

Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Correspondence Requests

May 2020



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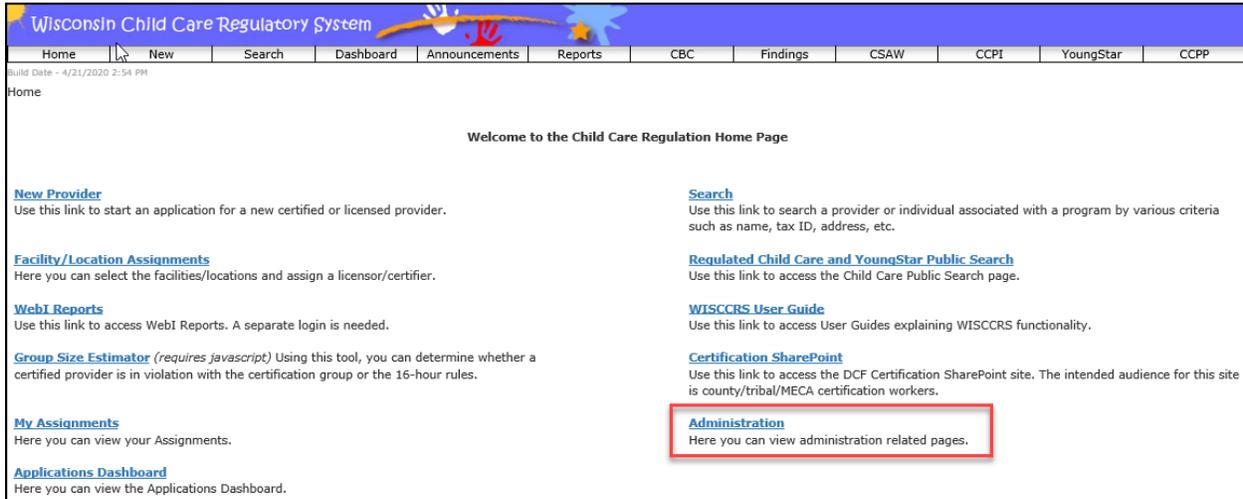
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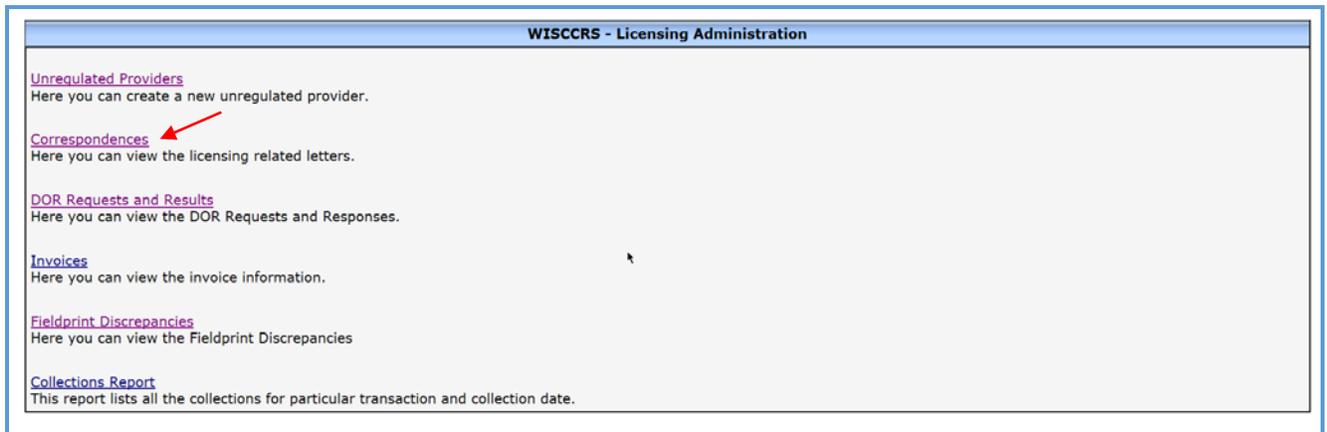
Correspondence Requests

The Correspondence module is where BECR staff can add new requests for license continuation letters and reminders or view the online versions of the letters that have been processed.

To enter a request, choose the Administration link from the WISCCRS Home page to access the Correspondence module.



Then click on Correspondences.



Letter Types

Below is a list of letters that can be generated by the system:

1. **License Continuation Letter** - six possible versions; regular or probationary for each of the three provider types (family, group, & day camp)

If the user adds the request using a September mailing date, the system will check the latest licensed application for each facility and if the facility is not closed and the expiration date is in November, then the system will generate a 'Continuation' letter for the facility.

2. **Regular License Past Due Letter** (only for regular)

If the user adds the request using an October mailing date, the system will check the latest licensed application for each facility and if the facility is not closed and the expiration date is prior to October 1st, then the system will generate a 'Past Due' letter for the facility.

3. **Probationary License Expiration Letter** (might vary by provider type)

If the user adds the request using an October mailing date, the system will check the latest licensed application for each facility and if the facility is not closed and the expiration date is in October, then the system will generate a 'Probationary License Expiration' letter for the facility.

4. **Regular License Reminder Letter** (might vary by provider type)

If the user adds the request using an October mailing date, the system will check the latest licensed application for each facility and if the facility is not closed and the expiration date is in October, then the system will generate a 'Regular License Reminder' letter for the facility.

Correspondence Request Search

The From Date will default to six months prior to the current (To) date when this screen is first accessed. Enter From and To Dates in the Search Criteria section to limit the results to a specific time frame. Select Letter Type, then Search box. The List of Possible Matches will show the results found for the dates entered.

The screenshot shows the 'Correspondence Request Search Criteria' section with 'From Date' set to 10/23/2019 and 'To Date' set to 4/23/2020. The 'Letter Type' dropdown is open, highlighting 'License Continuation Letter'. Below, the 'List of Possible Matches' table displays the following data:

Letter Type	Request Type	Region	Applicant/Location Number	Mailing Date	Status	Updated Date
License Continuation Letter	Region	002 - Western		04/24/20	Pending	04/23/20
License Continuation Letter	Location		800078109 /2	04/24/20	Processed	04/20/20
License Continuation Letter	Region	005 - Southeastern		04/24/20	Processed	04/20/20
License Continuation Letter	Region	005 - Southeastern		12/27/19	Processed	12/26/19
License Continuation Letter	Region	003 - Northeastern		12/19/19	Processed	12/19/19

The Fingerprint letters sent to facilities can also be searched here.

Add New Requests

Click on the New Correspondence Request link (See screen above) from the search results screen to add a new letter request. Once the new request has been submitted, it will be included on the list page with a status of Pending.

Field Name	Description
Letter Types	License Continuation Letter Probationary License Expiration Letter Regular License Past Due Letter Regular License Reminder Letter
Region	Select from Northern, Western, Northeastern, Southern, or Southeastern
Facility ID	Enter a specific Facility ID if you want the system to generate a letter for a specific facility.
Applicant / Location #	Enter Applicant and Location number. Either the Region, or the Facility ID, or the Applicant and Location number must be entered.
Mailing Date	Enter the mailing date. Must be a current or future date. See “Letter Types” for explanations for timing.
Comments	Enter comments pertaining to the request if applicable.

Modify Request

Click on the Modify (pencil) icon to make changes to a request. If the Status is pending, the Mailing Date, Status, and Comments fields are updateable. If the Status is processed or withdrawn, only the Comments field will be updateable. A request may be withdrawn by changing the status field to Withdrawn on the modify request screen.

Generating Letters and License Fees

The correspondence batch produces the letters in pdf format overnight. After 5/8/20, the licensing fees are also generated and inserted into the Transaction module at the same time. Note that the licensing fees are not generated for a facility level request, only on regional level. If a continuation letter is requested for a single facility, the license fees needs to be manually entered into the Transaction module.

Viewing/Printing a Letter

When the request has been processed, the Letter Type will become a hyperlink. Click on the link to view the letter in PDF format. The letter can also be printed if needed.

The screenshot shows the 'Correspondence Request Search Criteria' form with the following fields:

- From Date ***: 2/1/2015
- To Date ***: 8/1/2015
- Letter Type ***: A dropdown menu is open, showing options:
 - Continuation Letter
 - License Continuation Letter (highlighted)
 - Probationary License Expiration Letter
 - Regular License Past Due Letter
 - Regular License Reminder Letter
 - BID Forms Letter
 - License Family Bid Forms
- Search >**: A button to execute the search.

Below the search criteria is the 'List Of Possible Matches' table:

Letter Type	Request Type	Region	Applicant/Location Number	Mailing Date	Status	Updated Date	
License Continuation Letter	Region	003 - Northeastern		08/25/15	Pending	03/01/17	
License Continuation Letter	Region	003 - Northeastern		08/25/15	Withdrawn	03/01/17	
License Continuation Letter	Region	005 - Southeastern		05/28/15	Processed	05/26/15	
License Continuation Letter	Region	001 - Northern		04/07/15	Processed	05/26/15	
License Continuation Letter	Location		1800074812/1	03/31/15	Processed	03/30/15	

A red arrow points to the 'License Continuation Letter' link in the fourth row of the table.

If the user generates letters for the entire region, all letters are inserted into one PDF document. If the facility letter has an odd number of pages, there will be a blank page at the end of the letter. This was designed for double-sided printing.