Child Care Provider Portal (CCPP)

User Guide

October 2020

Division of Early Care and Education
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Background

The Child Care Provider Portal (CCPP or Provider Portal) was created to support the rollout of the MyWIChildCare program, which is used by all families receiving Wisconsin Shares Child Care Subsidies. In October 2018, a new Individual module was added to the portal that allows child care programs to report current and prospective employees and residents for background check purposes. The user can also view the status of background checks and eligibility notices for their staff and other individuals associated with the child care program.

Note that the Child Care Provider Information (CCPI) system previously used by providers serving Wisconsin Shares children has been phased out and was retired on 1/15/20.

Technical Information

The Child Care Provider Portal can be accessed using all common browsers (Internet Explorer, Google Chrome, Safari, etc.) and is mobile-friendly.

When entering new individuals into the Child Care Provider Portal, it is recommended that you use a desktop, laptop, or a tablet because of the amount of data entry needed for those pages.

To protect the information from unauthorized users, the Child Care Provider Portal is designed so that the user is automatically logged out after 30 minutes of inactivity.

Gaining Access to the CCPP


How to gain access to CCPP is explained on the Accessing the Child Care Provider Portal web page.

Gaining Access to the Child Care Provider Portal (CCPP)

Please follow the instructions provided to obtain access to the Child Care Provider Portal (CCPP). Watch the training video that explains the functionality of the Provider Portal.

- Instructions for Child Care Providers and Center Staff
- Instructions for Tribal/County/State Staff
Confidentiality and Passwords

The child care authorization and background check information contained in the Child Care Portal is confidential and users must be aware of this when using the system.

- Log out of the portal and close the browser when you are not using it. This will prevent unauthorized people from entering or viewing information in the portal.
- Do not share your User ID with anyone. Each staff member who needs access to the portal must create his or her own account, request access and log in using his or her own credentials.

Troubleshooting User ID and Password

If you enter an incorrect User ID and/or password, the login page shows an error message stating that the user ID or password entered was incorrect. Note that your password is case sensitive and must be entered exactly as you entered it when you created your account.

You can take the following steps, when you are unable to log in to CCPP 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 created your account.
- 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 do this:
  a) Log on to the DWD / Wisconsin Login Account Management screen.
  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 are not able to access the system after taking the steps above, please contact the DCF Service Desk 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

b) Under Profile Management heading, click on “How do I change my password”. Follow the 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 DWD / Wisconsin Login Management System page

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.

Adding a New Facility/Location to an Existing CCPP User ID:

See ‘Provider Portal Security Module’ user guide for further information at https://dcf.wisconsin.gov/childcare/provider-portal/ccpp-access

Ending Access to the Portal

See ‘Provider Portal Security Module’ user guide for further information on the Accessing the Child Care Provider Portal (CCPP) web page.

Training

A training video explaining the Child Care Provider Portal is available on the Child Care Provider Portal Information web page, under the Training and Resources section.

Login

After you have received an e-mail from DCF Security informing you that your security has been granted, access the Child Care Provider Portal login screen.

On the Login screen, enter the User ID and password you created. Then click the Login button.
Home Screen

After you log in, the default home screen displays if you only have access to one facility/location. If you have access to multiple sites, a list of facilities displays:

If you have access to one facility/location or if you choose one of the facilities on your facility list (users with access to multiple child care locations/sites), you will be taken to the Home page. The top portion of this screen includes basic information about the facility/location such as address, contact (usually the Director for group centers) and phone number.

COVID-19 EMERGENCY CHILD CARE NEED REQUEST

Due to the COVID-19 pandemic, DCF and its partners want to help Wisconsin’s Essential Workforce Families fill their urgent child care needs so that they can continue to serve our communities’ needs. By completing the page below, you will help health care workers and other essential workers find child care during the COVID-19 emergency.
The functionality of this page is explained on the [Child Care Counts: COVID-19 Payments web page](#).

**Facility Home page**

The facility home page has multiple buttons (explained below).

1. **Sandwich menu**: A new menu has been added on the top right corner. This menu allows you to quickly access any page within the facility/location. The menu is available on all pages within the Child Care Provider Portal.
2. **Financial**: This button takes you to financial related pages, such as authorizations to your program, payments and YoungStar Adjustments (if applicable) and Regulatory Fee Payments. Here you can pay regulation related fees such as background check and licensing/certification fees.

3. **Facility Details**: This button takes you to screens that pertain to your facility such as YoungStar and Registry Details and Individuals.

4. **Communications**: This button takes you to various documents such as authorization notices and subsidy and licensing/certification documents. You can also access the Contacts page using this button.

5. **Manage Facility**: This button takes you to the Regulations (licensing, certification and public school) screen, Closure Schedules and Prices pages. This page also has the link to the Mailing Options where you can request certain notices be generated electronically instead of paper format.

6. **Individuals**: This button takes you to the list of individuals associated with your program.

**Functionalities Common to Multiple Screens**

Below is a list of screen functionality that appears on multiple screens in the Child Care Provider Portal:

...**More**: Select this link to view additional information on the screen.

...**Less**: This link is displayed on screens that have been expanded. Select the link to collapse the information.
Download to Excel/CSV icon: Screens with multiple records have an option to download the information into Excel (CSV).

History: You can search historical information on almost every screen in the Child Care Provider Portal. Select “...More” to access the history screen.

Additional details/edit icon: If there is more detail for the record, select the “arrow” to view details.

Sorting icon: If the screen has multiple records, the information can be filtered by selecting the “funnel” icon on the header.

“I” Informational Icons: Some fields have an “I” icon next to the field. By clicking this icon, additional text displays that explains the field in more detail.

Screens with multiple screens: If the screen has more than 15 rows, the screen is divided into multiple sections. Use the bar on the bottom of the screen to move to other sections.
Users with Access to Multiple Sites

If you have access to multiple sites/provider locations, the Child Care Provider Portal allows you to ‘jump’ from a page in one location to the same page under another location. Example below:

Randy wants to download payment information for multiple locations under his user ID.

In the screenshot below, Randy is accessing payment details for location 001. He wants to download payment information for the additional locations that he has access to.

By selecting the Other Facilities button, he can access other facilities/locations he has access to.
By selecting Nordic Wonderland, he is taken directly to the Payment Details page for that site.

This functionality works on all CCPP pages.

My Facilities

Select the My Facilities link to access regulatory, authorization and payment information for your facility.

If you have access to multiple facilities, you will be taken to a screen that lists all facilities that you have been given access to. If you only have one facility, you will be taken directly to the Facility Details screen.

In the example, Randy has access to multiple sites. He has to select the facility he wants to proceed to.

Financial

The Financial screen shows buttons that link to all pertinent information about financial topics for the location.
The screens are explained in the sections below.

**Authorizations**

The authorizations screen displays all Wisconsin Shares authorizations that span current date and into the future.

The list of children can be exported into Excel/CSV.

The screen displays the child’s name, date of birth, authorization period and the date when the authorization was last updated. The columns can be sorted by clicking on the header.

If an authorization is created that has an end date in the past, you can only view that authorization on the Authorization History screen.
On the desktop computer view, you can filter children by using the filter functionality on the header. If you have multiple screens of authorizations, you can quickly find a child’s authorization by using the filter and enter the child’s name.

**Authorization Termination Request**

If a child no longer attends your center, never attended, or will no longer attend in the future, you can send a request to the subsidy agency to have the authorization ended. Do not request to end an authorization on the date it is already ending. Note that if you request the authorization to be terminated in the current month, the system will end it as of last day of the current month.

To submit a request to end an authorization, select the Modify icon next to the authorization.

On the Authorization Termination screen, select the No radio button for the child(ren) whose authorizations should be ended. Note that you can also do this for future authorizations (when the authorization start date is in the future).

When the No is selected, the following options appear:
Choose the reason that most closely reflects the reason for termination. After the reason is chosen, Last day of Attendance appears. Enter the last date the child attended or will be attending.

Select Save to send the request to the subsidy agency.

The Authorization screen shows an asterisk next to the child whose authorization has a termination request.
The subsidy agency will review the request and reach out to the parent. Once the request is verified and processed, the authorization screen will show the modified authorization and the asterisk will no longer appear next to the child’s name.

Note that authorization termination requests with an end date in the past or within the current month cannot be ended earlier than the last day of the current month. **Example:** A child has an authorization spanning 1/31/21. On 08/26/20, the parent notifies the provider that the child will not be attending after 08/28/20. The provider submits an authorization termination request with 08/28/20 end date. After the worker processes the request, the authorization will end on 08/31/20 (last day of the month).

**Reversing an Authorization Termination Request**

If you make a mistake on the Authorization Termination Request, you can withdraw it if the local agency has not processed the request and ended the authorization. To withdraw the request, simply access the screen above and switch the radio button back to Yes and save the changes.

**Payments**

This screen shows payments transferred by parents who have an EBT card and whose children are enrolled in your program. The screen shows payments for the current month by transaction date. The transaction date on this screen indicates the date the parent authorized the transaction. It takes a couple of business days for the funds to appear in your bank account.

Select the arrow icon to view the list of children included in the transaction. Click “...More” to view transactions for previous months.
Payment Summary by Quarter

This screen shows monthly, quarterly and annual transactions for the provider location/facility. The screen does not include transactions that are done today. Those are brought in during an overnight batch.

To access the Payment Summary by Quarter screen, select “...More” from the Payments screen and then Payment Summary by Quarter button. The following screen displays:

![Quarterly Payments Summary](image)

On top of the page, you can choose the payment year.

The arrows on the left side of the table allow you to expand the quarter to display monthly payment information for the quarter. The screen has the following columns:

- **Card Payments**: These are payments authorized by the parent.
- **YoungStar Adjustments**: These are the monthly YS amounts issued to 4 and 5 star providers. These amounts are transferred directly to the provider’s bank account.
- **Other Payments**: These are usually transactions resulting from Voluntary Repayment Agreement. **Note that the COVID-19 Payments are also posted on this column.**
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**Monthly Details**

The screen below shows the 3rd quarter of 2017 expanded.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Card Payments</th>
<th>YoungStar Payments</th>
<th>Other Payments</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Quarter</td>
<td>$2003.00</td>
<td>$104,413.47</td>
<td>$100.00</td>
<td>$104,733.47</td>
</tr>
<tr>
<td>2nd Quarter</td>
<td>$2,522.59</td>
<td>$203,578.55</td>
<td>$0.00</td>
<td>$204,101.14</td>
</tr>
<tr>
<td>3rd Quarter</td>
<td>$9,940.02</td>
<td>$8,460.07</td>
<td>($1,812.75)</td>
<td>$16,587.34</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>Card Payments</th>
<th>YoungStar Payments</th>
<th>Other Payments</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>July, 2017</td>
<td>$0.00</td>
<td>$3,147.31</td>
<td>($289.67)</td>
<td>$2,857.64</td>
</tr>
<tr>
<td>August, 2017</td>
<td>$0.00</td>
<td>$2,277.43</td>
<td>$0.00</td>
<td>$2,277.43</td>
</tr>
<tr>
<td>September, 2017</td>
<td>$9,940.02</td>
<td>$6,021.55</td>
<td>($1,524.08)</td>
<td>$12,557.27</td>
</tr>
<tr>
<td>4th Quarter (Current)</td>
<td>$5,110.24</td>
<td>$6,748.76</td>
<td>$0.00</td>
<td>$10,858.90</td>
</tr>
<tr>
<td></td>
<td>$16,971.35</td>
<td>$14,015.65</td>
<td>($1,713.73)</td>
<td>$31,273.23</td>
</tr>
</tbody>
</table>

* Other Payments include transactions that are not part of parent payments or YoungStar adjustments; most commonly these are transactions resulting from a Voluntary Repayment Agreement.

To view details on the monthly amounts for the above columns, access the following buttons from the Facility Details screen:

- **Card Payments (for a month):** Select the Payments button, then Payments History and choose the month of your choice.
- **YoungStar Payments (for a month):** Select the Adjustments (YoungStar) button, then “...More”, and finally Adjustments (YoungStar) Transfer History. Choose the month you want to see the details for.
- **Other Payments (for a month):** Select the Adjustments (YoungStar) button, then “...More”, and finally Adjustments (YoungStar) Transfer History. Choose the month you want to see the details for.

**Adjustments (YoungStar)**

This screen shows the following adjustments:

1. **YoungStar:** Monthly adjustments issued to 4 and 5 Star providers.
2. **Other:** Transactions debited from provider’s account after a Voluntary Repayment Agreement was received. On rare occasions, this screen might display positive amounts.

**YoungStar Adjustments**

The YoungStar Adjustments are calculated the last business day of the month and deposited directly in your bank account during the first week of the month. The end-of-the-month calculation includes adjustments for any retro authorizations spanning the current or past month(s) and adjustments for the following month.
The monthly YoungStar amount can also have negative amounts if a parent’s benefits have been cancelled and YoungStar adjustments associated with the cancellation are pulled back. The negative amounts are deducted up to 25% of the monthly deposit amount.

The screen has two sections:

**Transaction**: This section includes both retro and future adjustments paid at a certain date. In some rare scenarios, there can be negative amounts if YoungStar Adjustments were recouped. The screen also displays the total amount. Select the Details (arrow) icon right next to the amount to view details on the children who are included in the total.

The following screen lists details on the children included in the payment total. In the example below, the payment was issued the last day in November. The payment included were mostly for December authorizations, but also some retro authorization that were backdated to September and October 2017.
**Calculation**: This section includes payments issued for a specific month. The screenshot below shows YoungStar adjustments for October authorizations. The transaction date can be another month.

**Funds Debited from Provider’s Bank Account with Voluntary Repayment Agreement (VRA)**

If an authorization has been issued to an incorrect provider and the parent transferred the funds to the provider’s account, the incorrectly paid amounts are debited from the provider’s account after a VRA has been received. These debits are shown on the Adjustment (YoungStar) Transfer History – Other Adjustments screen. To view these transactions, take the following steps:
1. On the Adjustments (YoungStar) screen, under the Transaction section, select “...More”.

2. Choose the Adjustment (YoungStar) Transfer History.

3. On the following screen, choose the month when the transaction was completed and then access the details.

4. The details show the names of the children, month and amounts that the debit was done for.
My Child Care Prices

Licensed providers and programs operated by a Public School Board must report their private pay prices to the local subsidy agency. These prices are used to calculate the Wisconsin Shares Child Care Subsidy for the children the center serves.

The subsidy system uses part-time and full-time weekly prices. If you charge using another payment mode (hourly, daily or monthly), you can still report these prices by uploading your price sheet into the Portal. Once the subsidy agency receives the price sheet, the agency will convert your reported prices into weekly full-time and part-time prices.

Below are steps for providers on how to enter the prices.

New Providers Who Have Never Reported Prices to the Subsidy Agency

Because no prices are in the subsidy system, the My Child Care Prices screen is blank. Complete the steps below to enter prices:

Select “...More” on the bottom of the screen.

Then select Update Price.

To use the calendar to enter the date, choose the calendar icon on the right. To enter the date, tap on the Effective From field. Then choose the Create Request button.
After selecting the effective date, select Create Request button.

Select the Add New Price button to proceed.

Choose Price Type on the top of this screen:

- **Full-Time Weekly** reflects price for 21 hours or more of care per week.
- **Part-Time Weekly** reflects price for 20 hours or less of care per week.

The prices are entered by age groups. The screen shows a full-time weekly price for children between newborn and the first birthday.

If your program serves infants under age three months, always enter 0 Years and 0 Months in the From Age field.

The prices are entered as follows:

**From Age:** 0 years and 0 Month  
**To Age:** 0 Years through 11 Months

This price is in effect until the child turns one year old.

**Effective From Date:** This date is carried over to all price entries from the very first screen. The date can be modified if necessary.
Price: Enter the weekly full-time price for the age group. Note that hourly prices should not be entered. Select Modify when the screen is complete.

After the price for the age group has been saved, you are taken back to the Update Prices screen.

To add prices to other age groups, select Add New Price button. If you need to make changes or delete the previously entered price, select the Modify icon next to the price.

Example:

Below is a sample of all prices for a child care center. The center has daily and weekly prices. The weekly full-time prices that need to be reported to the subsidy agency are marked with a red border, and the weekly part-time prices are marked with a blue border.

If the center has multiple prices for the same age group, enter the higher rate because the system will not accept two prices for the same age group. For example, here the center has a 2.5 – 5 years old group and a Pre-K, 4 – 5 years old group. Enter the 2.5 – 5 prices for the 2 years 5 months – 3 years 11 months group, and then enter the Pre-K prices for the 4 years 0 months – 4 years 11 months group.
When the full- and part-time weekly prices from the sheet are all entered in the Portal by age group, they would look as follows:

<table>
<thead>
<tr>
<th>Age</th>
<th>Effective Period</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full-time weekly</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 Year(s) 0 Month(s) - 0 Year(s) 11 Month(s)</td>
<td>11/17/17</td>
<td>$220.00</td>
</tr>
<tr>
<td>1 Year(s) 0 Month(s) - 2 Year(s) 5 Month(s)</td>
<td>11/17/17</td>
<td>$195.00</td>
</tr>
<tr>
<td>2 Year(s) 6 Month(s) - 5 Year(s) 11 Month(s)</td>
<td>11/17/17</td>
<td>$165.00</td>
</tr>
<tr>
<td>6 Year(s) 0 Month(s) - 12 Year(s) 11 Month(s)</td>
<td>11/17/17</td>
<td>$150.00</td>
</tr>
<tr>
<td><strong>Part-time weekly</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 Year(s) 0 Month(s) - 0 Year(s) 11 Month(s)</td>
<td>11/17/17</td>
<td>$170.00</td>
</tr>
<tr>
<td>1 Year(s) 0 Month(s) - 2 Year(s) 5 Month(s)</td>
<td>11/17/17</td>
<td>$135.00</td>
</tr>
<tr>
<td>2 Year(s) 6 Month(s) - 5 Year(s) 11 Month(s)</td>
<td>11/17/17</td>
<td>$115.00</td>
</tr>
<tr>
<td>6 Year(s) 0 Month(s) - 12 Year(s) 11 Month(s)</td>
<td>11/17/17</td>
<td>$101.00</td>
</tr>
</tbody>
</table>

**Uploading Price Sheets**

After you have updated your prices, you can also upload the price sheets into the Portal so the worker can verify the entry.

To upload the sheet, tap on the Take Picture button on the Update Prices screen.

Note that if you are using a desktop computer, the button is called Upload Document.

Tap on Take Picture, if you have not yet taken a picture of your price sheet. If a previously taken photo is in your device, choose Photo Library. Note that the buttons might be called something different depending on the mobile device being used.

If you chose Take Photo, your camera will activate. Take the picture and then select Use Photo.
Once the photo (or document if using a desktop) has been attached, you can enter comments. You can also delete the photo/document by selecting the “X” on the right.

Click Save Document to upload the picture.

After you saved the photo and the comment, you are taken back to Update Price screen. The photo (or document if desktop is used) is displayed on the bottom of the screen. Click View if you want to view the uploaded document. If your price sheet has multiple pages, you can upload additional documents.

After the price sheet has been uploaded, select Review Changes on the bottom of the screen.

Review Changes

Review the changes for accuracy and when done, select Submit Request to send the data to the subsidy agency.
The newly submitted prices are displayed under the Reported Prices section on the My Child Care Prices screen until the subsidy agency has processed them.

Until the agency processes the price update request, the prices are in pending status and are displayed under the Reported Prices.

Once the prices are processed by the agency, they will then appear under the Prices section.

**Providers with Current Prices in the Subsidy System**

The My Child Care Prices screen displays the prices you previously reported and that are currently in the subsidy system.
Update Prices

To report an update in your prices, select the “…More” link on the My Child Care Prices to access the Update Prices button.

On the following screen, select the Calendar icon or type the effective date of the new price.

Choose the effective date in the calendar. Note that programs that have current authorizations in place, can report prices with effective date as of the first day of the next month. Programs that do not have authorization, may report a past or current date as the effective date.
After selecting the effective date, you are taken to the Update Prices screen.

Select the arrow next to the price you wish to update. You will be taken to the Modify Price screen.

On this screen, the Price Type is defaulted to the one chosen on the previous screen. Update the price on the bottom of the screen.

Repeat the steps above if the part-time price needs to be updated.

After submitting the updates, the Update Prices screen displays. Now the screen has two sections:
- **Reported Prices**: These are the new prices you entered on the previous screen. These prices are not in effect until the subsidy agency processes them.

- **Prices**: These are the prices that are in effect until the reported prices are processed by the agency.

---

**Uploading Price Sheets**

After you have updated your prices, you can also upload the price sheets into the Portal so the worker can verify the entry.

To upload the sheet, tap on the Take Picture button on the Update Prices screen. Note that if you are using a desktop computer, the button is called Upload Document.

Tap on Take Picture, if you have not yet taken a picture of your price sheet. If a previously taken photo is in your device, choose Photo Library. Note that there may be differences between mobile devices on what the buttons are called.

If you chose Take Photo, your camera will activate. Take the picture and then select Use Photo.

Once the photo (or document if using a desktop) has been attached, you can enter comments. You can also delete the photo/document by selecting the X on the right.

Select Save Document button to upload the picture.
After you saved the photo and the comment, you are taken back to Update Price screen. The photo (or document if desktop is used) is displayed on the bottom of the screen. Click View if you want to view the uploaded document. If your price sheet has multiple pages, you can upload additional documents.

After the price sheet has been uploaded, select Review Changes button on the bottom of the screen. Once the price update is complete, select Submit Request to send the request to the subsidy agency.

Once the prices have been accepted by the subsidy agency, the My Child Care Prices shows the changes.
Updating Prices – Age Range Change

This section explains how to change price age ranges. Below is an example:
Currently the center has one price for all children from newborn to age 13 years.

The center wants to correct the price age ranges as follows:

- 6 weeks (one month) to 2 years of age: $220
- 2 years to 5 years of age: $190
- 5 years and older: $150

The easiest way to change the age ranges is to first delete the current prices and then re-enter them.

Below are the steps for the scenario above:

1. On the My Child Care Prices screen, scroll down to “...More” link to access the Update Prices button.
2. On the Update Reported Prices page, enter the Effective Date of the price change.
3. Select the Edit button to access the Modify Prices screen.
4. On the Modify Price screen, check the Delete checkbox.

5. After you select Modify, the Update Prices screen shows a red asterisk next to the price that was deleted. Select Add New Price to proceed.

6. To add the new prices and age ranges, proceed as explained earlier in this chapter.
Child Care Provider Portal (CCPP) User Guide

After you have completed all prices, select Review Changes on the Update Prices screen and finally Submit Request.

**Manage Fees – e-Payments**

Starting February 2020, provider can pay certain outstanding licensing/certification-related fees using this portal.

There are two options for the e-payments:

1. Electronic Funds Transfer from your checking or savings account. There is no extra fee when choosing this option.
2. Credit or debit card payment: You will be charged an additional 2% convenience fee.

**Licensed Providers:**

The following fees can be paid using this portal:

- Automated Background Check Fee (Annual Name-based Checks and Initial DOJ- Checks for minor employees)
- Forfeiture fees
- License fees (continuation)
- Other fees such as late fees, etc.

**Milwaukee Certified Providers:**

Following fees can be paid using this portal:

- Certification fees (renewals)
- Automated Background Check Fees (Annual Name-based Checks)
- Other fees such as late fees, etc.

**Certified provider (excluding Milwaukee):**

Following fees can be paid using this portal:

- Automated Background Check fee (Annual Name-based Checks)

All other certification related fees must be submitted to the certifying agency.

**Higher Education (Training) and Contracting Services Entities**

Following fees can be paid using this portal:

- Automated Background Check fee (Annual Name-based Checks)
**E-payment Steps:**

The E-Payment system works in conjunction with US Bank, a vendor of the State of Wisconsin for E-Payment solutions. The Provider Portal gives you the ability to see amounts in the licensing/certification database that are due and to choose which ones and how much to pay. After you identify the fees that you want to submit a payment for, you are taken to the US Bank site that allows you to enter payment information to initiate the payment process.

The payments submitted **before 8PM** are posted the following day. Payment submitted **after 8PM** will show in the Provider Portal the 2\textsuperscript{nd} day after submittal.

The payment process is explained below.

**Step 1:** Access the Manage Fee page in the portal (you can access this page from any page using the Sandwich menu on the right.

![Image of the Manage Fee page]

**Step 2:** The Manage Fees page has two buttons:

- Regulatory Fees Due (all unpaid fees in the licensing database)
- Regulatory Fees Paid (payments collected within last three years)

![Image of the Manage Fees page with buttons]

Choose the Regulatory Fees Due button.
**Step 3:** Regulatory Fees Due page lists all unpaid fees for your program. Make sure you have your credit/debit or bank account information available to avoid a risk for the pages timing out.

This page gives you two options:

- **Pay Total Due:** This link takes you to the US Bank portal to complete the payment for the entire amount due. Note that choosing this button will start the payment process. *If you do not complete the payment process today (during one session), you cannot make another payment until the following day.* Go to Step 5 to proceed.

- **Pay Other Amount:** If you are paying a partial fee, this link takes you to a page where you can specify the payment amount. Note that choosing this button will start the payment process. *If you do not complete the payment process today (during one session), you cannot make another payment until the following day.* Go to Step 4 to proceed.

**Step 4:** On the Regulatory Fee – Pay Other Amount page, you can delete fees that you do not want to submit a payment for. Note that this does not delete the actual fee in the licensing database, but only adjusts the balance for the e-payment. In the example below, the provider will submit a payment for the forfeiture. She chooses the Delete links for the two first amounts.
After deleting the two fees above, the payment amount is adjusted to only cover the forfeiture.

Step 5: After choosing either the total amount or the partial amount, you will be taken to the US Bank portal where the actual payment is made.
Choose the ‘Register’ link if you want to create an account to be used with future payments and show payment history. If you create an account, your payment methods (credit/debit card or bank account information) can be stored for future payments.

If you want to pay without creating a user account, choose the Pay Without Registering link.

**Step 6:** Enter your contact information on the Make a Payment screen.

On the bottom of the above screen, choose the payment method.

The following screens differ based on the method you chose.
a. If you chose Checking or Savings, you can enter your bank account’s Routing and Account numbers.

b. If Credit/Debit card is chosen, you can enter the card number and other details. Note that there is a 2% fee charged for these payments.

Once the above screen is complete, choose “Continue”.

**Step 7:** Carefully review the payment information and then chose “Confirm”.

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**Child Care Provider Portal (CCPP) User Guide**
Review Payment

Please review the information below and select Confirm to process your payment. Select Back to return to the previous page to make changes to your payment.

Payment Details

- **Description:** WIC Child Care New Payment
- **Payment:** ContinueChildCarePymnts cst
- **Payment Amount:** $200.00
- **Convenience Fee:** $3.00
- **Total Amount:** $203.00
- **Payment Date:** 01/30/2020
- **Provider Name:** ABC CHILD CARE
- **Facility Name:** ANNALS CHILD CARE FSS
- **Provider Location Number:** 280003941-1

Payment Method

- **Name:** [Redacted]
- **Card Number:** [Redacted]
- **Expiration Date:** Nov 2022
- **Card Type:** Discover
- **Confirmation Email:** [Redacted]

Billing Address

- **Address 1:** 201 e washington
- **City/Zone:** [Redacted]
- **State/Province/Region:** [Redacted]
- **Zip/Postal Code:** 53708
- **Country:** United States

A convenience fee will be charged for this transaction. The fee will be added to the amount of your transaction and is in addition to any fees that may be charged by your financial institution.

[Confirm] [Back]
Step 8: The Confirmation page displays the Confirmation Number and all details on the payment.

As soon as the payment has been authorized, an email is sent to the email address you entered when completing the payments. The email includes details on the payment such as the payment amount, any convenience fees (if debit/credit card used), etc. See screen print below.
Step 9: The Payment Due page in the Provider Portal shows that the payment is pending. You cannot submit another payment until the following day. The payment will also be shown on the Regulatory Fees Paid page the following day once the transaction has been successfully completed.

Continuation Fees – Licensed Centers

The system now generates the licensing fee when the continuation application materials are generated. The fee can be paid at any time once it is available at the Portal. However, you must return the application to your regional office to start the continuation application process.
Regulatory Fees Paid
This page shows any payments made during the last three years for your program.

The e-payments are displayed on this page one day after you have authorized the payment. The fee includes the confirmation number associated with the payment.

Regulatory Fee Payment Details
This page show details on the payment submitted such as date, type of e-payment and amount. In addition, the page shows regulatory fees the payment covered.
**Payment Failures**

If the credit/debit card information entered in the US Bank portal is incorrect or invalid, the payment authorization is immediately refused by the US Bank system. Electronic Funds Transfer failures from a checking/savings account usually take about two days to post.

The process is explained below:

Day 1: (payment authorized before 8 p.m.): Payment authorized using checking/savings account.

Day 2: The payment is posted on the Regulatory Fees Paid page as collected.

Day 3: Payment failure information is received from the US Bank. The collection listed on Day 2 is reversed and the Regulatory Fees Paid page deletes the amount posted. The fee is reposted on the Payments Due page and unpaid.

**Refunds – Payment made in Excess**

In some rare scenarios, the provider may accidentally submit a payment that exceeds the balance due creating a positive balance. This amount shows on the Regulatory Fee Payment Details page as a positive amount. The licensing region will decide if the refund can be applied to a future fee or issue a check for the refund.
Facility Details

This screen includes buttons for details for the facility/location.

YoungStar Details

The YoungStar Details screen shows the Youngstar details for your program such as the participation status, future anniversary date and current star level.

If your program is accredited, the name of the Accreditation agency is displayed. The Effective Period field displays the begin date of the current accreditation period. If the accreditation is time limited, the end date is also displayed. Just like on other pages in the portal, the link to YoungStar history for the provider location is available by choosing “…More”.

Registry Details

If your center has training information in the Child Care Registry that applies to your YoungStar rating, those details are also available in the Child Care Provider Portal. Also, your Registry Level is displayed.
This screen shows information for a group center with multiple classrooms. The top section shows information on the director. To view more details on training and credentials on the director, select “...More”.

**Copy Staff Member to the Individuals Module**

If the director or staff member with a Registry profile has not been added to the new Individuals module, the staff member can be copied to the new module. Choose “...More” to view complete details on the person.

If the Copy to Individuals button appears on the bottom of the page, choose this button to pull the person into the Individuals module so a background check can be conducted on the person. Enter additional details such as the individual’s home address, employment/residency details, etc. This screen is explained in the Individuals section below.

Note that if the person has been added into the Individuals module already, this button will not be available.
Registry Classroom Details

This screen displays Registry details for the classrooms in your center. The screen has the age range, number of children enrolled and number of hours the room is open.

The lower section shows staff information such as the name, position, the date the staff person started working in the classroom, number of hours the staff person works in the classroom, Registry Level, credentials and training information. Choose “…More” to copy the staff member into the Individuals module for background check purposes.

Individuals

On 10/1/18, the Department started conducting background checks on prospective/new employees and new certified providers. This new Individuals module has been added to the portal to allow child care providers to enter current and prospective employees and household members for background check purposes.

When the Individuals button is chosen either from the Home or Facility Details page, the page shows all individuals who have already been entered into the licensing/certification database WISCCRS. For all regulated facilities, the Applicant/Licensee and any household members display.
A few things to mention on this page:

1. If there is a question mark icon next to the individual, please review the Modify Individual Details, Alias and Background Check Request pages to make sure they are complete. The Fingerprint Code is not triggered for these individuals until the record is complete.

2. If there is a red exclamation icon next to the individual, the individual is in Prospective status. Once the person has been hired or has started to reside at the center, make sure to change the status to Current. If the person was not hired or is not residing, change the status to Not Hired/Did not Reside and enter the corresponding date.

3. If your center has staff who have a Registry profile, those individuals can be copied from the Registry into the Individuals module so the background checks can be conducted. Click on the arrow in the section header to expand the list.

4. The Classroom column that listed the classroom the individual was associated with has been eliminated as of 9/27/19 to speed up downloading the list of individuals attached to a center.

5. The Classroom column has been replaced by Background Check Status for the individual. To view details on the Background Check, proceed to the individual’s Background Check screen. The statuses are explained in the Background Check section later in this user guide.

Once the list is expanded, choose the person from the list to be copied over to the Individuals. The “I” icon has instructions on how to copy the individual’s record.
NOTE: If an individual works at one center and moves to a different center (for a provider that owns multiple centers), the provider must inactivate them at the first center and enter them into the new center profile. Because the individual already exists in Child Care Provider Portal, the provider will not need to completely reenter the individual but can search for their record and add them.

Finding Individuals/Employees on the Individual Screen
The Individual List page has been enhanced to help center staff find individuals/employees quicker when the list has multiple pages. To search for an individual at your center, click/tap the arrow in the name column header.
To search for an individual whose first name is Tammy, first choose ‘Contains’ in the upper drop down menu. Then type ‘Tammy’ in the second field. The choose Filter.

Tammy Toss’ record will display. If the center has multiple individuals with a first name of Tammy, all individuals are listed on the search results.
Add an Individual

Choose “...More” on the above screen so the Add Individual button displays.

Complete the basic demographics on the individual. Make sure the Social Security Number is correctly entered because it cannot be modified later. If a person does not have a valid SSN, do **not** try to submit the record using a fake SSN such as 111-11-111, etc. Fax or email a request to the Caregiver Background Unit to have these individuals added.

Choose Next to proceed. On the following page under the Individual Section, enter the **home address** of the staff member. The background check decision letters are mailed to the staff member using his or her home address. The facility will also receive an eligibility notice.
The fields on this section are explained below.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name, Date of Birth and SSN</td>
<td>These are pre-populated from the prior page or when importing an individual from another location or from the Registry. If changes are needed for the Name and Date of Birth fields, first complete the screen and then access the Modify Individuals page to make changes. Any corrections to the SSN must be submitted to the DCF CBU unit.</td>
</tr>
<tr>
<td>Home Address</td>
<td>Enter the home address of the individual (not center) into this field. The background check decision letters are mailed directly to the individual. The center also receives a letter indicating the eligibility status but does not include the details associated with the background check.</td>
</tr>
<tr>
<td>County/Tribe</td>
<td>Choose the County/Tribe where the individual resides. If the individual resides outside Wisconsin, choose Out-of-State.</td>
</tr>
<tr>
<td>Primary Phone Number# and Type</td>
<td>Enter the individual’s personal phone. Choose Home, Cell or Work as the phone type.</td>
</tr>
<tr>
<td>Secondary Phone Number# and Type</td>
<td>Enter another number if applicable. If the radio button under the Type is accidentally clicked, use the Cancel button to erase it.</td>
</tr>
<tr>
<td>Email</td>
<td>Enter the email of the person, if known. At this time, eligibility notices cannot be sent by email, but that functionality may become available in the future.</td>
</tr>
<tr>
<td>Race</td>
<td>Choose the race from the pulldown menu, if known.</td>
</tr>
<tr>
<td>Language</td>
<td>Choose the language from the list. This field is used to add a Translation Help box to the notices sent by the system. Below are examples (from Wisconsin Shares notices):</td>
</tr>
</tbody>
</table>
The Employment/Residency section has the following fields:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Begin Date</td>
<td>The date the record is added to the portal or licensing database is populated here. Also, if changes are made to the Employment/Residency section, such as a role change, the Effective Date is updated.</td>
</tr>
<tr>
<td>Primary Role</td>
<td>Choose a role from the menu that most closely describes the individual’s role at the center. If the center has minors as employees or volunteers, chose a role that mostly closely describes the minor’s role at the center. Caution: If errors are made in this field, the role cannot be changed if the background check is in Pending status. Note that Applicant/Licensee or Applicant/Licensee-Exempt values cannot be chosen using the Provider Portal. Change in Applicant/Licensee must be reported to the licensing regional office (licensed providers) or County Certification Agency (certified providers).</td>
</tr>
<tr>
<td>Background Check Level</td>
<td>The level is auto-populated based on the Role chosen.</td>
</tr>
<tr>
<td>Secondary Role</td>
<td>If applicable, choose a role from the menu. Caution: If errors are made on this field, the role cannot be changed if the background check is in Pending status.</td>
</tr>
</tbody>
</table>
| Employment/Residency Status | The following values are available:  
  **Current:** Current employees/residents who have been associated with the program or who are being hired. Begin date is mandatory for these individuals.  
  **Prospective:** This value is used for an individual that a child care program is considering for employment or another role, such as household member. |
### Employment/Residency

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Begin Date</strong></td>
<td>If the status is Current in the field above, enter the date the individual began affiliation with the child care center. Affiliation includes employees, residents, board members, volunteers and others associated with the program.</td>
</tr>
<tr>
<td><strong>Relationship</strong></td>
<td>This only displays for family child care providers. Choose a value from the menu if applicable.</td>
</tr>
</tbody>
</table>

### Apply Ongoing Background Check Fee to This Location

- If “Yes” is displayed, the future Annual Name-based checks will be invoiced to this facility. If the individual is attached to multiple locations/facilities, the system uses the following logic when deciding which location/facility to invoice:
  1. Apply the fee to the location where the individual has been affiliated the longest.
  2. If the individual’s role in any of the facilities is Applicant/Licensee, that location will be invoiced (even if the individual has had a non-licensee role at another site longer).

  If the fee should be applied to another site that does not follow the above rules, contact the CBU to have the fee changed to another site.

### Has this individual used other Names or Aliases in the Past?

- Check Yes if the person has used other first/last names in the past. You will be taken to the Alias screen.

### Comments

- Enter any comments that might be useful when conducting a background check review.

After the page is saved, you are taken to the Background Check Request (BCR) page.

**Alias Names**

If you checked Yes on the New Individual or Modify Individual screen, you are taken to the Add Individual Alias screen. If the individual has other known names, enter these on the Alias Names section. The alias information is important for accuracy of background check results.
Enter the name(s) used in the past. Below is an example of a hyphenated name and how it should be entered into the portal to get best possible match and accurate background check results. The current name of the individual is Mary Mattson-Smith. This name should be entered as follows:

- Mary Mattsonsmith
- Mary Smith
- Mary Mattson

If the person has had multiple Alias names, add a new record for each name by choosing Add Another Individual Alias button. Once all aliases have been entered, choose Next.

When adding a new individual, the question mark icon continues to display next to the person’s name until all details are complete, including the Background Check Request page.
Background Check Request (BCR) Form

The Background Check Request (BCR) form replaces the Background Information Disclosure (BID) form. The information (either by filling out the form or entering it into CCPP) is mandatory for individuals age 10 years or older when requesting a fingerprint background check for licensure, certification, employment or non-client residency at a child care center. DCF CBU staff uses this information to help determine what kinds of background checks are needed. **Example:** If the person indicates that he or she has been discharged from the military, the CBU may require the person to submit the discharge papers.

**Attention:**

1. Make sure that the form has answers to every question and that the form is signed. If the form is incomplete, the Fingerprint Instruction Letter is not mailed until the details are completed.
2. When entering information for a person who has an incomplete record (including new individuals), each page on this screen shows the question mark icon. Keep entering the details and once everything is completed, you will see a confirmation page.

Individuals that are exempt from the background check law (governmental agencies and foster children), do not need to complete this form.

The Background Check Request Form is required for the initial entry of an individual added to the portal and any future requests for fingerprint background checks. This occurs when there is a new employee to a group child care setting, a new household member for a family child care setting age 10 years or older, or for existing providers going through the new background check process.

If you are completing the form for yourself, click Self in the “Form completed by” field. If you are entering the information for another person using a paper BCR form or an interview, click Proxy. The signature date is defaulted to today’s date. Type the name of the person who is entering the information in the system.

After the Background Check Request Form is completed, the system initiates the background check process.

Note that if a person had an initial or five-year FBI check through DCF and the person has not been
unassociated from a child care facility for more than 180 days, a new BCR is not required. **Example:** Mary has been working for Facility A. Her initial FBI was done by DCF on 1/1/19. She resigns her employment from Facility A on 3/31/19. On June 1, 2019 she accepts a position at Facility B. When Facility B adds Mary as an employee to their child care program in the portal, no BCR is needed because there is only a one-month gap between Mary’s employment. The background checks previously conducted while under Facility A can be viewed on the Background Checks Results page for Facility B.

After the individual details have been added, the system automatically takes you to the BCR form. The screens are explained below.

Carefully read and select a Yes or No answer for each question. Make sure you provide an answer to every question. If the form is incomplete, the background check request is not submitted.

If Yes is chosen, additional fields are displayed where more details can be added. Also, documents can be uploaded.

When uploading a document using a desk or laptop, scan the document into a folder of your choice. Then click the Upload Document link and navigate to the folder the document was saved in. Choose the document and click Open.
When the document is successfully uploaded, it will display on the bottom of the screen. It can be deleted if the wrong document is accidentally uploaded.

When using a mobile device, the camera can be used to take a picture of a document that can be uploaded.

Click Next to proceed to the next question.

If the person has lived outside Wisconsin within last five years or is currently residing outside Wisconsin, click Yes and then the Add button to add details.

Then choose the state from the menu. Once the state is identified, a list of counties displays in the County column. Add the date the person started residing in the state and the end date. If the individual currently lives outside Wisconsin, leave the End Date blank.

Then continue with the rest of the questions. The last page requires a signature.
If you are completing the form for yourself, click Self in the “Form completed by” field. If you are entering the information for another person using a paper BCR form or an interview, click on Proxy. The signature date is defaulted to today’s date. Type the name of the person who is completing the screen.

Once the form has been successfully submitted, a confirmation page will display.

Note that once the background check has been started or is complete, the BCR details are no longer viewable in the portal for confidentiality reasons. However, changes can be made by submitting a new BCR form by choosing the Modify Background Check Form link.

**Confirmation of Individual Information**

Once the Individual Details, Alias (if applicable) and the Background Check Request form have been entered, you will get a confirmation that the information is complete.
Generating the Fingerprint Code

The Provider Portal has been enhanced to allow the provider to generate the fingerprint code for an individual associated with the center. After entering a new individual, select Generate/View Fingerprint Code button to generate the code.

The Fingerprint Code page shows the unique code that the individual must use when scheduling the Fieldprint appointment.
Scenarios when a Fingerprint Code is NOT generated

There are a few scenarios when the system does not generate the fingerprint code:

1. **Discrepancy:**
   If the individual entered into CCPP closely matches an individual in the DCF child care system, the record must be cleared by the CBU staff before the code can be generated.

2. **Individual Details Missing:**
   If all mandatory fields on the Individual Details page have not been completed, no code can be generated.

3. **Background Check Request (BCR) form missing/incomplete:**
   If the Background Check Request form has not been completed for an individual or if there is missing information, the system will not generate the code.

4. The individual already has a complete background check done.

5. **Minors:** No fingerprint is required for individuals under the age of 18.

6. The individual already has a code that was created by their details being entered into iChildCare or by CBU staff. You can see the code by selecting the Fingerprint Code button on the Individual Details page.
There are some rare scenarios where the Fingerprint Code is generated overnight because the individual was previously submitted to the licensing database with incomplete details (BCR or home address missing). Even though the new center completes all details for the individual, the system will not immediately generate the code. However, the overnight batch will do it.

Modify Individuals

It is important that the individual’s details are kept current. Below are examples of scenarios that require the individual details in CCPP to be updated:

1. Staff leaves the center (employment ended). Enter Employment/Residency End Date and change the status to Inactive. Note that inactivating an employee in Child Care Provider Portal does not automatically remove them from your Registry profile. You must access the Registry system to detach the employee from your Registry profile.
2. Staff changes from one role to another (promotion, etc.). Change the Role.
3. A resident moves out of the home. Enter Employment/Residency End Date and change the status to Inactive.
4. A prospective employee is not hired, or prospective resident will not reside at the program. Update Employment/Residency Status to Not Hired/Did Not Reside.
5. Prospective Employee is hired. Change the Employment/Residency Status to Current and enter Employment/Residency Begin date.
6. Prospective Resident starts residing at the center. Change Employment Residency Status to Current and enter Employment/Residency Begin date.
7. Individual’s home addresses changes.

To access the Modify Individuals page, choose the “...More” link on the Individual Details page.
The fields on the Modify Individuals page are identical to those under Add Individual.

**Individuals Affiliated with the Program prior to 10/1/18**

The Department and certification agencies have been conducting background checks on the Applicant/Licensee, Certified Operator, Household Members and Employees/Volunteers in regulated programs. The providers must review the individuals affiliated with their program and complete the following for each individual:

1. Review the Modify Individual page and complete all missing information. For these individuals, make sure that the Employment/Residency Begin Date reflects the actual date when the person started residing in the program or became the applicant/licensee. The date should be prior to 10/1/18.
2. Complete the Background Check Request (BCR) forms.
3. Generate the Fingerprint Code.

**Inactivating an Individual**

When a person is no longer affiliated with your program, access the Modify Individuals page and enter the date the individual left the program in the Employment/Residency End Date field. Change the Status to Inactive.

Caution: Once the Employment/Residency End Date has been entered in the portal, it cannot be modified. If an error is made, please contact the Caregiver Background Check Unit.

Note that converted individual records (applicant/licensees, household members and certain employees in certified programs) who were added into the WISCCRS data base prior to 10/1/18 will have certain mandatory fields missing such as home address, language indicator, Employment/Residency Begin Date, etc. In order to enter the Employment/Residency End Date for these individuals, all mandatory fields must be completed before the page can be saved.
When inactivating staff that has a Registry profile, the individual must be removed from the center’s profile at the Registry portal. Inactivating the person in CCPP does not automatically inactivate the staff member in the Registry system.

**Changing Roles for an Individual**

If a background check is in pending status, the primary and secondary roles cannot be changed until the check is complete.

When the background check is complete, most roles can be changed, except Applicant/Licensee and Applicant/Licensee-Exempt (governmental agencies). If the Applicant/Licensee for a center has changed, contact the regulatory agency in your region/county.

When submitting changes to individual roles, a new review by DCF might be necessary since the background check law has different criteria for applicant/licensee, caregivers and non-caregivers.

The individuals associated with child care programs have four levels:

1. Applicant/Licensee
2. Caregiver
3. Non-caregivers
4. CBC Exempt: Individuals who are not required to have a background check done

Below is a list of roles and which type they fall under. Note that the roles under CBC Exempt are not included in the background check automation. No check is conducted on these individuals.

<table>
<thead>
<tr>
<th>Role</th>
<th>Applicant/Licensee</th>
<th>Caregiver</th>
<th>Non-caregiver</th>
<th>CBC Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative staff</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Administrator</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Applicant/Licensee</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Board President – Use Applicant/Licensee</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Certified Operator – Use Applicant/License</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Contracted teaching staff</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Director</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Director - Assistant</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Driver</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Employee (Displays for some historical</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>records with certified programs)</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Facilities staff</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Foster Child</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Government/Tribal Representative</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>(Applicant/Licensee in a government</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>operated program)</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Household member</td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>
Role Change Scenarios when a review of a Background Check is Needed

The caregiver law has different criteria for each level, so sometimes a review is needed if a person’s role is changed. Below are the levels.

- Applicant/Licensee
- Caregiver
- Non-caregivers

When a role change is submitted via the Child Care Provider Portal for an individual who has a non-expired background check, the system sends an alert to the CBU in the following scenarios:

1. The person’s role level is changed from lower to a higher level. **Example:** A Driver (Non-caregiver) is changed to a Substitute Teacher (Caregiver).
2. An individual was found ineligible on any level and the role is changed to any role. **Example:** An individual was denied eligibility to be a Substitute Teacher (caregiver). The person’s role is changed to Kitchen Staff (non-caregiver).

The CBU staff conducts a review of the background check that is still current. Once done, the system retriggers the Final Decision letter.

If an individual is associated with multiple facilities with different caregiver levels, the Background Check screen in CCPP now shows the level pertaining to the facility.
**Example:** Hans was a household member (caregiver level) at Penny’s Third Location facility.

Hans became the Applicant/Licensee for Happy Day facility. After the DCF Child Care Background Unit reviewed the role change, they approved Hans as the licensee. His Background Check Level at this facility displays Applicant/Licensee.
Background Checks – COVID-19

During the COVID-19 state of emergency, fingerprint requirements have been temporarily waived. The Department of Children and Families (DCF) will conduct a name-based background check during this emergency period at no charge to providers.

You will receive notification of your name-based eligibility. Your emergency background check eligibility is temporary and is only valid for the duration of the public health emergency. Temporary eligibility will expire at the end of the emergency period. Expiration means you will not be able to continue to work or reside in a child care facility regulated by DCF until an FBI fingerprint check is initiated.

The name-based checks will temporarily replace the FBI fingerprint checks on prospective and current employees and residents. The process for entering them into the Individual screen in the portal has not changed. The following needs to be completed:

- Individual details (demographics, address, etc.)
- Background Check Request Form
- Fingerprint code

The system will create a Fingerprint Instruction letter for the center. However, a name-based DOJ check will be automatically submitted overnight. Results are available in the Background Check screen usually within two business days. The system will mail the Preliminary and Final Decision letters overnight.

Once the public health emergency ends, you will be required to complete FBI fingerprints through Fieldprint using the Reference Codes sent to you.

The Initial DOJ checks are conducted in the following scenarios:

- New individual with no previous background check (excluding minor residents and foster children). This includes individuals residing outside Wisconsin.
- Individual whose FBI check expired more than 180 days ago, and the person is attached to a different regulated facility.
- Individuals currently living outside Wisconsin.
- Individuals whose 5-year FBI check is due.

DCF will cover the $10 fee for the above emergency background checks. However, the centers will be invoiced for the annual name-based checks as usual.
**Fingerprint checks**

The background check information displays the status of the check as soon as the fingerprints have been received from Fieldprint into the DCF WISCCRS database. To view the status and results of a background check, choose the individual from the Individual List by clicking the Details button.

![Image of the Child Care Provider Portal (CCPP) User Guide showing fingerprint check status and individual details.](image)

Then choose the Background Check button.

![Image of the Child Care Provider Portal (CCPP) User Guide showing background check information.](image)

The status and results can be viewed on the individual.

![Image of the Child Care Provider Portal (CCPP) User Guide showing individual details.](image)

The fields on this page are explained below:
### Field | Description
--- | ---
Background Check Level | This field is auto-filled based on the role of the person at the time of the background check. The options are:
1. Applicant/Licensee
2. Caregiver
3. Non-caregiver

Determination Start Date | This is the date when the episode was created. Once the DOJ/FBI results have been received, the date is updated to reflect the date the background check determination started. Also, if the individual's role was changed requiring a new review, this date could be the date the review was initiated.

Background Check Type | Options are:
1. **Initial FBI:** All adult individuals have to have this completed first. This check is also conducted on individuals who have not had an initial or five-year FBI check done within the last five years or the person has been detached from a child care center for more than 180 days (from the last employment end date).
2. **Initial DOJ:** This check is conducted on minor employees. During the COVID-19 emergency, this check is also automatically done on all new individuals.
3. **Annual Name-Based (DOJ):** The annual name-based DOJ check is automatically conducted 12 months after the initial FBI check and then every 12 months for individuals who reside in Wisconsin.
4. **Annual FBI – Out of State:** The annual DOJ name-based checks are not conducted on individuals whose home address is outside Wisconsin. The system automatically triggers the Fingerprint Instruction Letter after 12 months from the Initial FBI check. The checks are run every 12 months from the previous annual check. Annual fingerprint based checks for individuals who reside outside Wisconsin resumed in May 2019.
5. **Ad hoc:** These checks are rare and are manually conducted when a reason for an additional check exists.
6. **5-Year FBI:** This check is triggered five years after the last FBI Episode Start Date.
7. **DOJ Prior to 10/1/18:** This value is displayed for individuals who have had DOJ name based check conducted by DCF prior to 10/1/18.
8. **FBI Prior to 10/1/18:** This value is displayed for individuals who have had FBI check conducted by DCF prior to 10/1/18. Note that there are no eligibility letters for these individuals because the check was done by DCF prior to the new background check module.

Preliminary Decision | Options:
1. **Conversion:** When the Background Check Type is DOJ/FBI Prior to 10/1/18, the Preliminary Decision displayed as conversion.
2. **Canceled:** The person has withdrawn his or her background check request.
3. **Eligible.** This is auto-populated for individuals whose FBI and DOJ results come back as “No Record Found”. If a record is brought over, DCF CBU staff reviews the record and manually updates the status. A notice is sent to both the individual and the provider location(s) the person is associated with.

4. **Incomplete:** The background check could not be completed because of missing information. No notice is sent to the individual or the provider.

5. **Ineligible:** If the person is found ineligible, a notice is sent to both the individual and the provider locations the person is associated with.

6. **Ineligible – Appealed:** Person whose final decision was Ineligible has appealed the decision. The appeal is pending.

7. **Pending:** The Preliminary Decision is in progress and has not been issued. Note that the system changes the Status to Pending if there is any kind of record received.

8. **Expired Eligibility:** If an individual had the Initial FBI or the 5-Year FBI conducted, but the individual was unaffiliated with a child care center for more than 180 days, the eligibility expires. When the individual is pulled into a new center, a new FBI check is required.

<table>
<thead>
<tr>
<th>Preliminary Decision Date</th>
<th>The date the Preliminary Decision was made. This is auto-populated for individuals whose FBI/DOJ results came back as “No Record Found”.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Decision</td>
<td>Options:</td>
</tr>
<tr>
<td></td>
<td>1. <strong>Conversion:</strong> When the Background Check Type is DOJ/FBI Prior to 10/1/18, the Preliminary Decision displayed as conversion.</td>
</tr>
<tr>
<td></td>
<td>2. <strong>Canceled:</strong> Used if a person withdraws his or her background check request.</td>
</tr>
<tr>
<td></td>
<td>3. <strong>Eligible:</strong> The person is eligible for the role. The system sends an automated letter to the provider and the individual.</td>
</tr>
<tr>
<td></td>
<td>4. <strong>Incomplete:</strong> Used when the review could not be completed.</td>
</tr>
<tr>
<td></td>
<td>5. <strong>Ineligible:</strong> Used if the person is not eligible. The system triggers a notice to the provider location.</td>
</tr>
<tr>
<td></td>
<td>6. <strong>Ineligible – Appealed:</strong> If the person is found Ineligible, he or she has the right to appeal. When the appeal is received, the status is switched to Ineligible-Appealed.</td>
</tr>
<tr>
<td></td>
<td>7. <strong>Pending:</strong> The Final Decision has not been issued. Note that if a role is changed for an individual after a completed episode and the DCF CBU staff has started a review for the new role, the system changes the status back to Pending.</td>
</tr>
<tr>
<td></td>
<td>8. <strong>Eligible with Stipulation:</strong> Used when an individual is made eligible with stipulation. Stipulation must be met to maintain the eligibility. The individual receives a manual notice in these scenarios.</td>
</tr>
<tr>
<td></td>
<td>9. <strong>Expired Eligibility:</strong> If an individual had the Initial FBI or the 5-Year FBI conducted, but the individual was unaffiliated with a child care center more than 180 days, the eligibility expires. When the individual is pulled into a new center, a new FBI is required.</td>
</tr>
</tbody>
</table>
**Expiry Date**

A date the background check expired is displayed for checks that have “Expired Eligibility status.

**Expired Eligibility**

If an individual had the Initial FBI or the 5-Year FBI conducted, but the individual was unaffiliated with a child care center more than 180 days, the eligibility expires. When the individual is pulled into a new center, a new FBI check is required.

**Background Check History**

To view past background checks on an individual, choose the “…More” link on the bottom of the Background Check page.

Then enter a date that you want to view the background check information for. The FBI requirement was implemented in 2014 for programs caring for WI Shares subsidy children so using 1/1/14 will bring potential FBI check(s) for the individual.
The History screen will display all checks done after the date entered in the From field.

The Details screen will show the date.

Note that there are no Preliminary and Final Decision letters for these individuals.

**Individuals Who Had Background Checks Completed by DCF in the Past**

Background check history for applicants/licensees, household members, and certification operators or employees/volunteers in certified programs who had automated FBI/DOJ background checks completed by DCF in the past will be brought into the Provider Portal. Only the latest check is displayed.
The Background Check Type is DOJ or FBI Prior to 10/1/18. The Primary and Final Decisions are set at Conversion and the Decision Dates are blank because the old system did not have this information.

iChildCare

A new portal is available for individuals who are working/residing in a child care facility or who want to have a child care background check conducted for eligibility to work/reside in a child care facility.

An employee/resident can create an iChildCare account and once done, you can attach that individual into your center and assign the role and employment/residency dates for the employee in Child Care Provider Portal.

Visit the Wisconsin iChildCare Portal Information web page for further information on the portal.

IChildCare Access – Providers who have CCPP access

If a provider has already access to CCPP, the same user ID can be used in the new iChildCare.

Steps to access the new system:

1. Login to iChildcare using your CCPP user ID.
2. Enter details in the Add Personal Details page. If your record matches with an individual in the DCF child care system, you will be sent a PIN letter that will grant you access to the IChildCare. If there is no record that matches your demographics, you will be granted access immediately.

Note that if there has been other users who have used the CCPP user ID for your center in the past, make sure that you change the password on the DWD/Wisconsin Logon Management web page so no one else can view your personal background check results.

Higher Education (Training) and Contracting Services Entities

Agencies that place practicum students/contractors into child care programs can submit background check requests on the individuals. The system has been modified so that these entities can submit the
requests using the Provider Portal. The Individual and Background Check related sections explained in this user guide identify a similar workflow for these agencies to access individual information and request background checks. However, most of the other buttons in the portal have no information on these facilities. The Manage Facility page has the contact information for the entity. If changes are needed, please contact the DCF CBU staff.

Effective 2/22/19, the system was modified to have the facility decision notices sent to these agencies instead of just sending them to the individual’s home address. The Fingerprint Instruction Letters that were previously sent to the individual, will be sent to the facility only.

Manage Facility

This section has functionality pertaining to a facility/location.

The sections below explain functionality for the buttons above.

Regulation

The Portal displays regulatory information for your site/facility.

The Regulation Details screen includes the following information:

- **Category**: This field shows the type of regulatory approval granted for your facility. Types are: Licensed Group, Licensed Family, Regular Certified, Provisionally Certified, Public School Program, etc.
- **Status**: Approved is the most common status for programs that are licensed or certified. If the program is temporarily closed, the status will reflect it. Some programs operated by a Public School Board might have Converted listed as the status until a new application is submitted to the licensing region.
- **Effective From**: This is the begin date of the current licensing/certification period.
- **Continuation Date**: This is the next continuation/renewal date of the current license/certificate.
Ages Served
This section displays the age range of children your program is licensed/certified to enroll. In the example below, the program is approved to care for children from newborn to age 14 years.

<table>
<thead>
<tr>
<th>Age</th>
<th>Effective Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 Year(s) 0 Month(s)</td>
<td>02/25/16</td>
</tr>
<tr>
<td>13 Year(s) 11 Month(s)</td>
<td></td>
</tr>
</tbody>
</table>

The age is displayed as years and months and the upper age as “through” 13 years and 11 months (to the 14th birthday).

Hours of Operation
This section displays the days, times and months the program is licensed/certified.

- **Effective From**: Usually this is the begin date of the current licensing/certification period.
- **Months Open**: For year-round programs, the months are usually January-December.
- **Hours Open**: Lists days of the week with open and closed times. Weekend hours are displayed in a separate row.
- **Day Capacity**: The number of children the program is approved to serve. For certified providers, this field displays the number of children under the age of 7 years that the provider is certified to enroll.
- **Night Capacity**: The number of children the program is approved to care for between 9 p.m. and 5 a.m. For certified providers, this field displays the group size.

Accreditation
If your program is accredited by one of the following agencies, the name of the agency and the effective period is displayed:

<table>
<thead>
<tr>
<th>Name</th>
<th>Effective Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Of Madison Accredited</td>
<td>07/16/17 - 12/31/18</td>
</tr>
</tbody>
</table>

By selecting “...More,” you can access history for the information.

- Advanced, American Montessori Society Accreditation (AMS)
- City of Madison Accredited
Child Care Provider Portal (CCPP) User Guide

- Council on Accreditation (COA)
- Head Start Performance Standards
- National Accreditation Commission (NAC)
- National Association for the Education of Young Children (NAEYC)
- National Early Childhood Program Accreditation (NECPA)
- National Association for Family Child Care (NAFCC)
- American Camp Association (ACA)
- AdvanceED

Although not considered an accreditation, Head Starts that qualify for an automated five-star rating in YoungStar will be displayed as “Head Start Performance Standards” in this area.

Closure Schedules

On this screen, providers can report when the facility is closed for a short time period, such as holidays and seasonal closures.

To add a closure schedule, select “...More” to access the Add Closure Schedule button.

On the Modify Closure Schedule screen, enter the begin and end date for the closure, and enter the reason in the Comments field.
After you save the entry, you are taken back to the Facility Short Term Closure screen where the record is displayed.

If you need to modify or delete an entry, select the arrow icon next to the closure date.

Mailing Options – Electronic Notices

To save mailing costs and the environment, the department is going to add electronic options to some automated provider notices triggered by the system effective 9/26/20. The following provider notices are available in electronic format. When there is a checkbox checked next to the notice, no paper copy is sent by the US Mail. Electronic copies are immediately available in the Documents section in the portal for both paperless and paper notices.

Note that the Background Check Eligibility Decision Letters includes both Preliminary and Final Eligibility and Ineligibility letters to the facility.

Rollout

Locations with current CCPP users

Effective the evening of September 25, 2020, the system will default the mailing options for the above notices to electronic for provider locations that have at least one CCPP user who has logged into the Portal after 1/1/20.

Any notices generated after October 15, 2020, will be electronic unless the user has modified the mailing options back to US Mail for the facility.
**Locations with No Current CCPP users**
If there is no CCPP user for a provider location or there is a user who has not been actively using the portal and has not logged in after 1/1/20, the above notices are defaulted to be sent by the US Mail. If a provider later gains access to the location, the user is encouraged to opt-in to only receive the notices electronically.

**Modifying the Mailing Options**
If your center wants to modify the mailing options, do the following:

1. **Opt-in for receiving copies by US Mail**
   If your center is defaulted to electronic notices but you want all or some notices to be mailed to you, uncheck the checkbox next to the notice.

   In the example below, the center wants to receive paper copies of the Background Check Invoices but wants to continue receiving all other notices electronically.

   ![Mailing Options Example](image)

2. **Opt-in to receive electronic notices**
   If you are a new CCPP user and your center has been defaulted to receive paper copies of the notices, you are encouraged to change the mailing option to paperless. Access the Mailing Options page and put a checkbox next to the notices you want to change to electronic. In the example below, the user wants the Background Check Eligibility Decision Letters, Fingerprint Instruction Letters and Provider EBT Authorization Letter to be electronic, but the provider wants to continue receiving the Background Check Invoices and Background Check Quarterly Notices by US Mail.

   ![Mailing Options Example](image)

Providers who have opted-in to receive paperless notices, will receive a message every time there is a new notice generated for their facility.

---

**Home**

- Financial
- Facility Details
- Communications
- Manage Facility
- Individuals
The Documents link takes the user to the Facility Documents page where the new documents can be viewed.

**Mailing Options History**

You can view historical information on the mailing options for your facility by clicking on the ...More link on the bottom of the Mailing Options page. Then choose the Mailing Option History button.

The following page shows the date the mailing option was changed. The From Date is defaulted to six months in the past, but can be changed to any date.

**Users with Access to Multiple Provider Locations**

The mailing options are location/facility specific. If you have access to multiple sites and need to modify the settings, you must do this separately for each site.
Security

Users who have Owner/Director or Security Administration user profiles to the portal can update the mailing options. All users can view the pages below.

Documents

You can view subsidy, licensing/certification and YoungStar documents in the Portal. There are two levels of documents.

Facility Level

This section includes documents such as authorization notices, YS renewals, Fingerprint Instructional letters, and various documents submitted to Licensing/Certification agency.

To access the Facility documents, choose the Documents link in the side sandwich menu or choose the Communication Button from the main facility page.

Then choose the Documents button.

The documents are displayed in chronological order, with the latest document on top. The history allows you to view licensing/certification and YoungStar documents back to 2011.
Background Check Quarterly Notice

In 2020 the department will resume conducting annual name-based background checks on licensees, certified operators and adult household members and will begin conducting annual name-based background checks on caregiver and non-caregiver employees. Starting December 20, 2019, the department will begin sending Quarterly Notices to child care programs informing them which individuals are due for an annual name-based background check. The Notices will be sent to child care programs around the 20th of December, March, June and September.

Licensees/operators will need to review these Notices carefully to ensure the department has the most up-to-date list of individuals associated with their child care program. Annual name-based checks will be conducted on the following individuals:

- Age 18 or older
- Has an employment/residency status of “current” or “prospective”
- Has completed a DCF-conducted fingerprint-based background check (or DOJ Initial on minor employees) within 12 months or earlier.

If the list of individuals included in the Notice or employment/residency status is not up-to-date, the licensee/operator needs to update the information in the CCPP as soon as possible. The cost of the annual name-based check is $10 per individual. The system generates invoices every four months for the cost of any annual name-based checks conducted during the previous four months. The invoices are sent in January, May and September if there are billable Annual checks for the center.

A copy of the Notice is available in the CCPP Facility documents.

The notice may have multiple sections depending if any individuals associated with your program fall under the criteria for the section. The sections are explained below.

**List of individuals who have a 5-Year FBI due within the next four months**
In addition to individuals who are due to have the 5-year check done, this section also includes the following individuals:

- Minor employees who have had an Initial DOJ conducted but the minor is turning 18 during the next four months.
- Individuals who reside outside WI must have the Fingerprint check done on an annual basis.

Individuals who are associated with multiple facilities, are listed in the notice to the center where the Apply CBC Fee is set at “Yes”. This indicator is found on the Individual Details screen.

The 5-year FBI due date (1-year for individuals residing outside WI) is calculated from the Determination Start Date of the latest background check. The date is found on the Individual’s Background Check screen.

Note that there can be scenarios when the FBI Check Due is in the past. This may happen with facilities that were licensed prior to the new background check rollout on 10/1/18 but the center was scheduled to receive the Fingerprint reminders during the later stages of the rollout. If the individual has never had an FBI check done in the past, the system uses the date the first Fingerprint rollout notice was mailed to the facility.

List of individuals who are due for an annual name-based check

This section lists individuals associated with your program that are due to have an annual name-based background check done within the next four months.
DCF temporarily stopped conducting the name-based checks in 2018 so there will be individuals who have the DOJ Check Due Date in the past. These will be automatically conducted in early 2020.

The system schedules the DOJ annual checks 12 months after the last FBI check Determination Start date. Then annually thereafter. The annual is skipped during the year the 5-year FBI is done. No individual will have both the DOJ and FBI due within the same calendar year.

**List of Individuals who have had the annual name-based check conducted within last three months**

This section lists all individuals associated with your program who have had an annual DOJ name-based check conducted. The initial mailing in December will mostly have minor employees listed.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role/Position</th>
<th>Latest DOJ Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAROM CASITTA</td>
<td>Student Intern</td>
<td>12/17/2019</td>
</tr>
</tbody>
</table>

The program will be invoiced for these checks. Note that there are scenarios with newly licensed/certified programs when the $10 fee has been already paid by the provider/operator. The system will not include these in the invoicing.

**List of Individuals in Prospective status associated with the program.**

This section lists all individuals associated with your program who have prospective status whether their background check is due or not. Please make sure that their status is updated once the employment/residency status has been made.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role/Position</th>
<th>Prospective As Of</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHA RATHI</td>
<td>Administrator</td>
<td>10/26/2018</td>
</tr>
</tbody>
</table>

**Individual Level**

This section includes Preliminary and Final Decision letters on individuals whose background checks have been completed. To access the Eligibility letters for an individual, choose the individual from the Individuals List.
Then choose the Individual Documents button.

The Individual Documents page lists the Eligibility letters sent to the facility on the individual’s eligibility.

Invoicing for Annual Name-Based Background Checks

Every four months (January, May and September), the system sends an invoice to the provider location if there are pending fees for annual name-based checks conducted on individuals attached to the provider location since the last billing cycle. The invoice may include individuals who are no longer associated with the center if the individual was active at the time when the annual check was done.

Example: Joe was working at Center A starting 1/2/20. The Annual was conducted on Joe on 1/10/20. Joe ended employment at Center A on 4/30/20 and started a new job in Center B. The May invoice will include Joe in Center A’s invoice because he was employed by that facility when the annual was done.

You can pay the invoice by either using the e-payment system (Financial screen) in Provider Portal or by sending a check or money order to the address listed on the Remittance slip attached to the invoice.

30/60 Day Invoice Reminders

The payment for the invoice is due within 30 Days from the Invoice Date. If no payment has been received, a 30-day Past Due Notice is sent when 60 days has passed from the Invoice Date. The 60-day Past Due notice is sent when 90 days has passed from the Invoice Date. The balance must be paid before a license can be renewed. If payment has not been received and a provider closes, the balance is referred to Department of Revenue for collection.
Prices

See My Child Care Prices section under Financial.

Communications

This page has links to various pages that include communication related topics such as documents, announcements, etc.

Documents

See the Documents section under Manage Facility.

Contacts

The Contact screen displays the following:

- **Regulation (certification or licensing):** Name of the Licensing/Certification Specialist assigned to your center. If your center is licensed, the phone and address for the licensing contact is also displayed.
- **Caregiver Background Check Unit:** General contact information for the DCF CBU is provided.
- **YoungStar:** If a Technical Consultant has been assigned to your program, the name of the consultant with office address, phone, and fax are displayed.
- **Wisconsin Shares:** Contact your local Child Care Coordinator. [View the list of Coordinators](#).
Messaging from DCF Child Care Background Unit

Providers can now view messages sent from the DCF Child Care Background Unit pertaining to background check related issues. At this time, the provider cannot respond to the messages using the portal. The responses can be submitted to:

DCF Child Care Background Check Unit
PO Box 8916
201 E Washington Ave, Room E200
Madison, WI 53708-8916
Phone: (608) 422-7400
Fax: (608) 422-7155
Email: DCFPlicBECRCBU@wisconsin.gov

If there is an unread message at the portal, the Communications button has a message indicator (red circle with a number of unread messages). Also, partial text of the message is displayed below the Home page title.

You can access the message by either choosing ‘Read more…’ link or by choosing the Communications button. The Messages page shows the entire message.

After you have read the message, choose ‘I read it’ button. By marking the message read, the message cannot be modified or cancelled by the worker.
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After the message is marked read, it is moved to the message archive. To access prior messages in the archive, choose the ‘...More’, link on the bottom of the Messages page.

Then choose the Prior Messages button.

The following page defaults the search time period for the last three months, but the time period can be modified by changing the dates in the From and To date fields.

The History page lists all read messages received within the time frame.

The lower portion of the Message page displays County/Tribal and Statewide announcements. To expand the messages, choose the arrow.
External Links

This button takes you to various external links.