be entered. This will end all subsidy authorizations effective the end of the month following the date the suspension was entered into WISCCRS. See steps below.

Steps to take when suspending a provider:

1. Click on the Applications link in the navigation menu. Choose the most recent Application Sequence number.

2. Click View Categories and then click on the Pencil (modify icon) to access the Modify Category page. Enter the suspension effective date in the Expiration Date field and change the Status to Suspended.

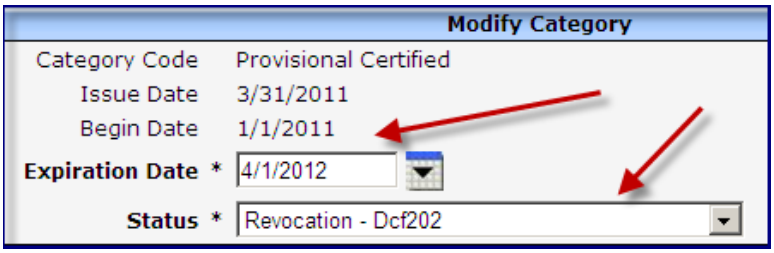


Per DCF 202, a suspension is a temporary interruption in the regulatory approval and should not last more than 60 days, however, suspensions due to pending charges can last longer. The provider should not remain suspended indefinitely.

Within 60 days (or once the outcome of the pending charge is known), the agency must make a decision to either revoke the provider or reinstate the provider.

Changing Suspension to Revocation

If the decision is to revoke, the *Category Status* must be changed to reflect the revocation. Access the Modify Category page (follow instruction on how to access the page above), enter the revocation date in the Expiration Date field and change the status to Revocation.



Category History

The suspension record can be viewed by clicking the Scroll (history) icon on the Categories page. Below is a screen print from the suspension/revocation above. The provider was suspended from 2/21/12 to 4/1/12.

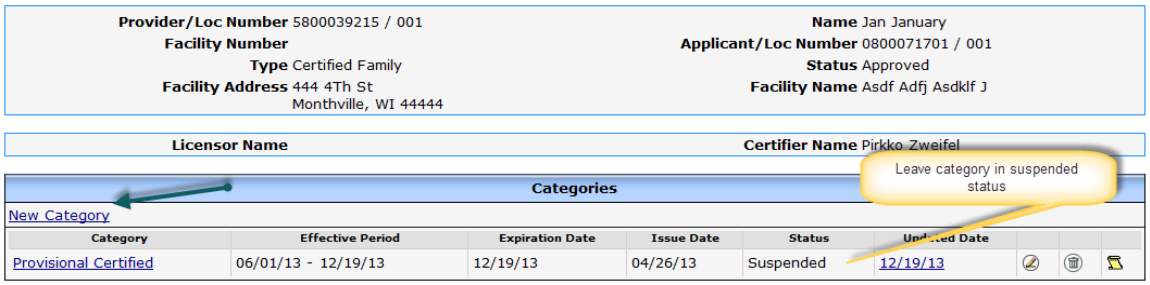
Category History

Category	Effective Period	Expiration Date	Issue Date	Status	Updated Date	User ID
Provisional Certified	01/01/11 - 04/01/12	04/01/12	03/31/11	Revocation - Dcf202	02/21/12	W00236
Provisional Certified	01/01/11 - 02/21/12	02/21/12	03/31/11	Suspended	02/21/12	W00236
Provisional Certified	01/01/11 - 12/31/12	12/31/12	03/31/11	Approved	03/31/11	W00236

Reinstatement after Suspension – Certification

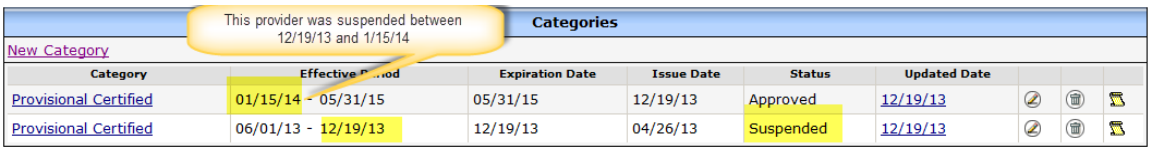
Below are steps on how to reinstate a provider who is in suspended status.

Click on the View Categories link in the left-side menu.



Leave the current category in suspended status. Click on New Category link to issue a new category from the date the suspension was lifted. The system will warn you that there is a gap between the previous category and the current one, but you can override the warning message by clicking 'Add'.

The Category page will display the current and the previous categories.



Note: The suspension will automatically insert an employment/residency end date for individuals. To reactivate the operator, click on Add Applicant/Licensee link and select the name that auto-populates. Review the Individual Details and update the Employment/Residency details by adding a new employment/residency begin date. Follow the same process for household members and other caregivers using the Add New Individual link.

Revocations

When a provider is revoked

Certification Balance of State: Choose the appropriate revocation value from the category status list and enter the date the regulatory approval was revoked. If any authorizations exist in CSAW, the system will automatically end them at the end of the month.

Licensing and MKE Certification Only: Staff should take into account the appeal timeframe for an enforcement action when closing a center due to revocation or denial of a license. The category end date and category status should be entered 14 days after the revocation or denial enforcement action issuance (14 days after the enforcement mailing date). This accounts for the 10 days a provider can appeal the enforcement action and additional time for mail to arrive at the office.

Revocation Appealed

If a provider/licensee appeals the revocation, the regulating agency should modify the category status to Revocation Appealed as soon as the appeal has been received by the agency.

Make sure that the Expiration Date is changed to the date that was there prior to revocation to assure that the provider's record is included in the background check and continuation reports. Revocation appeals must be reported to youngstar@wisconsin.gov so the provider will be given a 1 Star status.

Results of Appeal

Decision Upheld

If the decision to revoke was upheld, simply modify the category status to reflect the reason for the revocation and change the expiration/end date to the date the regulatory approval was revoked.

Decision Overturned

If the decision to revoke is overturned as a result of the appeal, change the category status back to approved. Overturned revocations must be reported to youngstar@wisconsin.gov of the YoungStar program so the provider will be given the status that was in effect prior to revocation.

Individuals associated with the provider location must be reactivated.

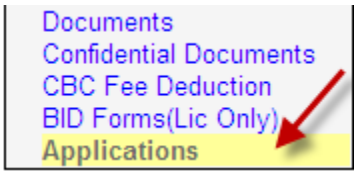
Note: Remember to enter enforcements (revocations and suspensions) in the Enforcement Module. See User Guide – Enforcements.

Changes in Hours of Operation

The WISCCRS system allows the user to modify the Hours of Operation and Capacity information for the most current application. If the provider requests the hours of operation to be changed in the middle of an application period, it is preferable that the agency modifies the Hours of Operation record rather than deletes the old information. If the record is deleted, there is no history in CSAW or WISCCRS. The hours of operation and capacity history can be very imperative when investigating subsidy program integrity concerns or complaints that happened in the past.

To make changes to the Hours of Operation, do the following:

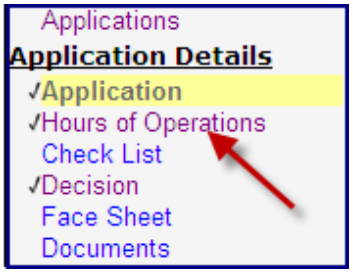
Click on the current **Applications** link in the left side menu.



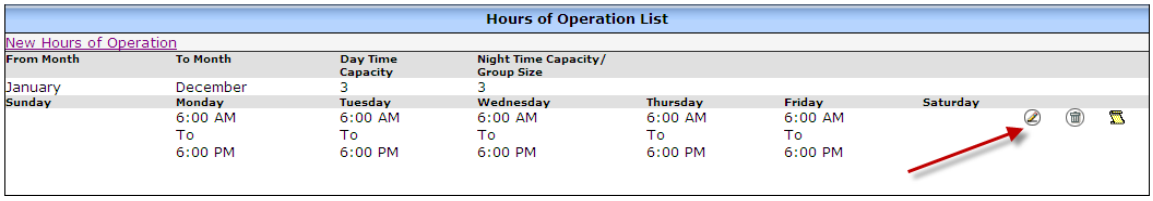
This will open the application history for the provider location/facility.

Application Sequence #	Application Begin Date	Application Status	Category	Category Status	Category Begin Date	Category Expiration Date	Category End Date	Option
003	10/26/11	Approved	Provisional Certified	Approved	11/01/11	10/31/13	10/31/13	
002	03/15/11	Approved	Provisional Certified	Approved	03/15/11	10/31/11	10/31/11	

Then click on the **Application Sequence Number** for the current application. This will open up the links below this application.



Now click on the Hours of Operation link. The following page will display:



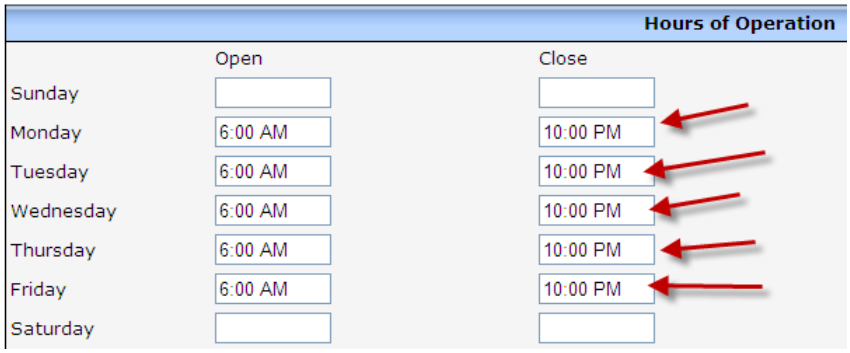
Hours of Operation List

New Hours of Operation

From Month	To Month	Day Time Capacity	Night Time Capacity/ Group Size
January	December	3	3

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	6:00 AM To 6:00 PM	6:00 AM To 6:00 PM	6:00 AM To 6:00 PM	6:00 AM To 6:00 PM	6:00 AM To 6:00 PM	

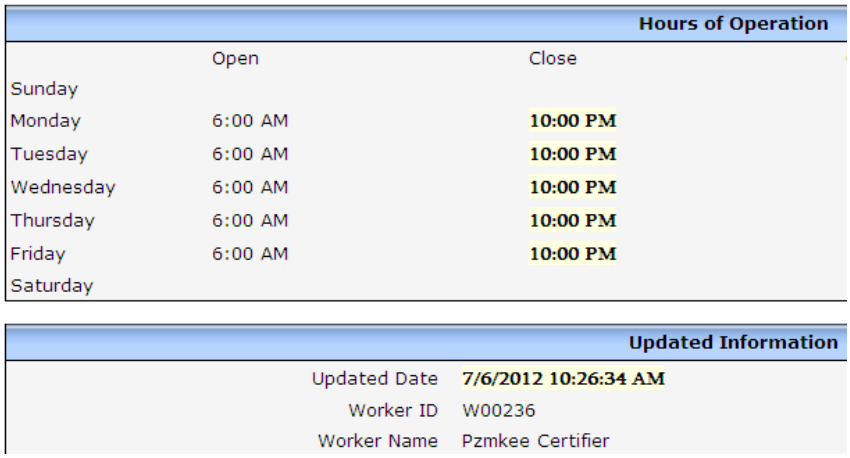
Click on the pencil (modify) icon to access the **Modify** page. In this scenario, the provider requested his/her hours to be changed from 6 p.m. to 10 p.m.



Hours of Operation

	Open	Close
Sunday		
Monday	6:00 AM	10:00 PM
Tuesday	6:00 AM	10:00 PM
Wednesday	6:00 AM	10:00 PM
Thursday	6:00 AM	10:00 PM
Friday	6:00 AM	10:00 PM
Saturday		

The history page now shows the fields that were changed, when they were changed and by whom:



Hours of Operation

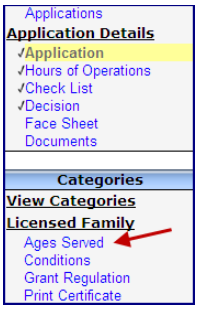
	Open	Close
Sunday		
Monday	6:00 AM	**10:00 PM**
Tuesday	6:00 AM	**10:00 PM**
Wednesday	6:00 AM	**10:00 PM**
Thursday	6:00 AM	**10:00 PM**
Friday	6:00 AM	**10:00 PM**
Saturday		

Updated Information

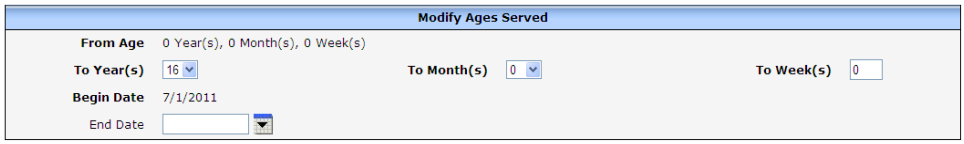
Updated Date	**7/6/2012 10:26:34 AM**
Worker ID	W00236
Worker Name	Pzmkee Certifier

Changes in Ages Served

To access this page, click the **Applications** link, choose most current application and click **Ages Served** link.



Then click on the **Modify** link to access the **Modify Ages Served** page.



The **Modify Ages Served** page does not allow changes to the "From Age;" however, the "To Age" can be modified. Also, the system allows the ages served dates to be changed in the past, even if authorizations exist. Below are change scenarios for Ages Served.

Error in "From Age" Field

On the **Modify** page, end date the current Ages Served. Then enter a new record with the correct age range.

Error in "To Age" Field

Simply, change this on the **Modify** page.

ATTENTION: The Ages Served information is shared with the CSAW system. If an end date is entered and no new Ages Served are entered, the system will end all authorizations for the upcoming month.

Exceptions to Ages Served

Sometimes a program is approved an exception to care for a child whose age falls outside the approved age range for the license/certification. If the child is receiving subsidy, the agency must modify the Ages Served record so that the authorization can be created in CSAW.

Example: Program is licensed to care for children 2-13 years. A child who is 22 months is enrolled starting the week of 10/5/14. An exception is granted for two months for this child to attend the center. The Ages Served needs to be modified as follows:

1. End current Ages Served:
   2 year(s) 0 month(s) - 12 year(s) 11 month(s) 03/01/20 – 10/04/20

2. Add new Ages Served to include age of child the exception is approved for:
   1 year(s) 10 month(s) - 12 year(s) 11 month(s) 10/05/20 – 12/06/20

3. When the exception ends (child no longer enrolled or no longer requires exception to attend), end temporary ages served and add a new row with previous age range:
   2 year(s) 0 month(s) - 12 year(s) 11 month(s) 12/07/20 -

Licensing / Certification Amendments

When changes are made to the license or certificate such as changes in ages served, hours of operation, capacity, name, address, etc., the regulatory agency must issue a new certificate.