



Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Individuals

June 2025

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The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please contact the Bureau of Early Care Regulation at dcfcclireg@wisconsin.gov or 608-421-7550. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.

Background

The Individual module in WISCCRS was redesigned in October 2018 to include prospective and current individuals associated with child care programs. The following changes were made:

1. **Child Care Provider Portal (CCPP):** Child care providers are able report new individuals and changes in current individuals via the Provider Portal. The updates automatically flow into the WISCCRS Individual module.
2. **Registry:** Individuals with Registry history were brought into WISCCRS if they are attached to a child care program. See [The Registry User Guide](#) for more details on the new Registry screens.
3. **FieldPrint:** Programs participating in the YoungStar program have been conducting FBI checks on their employees since summer 2014. The Fingerprint information (Date of Fingerprint done) from Fieldprint were merged into the WISCCRS Individual record and displayed on the Individual Summary page.
4. **iChildCare:** A new portal went live in August 2019 for individuals who are working/residing in a child care facility or who want to have a child care background check conducted to determine their eligibility to work/reside in a child care facility.

An employee/resident can create an iChildCare account and once done, child care programs can attach that individual to their center and assign the role and employment/residency dates for the employee in Child Care Provider Portal.

Visit <https://dcf.wisconsin.gov/childcare/ichildcare/portalinfo> for further information on the portal.

*Import Applicant / Licensee Demographics – New Applicant

When an application is entered into WISCCRS, the applicant details entered under New Applicant screen must be imported into the Individual Module.

To import the Applicant/Licensee's demographics to the facility/location, click on the Import Applicant/Licensee link on the Individuals screen, and then click Import.

Applicants/Licensees						
Import Applicant/Licensee						
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	
No Applicants/Licensees found						

On the following page, click on the Import link.

Applicant				
Name	DOB	SSN	Imported	
Carrie Canaria	03/03/66	123-65-6532	No	Import
List of Individuals in CCPC				
There are no individuals to be imported in this location				

You will be taken to New Individual screen where the details can be entered. The New Individuals screen is explained in detail later in this guide.

Applicant/Licensee Details – Adding a New Location

When a new location is added to an applicant/licensee who is already known in WISCCRS, the Applicant/Licensee details for the new location must be added:

Click on the Add Applicant/Licensee link:

Provider/Loc Number 2800040092 / 002	
Facility Number 1123295	
Facility Address 123 Rumba Rd Rotorua, WI 12121	
Add Applicant/Licensee	
Name	Date of Birth
No Applicants/Licensees found	
Add New Individual Select Individuals from other Locations	
Name	Date of Birth
No Other Individuals found	

This link takes you to Select Applicant/Licensee screen. On this screen, you can add a new applicant or choose the licensee that is attached to other location(s) for this provider.

Provider/Loc Number 2800040092 / 002		Name Lakeland Child Care
Facility Number 1123295		Applicant/Loc Number 4800084443 / 002
Facility Address 123 Rumba Rd Rotorua, WI 12121		Facility Name Lakeland In Rotorua
There is no current license or certificate for this location. ⚠		
List of Applicants/Licensees to select from		
Name	Date of Birth	SSN
Laura L Lake	01/01/1985	***-**-3832
		Add New Applicant/Licensee

Modify Individual Details	
First Name *	<input type="text" value="Fred"/>
Middle Initial	<input type="text"/>
Last Name *	<input type="text" value="Astair"/>
Suffix	<input type="text"/>
Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female
SSN	XXX-XX-5563 Show SSN
Date of Birth *	<input type="text" value="1/1/1999"/> <input type="button" value="Calendar"/>
Race	<input type="text"/> ▼
Language *	<input type="text" value="Bosn/Croat/Serb"/> ▼
TB Screening Date	<input type="text"/> <input type="button" value="Calendar"/>
Primary Phone# *	<input type="text" value="(121) 212-1212"/>
Primary Phone Type *	<input type="radio"/> Home <input checked="" type="radio"/> Cell <input type="radio"/> Work
Secondary Phone#	<input type="text" value="Enter Phone Number"/>
Secondary Phone Type	<input type="radio"/> Home <input type="radio"/> Cell <input type="radio"/> Work <input checked="" type="radio"/> Clear
Email *	<input type="text" value="fred@lakeland.com"/>
Home Address	
Address Line1 *	<input type="text" value="123"/>
Address Line2	<input type="text"/>
City *	<input type="text" value="Anytown"/>
State *	<input type="text" value="Wisconsin"/> ▼
Zip Code *	<input type="text" value="12121-2121"/>
County/Tribe *	<input type="text" value="Ashland County"/> ▼

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DCF-P-5292 (R. 06/2025)

Field Name	Description
TB Test Date (Certification)	This is a required field for certification applicants before the application can be approved. The date can be up to 12 months in the past.
Primary Phone# and Type	Enter the individual's personal phone number. Choose Home, Cell or Work as the phone type.
Secondary Phone# and Type	Enter another number if applicable. If the radio button under the Type is accidentally clicked, use the Clear button to erase it.
Email	Enter the email of the person. At this time, the notices cannot be sent by email, but that functionality may become available in the future.
Home Address	Enter the home address (not center address) into this field. The background check decision letters are sent directly to the individual. The center also receives a letter, but the facility letter does not include all details.
County/Tribe	Choose the County/Tribe where the individual resides. If the individual resides outside Wisconsin, choose Out-of-State.

The Employment/Residency section has the following fields:

Employment/Residency Details

Effective Begin Date: 10/7/2019

Employment/Residency Status: Current

Employment/Residency Begin Date: 9/1/2019

Primary Role: Applicant/Licensee

Secondary Role:

Relationship:

Apply ongoing background check fee to this location: Yes

Comments:

Field Name	Description
Effective Begin Date	The date the record is added to WISCCRS is auto-populated here. On the Modify Individual page, this date will be updated if anything on the page has been modified.
Employment / Residency Status	<p>The following values are available when entering new individuals:</p> <p>Current: Current employees/residents who have been associated with the program or who are being hired. Begin date is mandatory for these individuals. Use Current for the Applicant/Licensee and other individuals listed on the application.</p> <p>Prospective: This value is used for an individual that a child care program is considering for employment or other role such as household member, etc.</p> <p>Note that the background check for a Prospective Employee expires after 180 days. To avoid the background check expiring, enter a hire date in the Employment/Residency Begin Date and change the Status to Current.</p>

Field Name	Description
Employment/Residency Begin Date	Enter the date the individual became the licensee, was hired at the facility/provider location, or started to reside at the facility. Note that this field only appears when the Employment/Residency Status is marked Current. If a staff member moves from one location to another under the same licensee (provider number), enter the date the individual started working at the new site. For individuals attached to an initial application, use the Application Received Date in this field.
Primary Role	Choose a role from the menu that closest describes the individual's role at the center. Caution: If errors are made on this field, the role cannot be changed if the background check is pending until a final decision has been made on the background check.
Secondary Role	If applicable, choose a role from the menu. If errors are made on this field, the role cannot be changed if the background check is pending (DOJ results have been received). If the background check is pending, the system prevents the role change until a final decision has been made on the background check. Note that if a caregiver role is entered as a secondary role for a minor household member, the system conducts a DOJ check.
Relationship	This only displays for family providers. Choose a value from the menu if applicable.
Apply Background Check Fee to this location?	This field is prefilled as follows: <ol style="list-style-type: none"> 1. If the individual is affiliated with only one location, "Yes" displays. 2. If the individual is affiliated with more than one location, "Yes" displays at the location where the individual has been affiliated longest. 3. If the individual is affiliated with more than one location, but works as the applicant/licensee for a location, then that location will display "Yes" even if the individual worked longer at a different location <p>CBU staff can override this field if needed.</p>

When the Add Individual page is saved, the system checks if the individual already exists in WISCCRS by running a clearance process.

Individual Clearance

If the match percentage is more than 95%, the system does not allow the user to create a new record. The previously created record must be chosen.

The screenshot shows the 'Individual Details' form with the following information: First Name: Sonja, Middle Initial: (empty), Last Name: Summer, Suffix: (empty), Gender: Female (selected), SSN: 489-65-3333, Date of Birth: 3/3/1983. Below the form is a table titled 'Individual Clearance Possible Matches' with one row for Sonja Summer, SSN 489-65-3333, Date of Birth 03/03/1983, Source Wiscrs, Is in Location No, Score 100, and a 'Select' button. A 'Next >' button is at the bottom right of the form, and a 'Modify Individual Details' link is at the bottom right of the table.

Individual Name	SSN	Date of Birth	Source	Is in Location	Score	
Sonja Summer	489-65-3333	03/03/1983	Wiscrs	No	100	Select

If the match is less than 95%, you have the option to choose the potentially matched record, create a new one or modify details that you just entered. If you choose the 'Use this with given SSN Information' or 'Select' link, you can modify the details before you enter the individual into WISCCRS.

The screenshot shows the 'Individual Details' form with the following information: First Name: Daisy, Middle Initial: (empty), Last Name: Director, Suffix: (empty), Gender: Female (selected), SSN: Enter SSN, Date of Birth: 2/2/1982. Below the form is a table titled 'Individual Clearance Possible Matches' with one row for Daisy Director, SSN ***-7-8933, Date of Birth 02/02/1982, Source Registry, Is in Location No, Score 62, and a 'Use this with given SSN Information' link. A 'Next >' button is at the bottom right of the form, and a 'Modify Individual Details' link is at the bottom right of the table.

Individual Name	SSN	Date of Birth	Source	Is in Location	Score	
Daisy Director	***-7-8933	02/02/1982	Registry	No	62	Use this with given SSN Information

Below is a table that shows most common matching scenarios. There can be additional scenarios that match using the Soundex of the person's name (similar sounding names):

Matched Fields	Percentage	System allows create a new record?	Explanation
New Individual: no match found	0%	Yes	When the system does not find another individual in the system with matching SSN, Name and DOB, no clearance message is displayed. The system creates a new individual record.
Name, DOB, SSN matches	100%	No	Clearance results display a 100% match. The system will not allow the user to create a duplicate record. The user must select the record that already exists in the system.
SSN and DOB matches, name slightly different	99%	No	If the SSN and DOB matches 100% but the name is slightly different, the match percentage is 99%. The system will not allow the user to create a new individual record. You must choose the current record. Double-check the name to make sure WISCCRS has the correct one.

Matched Fields	Percentage	System allows create a new record?	Explanation
Name and DOB match, last 5 digits of SSN match.	98%	No	Registry only collects the 5 last digits of a person's SSN. If a record from the Registry comes over with identical Name and DOB and the 5 last digits of the SSN match, the system will match the Registry record with the WISCCRS record.
DOB and last 5 digits of SSN match, name slightly different	97%	No	The Registry only collects the 5 last digits of a person's SSN. If a record from The Registry comes over with identical DOB and last 5 digits of SSN, but the name is slightly different, the system does not allow you to create a new record.
Name and SSN matches, different DOB	96%	No	If SSN and name matches but the DOB does not, the system does not allow you to create a new record.
SSN match, Name and DOB different	95%	No	If the SSN matches 100%, but the name is slightly different and DOB does not match, the system does not allow you to create a new record.
DOB full match, SSN/Name differ.	0%	Yes	No clearance results shown. New record created.
Identical Name, no SSN, Different DOB	0%	Yes	No clearance results shown. New record created.
Identical Name and DOB, SSN does not exist or does not match.	75%	Yes	Clearance results show a potential match. Option to choose the current record or create a new.
Identical SSN and Name, DOB mismatches	96%	Yes	If SSN and Name matches but the DOB does not, the system does not allow a new record created.
SSN Mismatch, Name and DOB matches	75%	Yes	If name and DOB matches but the SSN does not, the system allows a new record created.

Individual Search

When conducting a search in the Individual Module, only individuals who have been entered into WISCCRS or transferred from CCPP/iChildCare are included in the search. Individuals coming from CCPP/iChildCare must have cleared (not inserted into the Discrepancy Module). Individuals coming from The Registry are not included in the search but do show up when the individual record goes through the clearance process.

To conduct a search, click on the Search link and then Search by Individuals. You can search using First and/or Last Name or SSN.

Individual Search Criteria		
Search Method	<input checked="" type="radio"/> Starts With <input type="radio"/> Sounds Like <input type="radio"/> Exact	
First Name	<input type="text"/>	
Last Name	<input type="text"/>	
SSN	<input type="text" value="Enter SSN"/>	(SSN: xxx-xx-xxxx)

Import Individuals from Other Locations

If a new location is created for an applicant/licensee, the regulatory agency can easily import those individuals associated with the new location without re-entering them under the new facility/location. To do this, click on 'Select Individuals from other Locations' link on the Individuals screen. The individuals from other facilities/locations for the provider are displayed.

Individuals in Other Locations				
				Add New Individual
Location#/Facility#	Address			
▼ 001 /1122341	Anna's Kid Care, 4-Star, Dually Reg 111 New Address Annapolis, WI 12345-6789			
Name	Date of Birth	Effective Period	Role(s)	Relationship
Anna Applicant	01/01/1966	06/11/2013	Applicant/Licensee	
Andy Applicant	01/01/1981	11/19/2015	Household Member	Husband
Amy Applicant	03/03/1983	01/24/2018	Household Member	
Cert Employee	03/03/1995	08/28/2018	Other Caregiver	
Employee2 Cert	08/21/1990	03/26/2018	Employee	
Momima Applicant	03/03/1922	08/03/2018	Household Member	Grand-Mother
Dob Discrepancy	02/02/1992	09/21/2018	Student Intern	
Ritva Randall	01/01/1966	07/11/2018	Teacher - Lead, Administrative Staff	Aunt
Mary Smith	03/03/1963	08/28/2018	Director	
▼ 003 /1122813	Abc Child Care Location 3 Adsf Adf Adf, WI 45454			
Name	Date of Birth	Effective Period	Role(s)	Relationship
Andy Applicant	01/01/1981	04/19/2018	Applicant/Licensee	
Emma Applicant	01/21/1980	04/06/2018	Applicant/Licensee	
Stacy Employee	06/24/1990	04/06/2018	Employee	
▼ 004 /1122914	Anna's Fourth Location 123 Fourth St			

Click on the person's name that you want to import to the new site. Add all the details as explained under New Individuals above. After importing the individuals from other WISCCRS locations, carefully review the information to make sure it is correct.

All information such as the background checks, training details, and documents pertaining to the individual follow to the new location.

*Background Check Request (BCR) Form

The Background Check Request Form is a mandatory page when requesting a background check for licensure, certification, employment or household member residency at a child care center. CBU uses this information to help determine what kinds of background checks are needed. **Example:** If the person indicates that s/he has been discharged from the Military, CBU may require the person to submit the discharge papers.

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

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

Usually, this form is completed by the individual who the background check is requested for. The form can also be completed by another person when needed, for example for an elderly resident or for a child, ages 10-17. When this form is entered into WISCCRS, the staff are transferring the information from a BCR form into this screen.



After the Background Check Request Form is completed, the system follows through with automated background check processes.

Note that if a person has had a FBI Initial/5-Year check completed in the past and the person has not been detached from a child care facility for more than 180 days, no new BCR is needed.

Example: Mary has been working for Facility A. Her Initial FBI was done on 10/15/18. She resigns her employment on 1/31/19. On March 1, 2019, she accepts a position at Facility B. When Facility B adds Mary as an employee to their site, no BCR is needed because there is only one month gap between the employments.

*Add Background Check Request (BCR) Form

If the person has not had an online BCR form completed, the driver flow will automatically take you to the Add Background Check Request page. If the page does not appear, click on the Request Form link below the person's name.

Name	Date of Birth	Employment Period	Effective Period	Role(s)	
Patty Pond	03/03/1963	04/01/2018	08/08/2018	Teacher - Lead	 
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents					

On the Request Form List page, select Add Background Check Request Form. Complete the questions as indicated on the BCR form. If a Yes is chosen, additional details display. Any supporting documents should be uploaded into the Confidential Document section under the individual.

If the individual has answered 'Yes' to questions 1, 3-8, additional fields display. Example below for Question 1 on the Military:

Add Background Check Request Form	
Effective Period 8/27/2018	
1. Have you been discharged from a branch of the U.S. Armed Forces, including any reserves duty? <input type="radio"/> Yes <input type="radio"/> No	

Once the Yes is chosen, additional fields display. When this information is entered using the Provider Portal, check the Confidential Documents for any supporting documents that the person might have uploaded.

Add Background Check Request Form	
Effective Period 8/27/2018	
1. Have you been discharged from a branch of the U.S. Armed Forces, including any reserves duty? <input checked="" type="radio"/> Yes <input type="radio"/> No	
If yes, indicate the year of discharge: <input type="text"/>	
If you were discharged within the last three years, attach a copy of your DD 214 – Certificate of Release or Discharge from Active Duty or other discharge papers.	
Comments <input type="text"/>	
0 of 2000 characters	

Question 2 pertains to individuals with out-of-state history. On this screen, the user can choose a state from the State list. Once the state has been chosen, counties in that state will appear in the County list. The person can enter the Begin and End Date for the out-of-state residency. If the person currently resides outside WI, the end date should be left blank.

If the person lived outside the United States, Out of Country should be chosen and a comment added.

2. Do you currently reside or have you in the last five years resided outside of Wisconsin? <input checked="" type="radio"/> Yes <input type="radio"/> No			
If yes, list each state including counties and the dates you lived there. If you lived outside the US, list the city, country and dates.			
State	County	Begin Date	End Date
Alabama	Clay County	1/1/2015	12/31/2015
Comments <input type="text"/>			
0 of 2000 characters			

If the person has lived in multiple states, save the page and then access Modify BCR, then expand the question and click Add New.

2. Do you currently reside or have you in the last five years resided outside of Wisconsin? <input checked="" type="radio"/> Yes <input type="radio"/> No			
If yes, list each state including counties and the dates you lived there. If you lived outside the US, list the city, country and dates.			
State	County	Begin Date	End Date
Alabama	Coffee County	1/1/2015	12/31/2015
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
Add New			
Comments <input type="text"/>			

The following document types have been added to the Confidential Documents section. The provider/individual may upload these documents using the Provider Portal/iChildCare, as well. If that is the case, those documents are automatically inserted into the Confidential module for the individual.

Question Number	Document Type
Question – 1	Military Discharge
Question – 3	Rehabilitation Review Decision
Question – 4	Criminal/Civil Offense
Question – 5	Juvenile History (This document cannot be uploaded by provider)

After the Individual Details and the BCR form have been completed, the Fingerprint Instruction Letter is triggered overnight and the Request status in WISCCRS is changed to Fingerprint Materials Sent.

Individual Fingerprint								
Request Status	Materials Sent Date	Sent Date	Received Type	Received Date	Requested Date	Transaction Control Number	Reference Number	Updated Date
Fingerprint Materials Sent	08/09/18						PR2000683	08/08/18







Note that if the provider or the individual enters the details using CCPP/iChildCare, the Fingerprint Code is instantly created and the code is immediately visible in the Fingerprint Request page in WISCCRS.

If the background check is not due for an individual, adding a new BCR does not trigger a Fingerprint Instructional Letter.

Alias










If the individual is known with another name, such as Maiden Name, etc., it is important to add this information into WISCCRS.

To add an alias, click on the Alias link on the Individuals screen to access the New Individual Alias screen. It is important that the aliases are entered correctly for these individuals. Below is an example of a hyphenated name and how it should be entered into WISCCRS to get the best possible match. The current name of the individual is Mary Mattson-Smith. This name should be entered as follows:

Individual Aliases					
Add New Alias					
Alias	Updated Date				
Mary Mattsonsmith	07/31/18				
Mary Smith	07/31/18				
Mary Mattson	07/31/18				


List of Individuals


The main Individuals page lists all current and past individuals attached to a provider location. All necessary links are displayed next to the individual such as the Background Checks, Fingerprint Requests, Training, etc.

Applicants/Licensees							
Add Applicant/Licensee							
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	Background Check Status	
	Laura Lake	01/01/1985	03/01/2018	07/19/2018	Applicant/Licensee	Eligible	 
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents DOR Request DWD Request Tasks							
Other Individuals							
Add New Individual Select Individuals from other Locations							
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	Background Check Status	
	Jackie Chan	06/16/1980	09/12/2019	09/12/2019	Administrator	Eligible	 
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents Tasks							
	Minor-Mindy Employee	01/01/2003	01/09/2019	01/09/2019	Driver	Ineligible - Appealed	 
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents Tasks							

Below are explanations of the items on this screen.

Link	Description
Name	By clicking on the individual's name, you are taken to the Individual Summary screen that lists information from all screens under the Individual such as demographic details, Aliases, Background Checks, Training, etc.
Request Form	This link takes you to the Background Check Request (BCR) form page. See BCR section for further details.
Alias	Access Alias information for the individual.
Background Check	Access background check information for the individual.
Fingerprint Request	Access information on Fingerprint status for the individual.
Training	Access training information for the individual. This is only used for certified providers.
Documents	This links points to page where non-confidential documents are uploaded.
Confidential Documents	This links points to page where confidential documents are uploaded. All documents uploaded in CCP/iChildCare are inserted into this module.
DOR Request – Licensing Only	Only displayed for the Applicant/Licensee. See DOR Interface User Guide for further information.
DWD Request – Licensing Only	Only displayed for the Applicant/Licensee. See DWD UI Interface User Guide for further information
Tasks	This link takes you to a page where all tasks are listed for the individual.
Background Check Status	This column displays the latest background check status for the individual. Access the Background Check screen to view further details.


If there is an unprocessed task associated with an individual, a yellow  icon displays left of the individual. As soon as the task is marked Processed, the icon disappears.

To access the individual's iChildCare information, click on the blue  icon next to the individual.

Inactive individuals are no longer displayed on the list page. If the 'Show individuals no longer at this location' is checked, those individuals are included on the list.


Filtering Individuals:

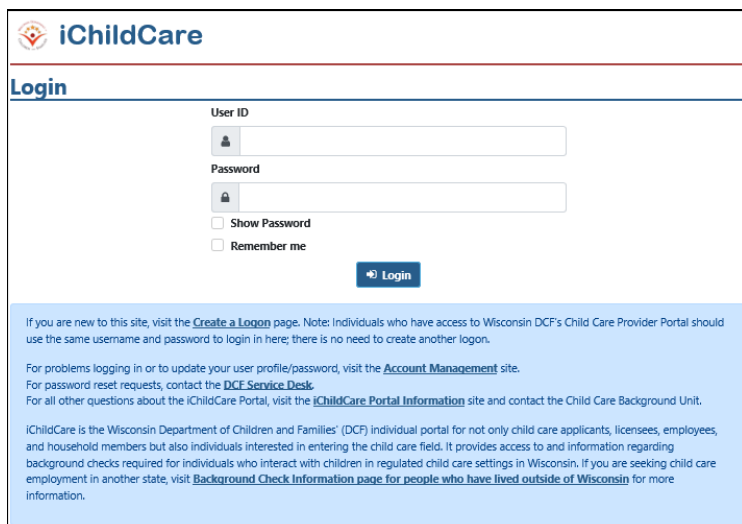
Sometimes, the List of Individuals for some facilities is very long. A filter has been added on top of the list where the individuals are listed in alphabetical order.

Provider/Loc Number 2800040092 / 001 Facility Number 1123290 Facility Address 123 Main St Anytown, WI 45454				Name Lakeland Child Care Applicant/Loc Number 4800084443 / 001 Facility Name Lakeland Group Centre	
Licensor Name Lena Licensor - Sero				Certifier Name	
Individual Name <input type="text"/> Filter Results					
Add Applicant/Licensee					
..	Name	Date of Birth	Employment Period	Role(s) Applicant/Licensee	
	 Laura Lake	01/01/1985	03/01/2018	Request Form Aliases Background Check Fingerprint Request Training	
Party Animal Peter Prospective Pippi Longstocking Prospective Minoremployee Rin Tintin Samantha August Sammie S Summitt Other Individuals				Documents DOR Request DWD Request Tax	

iChildCare

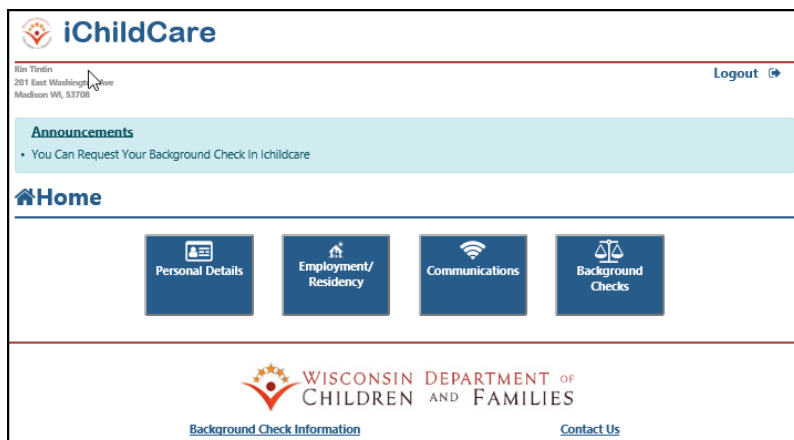
Certification and licensing staff can access the information the individual entered in the

iChildCare Portal. On the list of Individuals, click on the blue  icon next to the individual. You will be taken to the Login screen. Enter your WISCCRS user ID.



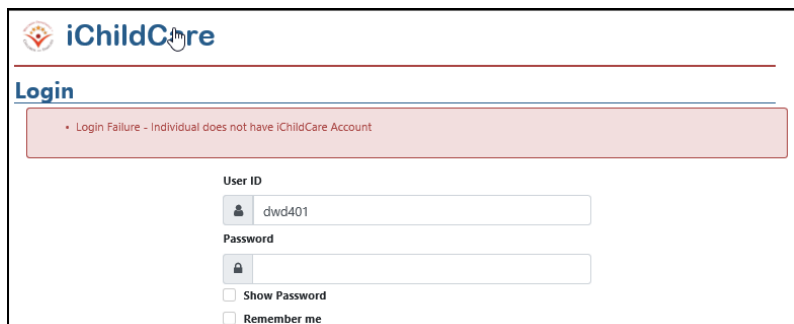
The screenshot shows the iChildCare Login page. At the top is the iChildCare logo. Below it is the 'Login' heading. There are two input fields: 'User ID' and 'Password'. Below the password field are two checkboxes: 'Show Password' and 'Remember me'. A blue 'Login' button is at the bottom right. Below the login fields is a blue box with text: 'If you are new to this site, visit the [Create a Login](#) page. Note: Individuals who have access to Wisconsin DCF's Child Care Provider Portal should use the same username and password to login in here; there is no need to create another login. For problems logging in or to update your user profile/password, visit the [Account Management](#) site. For password reset requests, contact the [DCE Service Desk](#). For all other questions about the iChildCare Portal, visit the [iChildCare Portal Information](#) site and contact the Child Care Background Unit. iChildCare is the Wisconsin Department of Children and Families' (DCF) individual portal for not only child care applicants, licensees, employees, and household members but also individuals interested in entering the child care field. It provides access to and information regarding background checks required for individuals who interact with children in regulated child care settings in Wisconsin. If you are seeking child care employment in another state, visit [Background Check Information page for people who have lived outside of Wisconsin](#) for more information.'

You have view access to the information that the individual has submitted via the portal.



The screenshot shows the iChildCare Home page. At the top is the iChildCare logo. Below it is the user's name 'Bin Tindin' and address '2811 East Washington Ave, Madison WI, 53708'. There is a 'Logout' button. Below this is an 'Announcements' section with a message: 'You Can Request Your Background Check In Ichildcare'. Below that is a 'Home' section with four buttons: 'Personal Details', 'Employment/Residency', 'Communications', and 'Background Checks'. At the bottom is the Wisconsin Department of Children and Families logo and the text 'Background Check Information' and 'Contact Us'.

If the individual has not created an iChildCare account, the following message displays when you try to login:



The screenshot shows the iChildCare Login page with an error message. At the top is the iChildCare logo. Below it is the 'Login' heading. A red box contains the message: 'Login Failure - Individual does not have iChildCare Account'. Below this are the 'User ID' and 'Password' input fields. The 'User ID' field contains the text 'dwd401'. Below the password field are the 'Show Password' and 'Remember me' checkboxes.

Summary

To view a summary of a person's detail and history, click on the person's name on the list page.






Other Individuals				
Add New Individual	Select Individuals from other Locations			
Name	Date of Birth	Employment Period	Effective Period	Role(s)
Emma Employee	01/01/1985	07/11/2018	07/11/2018	Teacher - Assistant
New B Individual	07/07/1987	04/01/2018	07/20/2018	Contracted Teaching Staff
Retro A Employee	01/01/1988		07/11/2018	Teacher - Lead, Administrative Staff
Prospective Employee	01/01/1985		07/11/2018	Teacher - Substitute

The Summary page displays the summary and employment/residency details. **Note** that only individuals with update access to WISCCRS can view the full SSN.

Individual Summary	
First Name	Retro
Middle Initial	A
Last Name	Employee
Suffix	Jr
Gender	Male
SSN	***-**-2355 Show SSN
Date of Birth	1/1/1988
Race	Asian
TB Test Date	1/1/2017
Primary Phone#	(121) 212-1212(Home)
Secondary Phone#	(898) 989-8989(Home)
Email	retro@Randys.com
Address Line1	123 Main St
Address Line2	Apt 2
City	Anytown
County/Tribe	Milwaukee County
State	Wisconsin
Zip Code	12121
Latest Fingerprint Date	


Employment/Residency Details	
Effective Begin Date	7/11/2018
Primary Role	Teacher - Lead
Secondary Role	Administrative Staff
Employment/Residency Status	Prospective
Employment/Residency Begin Date	
Employment/Residency End Date	
Any Contact With Children?	Yes
Apply ongoing background check fee to this location	Yes

The lower portion of the page also displays aliases, training details entered into the individual module and Employment/Residency history with dates.

Individual Aliases						
Alias	Updated Date					
Retro Leadteacher	07/11/18					
Individual Training						
Training Type	Hours	Credits	Completion Date	Next Due Date	Comments	Updated Date
Shaken Baby Syndrome	1.00	2	01/01/2017			07/12/18
2 Year Degree	0.00	0	01/01/2018			07/11/18
Employment History						
Applicant#/Location#	Address	Employment Period	Effective Period	Roles		
 2800011327/002	Randys Group Care 205 Corporate Dr Madison, WI 53714-2408	01/01/2017 - 06/30/2017	07/11/2018 - 07/11/2018	Teacher - Substitute		
 2800011327/002		01/01/2018 - 03/30/2018	07/11/2018 - 07/11/2018	Student Intern		
2800011327/001		07/12/2018 - 12/31/2018	07/12/2018 - 12/31/2018	Teacher - Substitute, Administrator		
Individuals no longer at location.						

Modify Individual

If the individual details need modification, click on the modify link from the list page.

Other Individuals					
Add New Individual		Select Individuals from other Locations			
Name	Date of Birth	Employment Period	Effective Period	Role(s)	
Jimmy J Janitor	05/05/1985	01/01/2018	07/20/2018	Facilities Staff, Driver	
Aliases Background Check Fingerprint Request Training Documents Confidential Documents					

This page is identical to the Add Individual page. **Note** that the full SSN is not visible for inquiry users. If you access the Modify page for an individual who is inactive, the SSN is not visible on this page. Access the Individual Summary to view the SSN.

If an individual is attached to multiple facilities, the List of other Locations for this Individual section on the bottom of this page displays the facilities.

List of other Locations for this Individual								
Applicant#	Location#	Facility ID	Address	Employment Period	Effective Period	Role(s)	Background Check Fee Apply	Contact With Children
800077403	001	1122588	Main Racine , WI 45454	07/23/2018	07/25/2018	Driver	No	Yes
4800084443	001	1123290	123 Main St Anytown , WI 45454	01/01/2018 - 09/08/2018	07/20/2018 - 09/13/2018	Facilities Staff, Driver	No	Yes

Background Check Levels by Roles

The individuals associated with child care programs have four levels:

1. Applicant/Licensee (highest level)
2. Caregiver (medium level)
3. Non-Caregivers (lowest level)
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. The roles under CBC Exempt are not included in the background check automation.

Note: Board President and Certified Operator were removed January 2019. If an applicant or licensee identifies as one of these roles, choose Applicant/Licensee role type.

Role	Applicant/Licensee	Caregiver	Non Caregiver	CBC Exempt
Administrative Staff			Y	
Administrator		Y		
Applicant/Licensee	Y			
Contracted Teaching Staff		Y		
Director		Y		
Director - Assistant		Y		
Driver		Y		
Employee (historical records only)		Y		
Facilities Staff			Y	
Foster Child				Y
Government/Tribal Representative		Y		Y

Role	Applicant/Licensee	Caregiver	Non Caregiver	CBC Exempt
Household Member		Y		
Human Resources			Y	
Kitchen Staff			Y	
Other Caregiver		Y		
Other Non- caregiver			Y	
Provider		Y		
Site Supervisor		Y		
Student Intern		Y		
Student Teacher		Y		
Teacher - Assistant		Y		
Teacher - Lead		Y		
Teacher - Substitute		Y		
Trainer		Y		
Volunteer		Y		

Caution when 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.



The role can be changed after a background check is complete. However, a new evaluation maybe needed since there are different criteria for applicant/licensee, caregivers and non-caregivers.

Below is a reference table to use when a review is necessary and when the role change is allowed (when the background check is not in pending status).

From Role	To role	Review Required	Example
Higher Role – Approved	Lower role	No	Individual approved to be an Applicant/Licensee changes role to be in a Caregiver or Non-caregiver role.
Higher Role – Denied	Lower role	Yes	Individual denied to be a caregiver applies to be a non-caregiver.
Lower Role – Approved	Higher role	Yes	Individual who is a caregiver applies to be an applicant/licensee.
Lower Role-Denied	Higher role	N/A	These individuals are not eligible for a higher role.

Deleting / Inactivating Individuals Associated with a Provider Location / Facility

If an individual associated with a provider location/facility is no longer residing or employed at the location, the individual should be inactivated promptly. To inactivate an individual, click the Modify link next to the person whose record needs to be inactivated.

Applicants/Licensees						
Import Applicant/Licensee						
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	
No Applicants/Licensees found						
Other Individuals						
Add New Individual Select Individuals from other Locations						
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	
	Amy Application	10/10/1960	11/25/2014	11/25/2014	Applicant/Licensee - Exempt	 
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents						
Show individuals no longer at this location						

On the Modify Individual page, enter a date in the Employment/Residency End Date field and change the Employment/Residency Status to Inactive.

Effective Begin Date: 9/28/2018

Primary Role *: Applicant/Licensee

Secondary Role:

Employment/Residency Status *: Inactive

Employment/Residency Begin Date *: 9/1/2018

Employment/Residency End Date: 2/5/2019

Relationship:



Contact With Children *: ☒ Yes ☐ No

Apply ongoing background check fee to this location: Yes

Comments:

0 of 500 characters.

Once the individual is marked inactive, the main Individuals page shows the duration of the Employment Period (Start to End Date) which shows that the person is no longer associated with the location/facility.

Other Individuals						
Add New Individual Select Individuals from other Locations						
..	Name	Date of Birth	Employment Period	Effective Period ▲	Role(s)	
	Amy Application	10/10/1960	11/25/2014 - 10/08/2018	10/08/2018 - 10/08/2018	Applicant/Licensee - Exempt	 
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents						

ATTENTION: Once the Employment/Residency End Date has been entered, the date cannot be deleted by certifiers or regional licensing staff. If the individual was inactivated in error, re-enter the individual by using Add New Individual link. If the SSN, DOB and Name matches, the clearance brings up the inactivated record. You are able to add a new Employment/residency Begin Date and proceed as usual.

ATTENTION: Converted individual records (applicant/licensees, household members and certain employees in certified programs) added into the licensing database prior to 10/1/18 have certain fields missing such as Home Address, Language indicator, Employment/Residency Begin Date, etc. Contact the individual to have them fill out a BCR in order to gather this additional information. Fieldprint Instruction Letters cannot be generated until this information is collected.

Inactivating Individuals – Category Ended

The system automatically enters an Employment/Residency End Date as follows:

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

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

Category Status	Licensing	Certification	End Employment / Residency
Approved	No	No	N/A
Certification Suspended – Appeal Received	No	Yes	No
Change of Business Status	Yes	No	No
Conversion	No	No	No
Denied Application	Yes	No	Yes
Denial Appealed	Yes	No	N/A
Denial DHS 12	Yes	No	Yes
License Surrendered - Non-Submittal of Materials	Yes	No	Yes
License Surrendered	Yes	No	Yes
Loss of Contact	Yes	Yes	Yes
New Owners	Yes	Yes	Yes
Non-renewal	No	Yes	Yes
Probation Expired - No Application Materials Submitted	Yes	No	Yes
Provider Became Licensed	No	Yes	No
Provider Left Child Care Field	No	Yes	Yes
Provider Moved Out of the County / Tribe	No	Yes	Yes
Relocation	Yes	Yes	No
Revocation – Permanent Bar	Yes	Yes	Yes
Revocation - 5 -Year Bar	Yes	Yes	Yes
Revocation – Bar – Rehabilitation Review	Yes	Yes	Yes
Revocation - Compliance	Yes	No	Yes
Revocation - DCF 202	No	Yes	Yes
Revocation - DHS 12 – Other	No	Yes	Yes

Category Status	Licensing	Certification	End Employment / Residency
Revocation - DHS 12 – Subst related	Yes	Yes	Yes
Revocation – DOR	Yes	No	Yes
Revocation – Permanent Bar Provider / Licensee	Yes	Yes	Yes
Revocation Appealed	Yes	Yes	No
Revocation - HFS 12	No	No	Yes
Suspended	No	Yes	No
Temporary Closure	Yes	Yes	No
Voluntary Closure	Yes	Yes	Yes
Went Family	Yes	No	No
Went Group	Yes	No	No
Withdrew Application	Yes	No	Yes
Withdrew Certification	No	Yes	Yes

Decision Status – No Category Exists


Application Status	Licensing	Certification	End Employment/R residency
Application Pending	Yes	Yes	No
Category Approved	Yes	Yes	N/A
Application Approved	Yes	Yes	N/A
Denied 5 Year Bar	Yes	Yes	Yes
Denied DHS 12 Bar W / Rehab	Yes	Yes	Yes
Denied DCF 202	No	Yes	Yes
Denied DHS 12 Other	No	Yes	Yes
Denied DHS 12 Subst Related	Yes	Yes	Yes
Denied Other	No	No	N/A
Denied Permanent Bar	Yes	Yes	Yes
Denied Permanent Bar Provider	Yes	Yes	Yes
Incomplete	Yes	Yes	Yes
Application Withdrawn	Yes	Yes	Yes

If the provider category is reactivated, the individuals associated with the program must be reactivated as well. To reactivate, enter the individual by using Add New Individual link. If the SSN, DOB and Name matches, the clearance brings up the inactivated record. You are able to add a new Employment/residency Begin Date and proceed as usual.

Individual History

Any changes made to an individual's record are displayed on the Individual History page. The history page also includes any changes the provider has made in the individual's record using CCPP.

To view history, click on the history icon (scroll) next to the person's name.

Other Individuals					
Add New Individual		Select Individuals from other Locations			
Name	Date of Birth	Employment Period	Effective Period	Role(s)	
Jimmy J Janitor	05/05/1985	01/01/2018	07/20/2018	Facilities Staff, Driver	
Aliases Background Check Fingerprint Request Training Documents Confidential Documents					

The Individual History page shows changes with an updated date. If you click on the date in the Updated Date column, user who updated the record is displayed.

Name Lakeland Child Care								
Provider # 2800040092 Applicant # 4800084443								
Individual History								
Name	Date of Birth	Primary Phone	Secondary Phone	Gender	TB Test Date	E-Mail	Address	Updated Date
Jimmy J Janitor	05/05/1985	(787) 878-7878(Cell)		Male		Jimmy@lakeland.com	987 Side Street Lakeville, WI 12121	08/01/18
Jimmy J Janitor	05/05/1985	(121) 212-1212(Home)	(898) 989-8989(Work)	Male			123 Main St Anytown, WI 45454	07/20/18

The record above shows that the individual was created on 7/20/18. On 8/1/18, the provider reported a change in the primary phone number, deleted the secondary phone, added an email and changed the home address.

To view changes in the Employment/Residency detail section, access the Modify Individual page and then the history icon on the right.

Employment/Residency Details	
Effective Begin Date	7/20/2018
Primary Role *	Facilities Staff
Secondary Role	Driver
Employment/Residency Status *	Permanent
Employment/Residency Begin Date *	1/1/2018
Employment/Residency End Date	
Any Contact With Children? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Apply ongoing background check fee to this location *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Comments	Home address updated.

Location Individual History page will show.





Individual								
Name Jimmy J Janitor Address 987 Side Street Lakeville, WI 12121					Date of Birth 5/5/1985 Primary Phone# (787) 878-7878(Cell)			
Location Employment History								
Effective Period	Employment Period	Role(s)	Relationship	Prospective Employment Status	Background Check Fee Apply	Any Contact With Children?	Comments	Updated Date
07/20/2018	01/01/2018	Facilities Staff, Driver		Permanent	No	Yes	Home address updated.	08/01/18
07/20/2018	01/01/2018	Facilities Staff, Driver		Permanent	No	Yes	previous address	07/20/18

The only change made for the above individual was a comment that was added on 8/1/18.

List Background Check Request (BCR) Form

Background Check Request Form List page displays the list of updates to the BCR Form, distinguished by effective period. It also displays the Yes/No answers to the questions in the form itself.

At any time only one request will be active. Whenever a new request is added or modified, the older request will be ended to the previous day of the current request. One exception to this is if the form is changed multiple times on the same day. In this case, only one row will appear in the List page, and modifications will be tracked in history.

Background Check Request Form List									
Effective Period	Military Discharge	Out Of State	Rehabilitate Review	Criminal Record	Minor Delinquent	Sex Offender Registry	Investigation	License Restriction	
10/07/2019	Yes	No	No	No	No	No	No	No	 
08/15/2019 - 10/06/2019	No	No	No	No	No	No	No	No	
08/08/2018 - 08/14/2019	No	No	No	No	No	No	No	No	

Modify Background Check Request Form

To modify a BCR, click on the pencil icon on the BCR page. All previously entered answers appear. You can modify the answers and upload documents. After the entry is saved, a new Effective Period is created, starting with today's date. If the form was already created or modified today, there is no change to the Effective Period. The intention of the Modify page is to allow the user to update information that may have changed since the creation or last modification of the form. Presumably, most questions will remain the same. Hence, this page looks and feels much like the Add Background Check Request page.

Note that the Modify BCR page has signature information if the form was submitted by a CCPP user.

Form completed by Self
Signature Date 3/1/2018

Delete Background Check Request Form

The user may delete the form if the information was wrongly added. Only the latest record can be deleted. The user must confirm the deletion by checking the box.

Background Checks

See [Background Checks User Guide](#) for further detail.

Fingerprint Request

This page shows the status of the Fingerprint Request. See the [Background Checks User Guide](#) for further detail.

Records submitted via IChildCare:

A new portal was deployed in August 2019 for individuals who are working/residing in a childcare facility or who want to have a child care background check conducted to determine their eligibility to work/reside in a child care facility.

An employee/resident can create an iChildCare account and submit a background check request via the portal. Once done, a childcare program can attach that individual to their center and assign the role and employment/residency dates for the employee in Child Care Provider Portal.

Visit <https://dcf.wisconsin.gov/childcare/ichildcare/portalinfo> for further information on the portal.

When a person submits his/her information via the iCC portal, the information is automatically attached to the DCF 'unaffiliated facility' created to list all individuals who are not associated with a child care facility.

Location/ Facility	Address	Regulation
001 2004743	DCF Ichildcare Facility 201 E Washington Ave Madison WI 537032866 Dane County	Unaffiliated Individual Facility

The List of Individuals for the above facility displays all individuals who have submitted their request via iCC:

Applicants/Licensees							
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	Background Check Status	
	Armando Nguen	01/22/1989	09/25/2018	09/25/2018	Applicant/Licensee		
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents DOR Request DWD Request Tasks							
	Nemo Fish	11/11/1978	08/29/2019	08/29/2019	Applicant/Licensee	Eligible (Initial Fbi)	
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents DOR Request DWD Request Tasks							
Other Individuals							
Add New Individual							
..	Name	Date of Birth	Employment Period	Effective Period	Role(s)	Background Check Status/ (Episode Type)	
	King Fisher	07/16/1947	07/30/2019	07/30/2019	Other Caregiver		
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents Tasks							
	Leslie Robinson	01/15/2004	01/09/2019	01/10/2019	Administrator		
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents Tasks							
	Demofirst M Demolast	01/01/1970	07/31/2019	07/31/2019	Teacher - Lead	Pending (Initial Fbi)	
Request Form Aliases Background Check Fingerprint Request Training Documents Confidential Documents Tasks							

Once the Final Decision has been entered for an individual attached to this facility, the person is automatically inactivated by the system inserting an Employment/Residency End Date for the record. If the individual is not attached to a licensed, certified, contracted/training or public school facility within 180 days from the Employment/Residency End Date, a new FBI check is required if the person is attached to a licensed facility.

Notices: Unaffiliated Facility

All background check related notices are sent to the individual's home address, including the Fingerprint Instruction letter.