

# Milwaukee Early Care Administration (MECA) Contact Information for Parents



## Learn more about MECA



Visit: [dcf.wisconsin.gov/meca](https://dcf.wisconsin.gov/meca)

## Providers

### Contact Information

General Questions Voicemail Box  
(Calls returned within 48 business hours)  
Phone: 1-414-615-6318  
Fax: 1-414-615-6399  
DCFMECAParentProviderLiaisons@  
wisconsin.gov

### Call Center Hours

8 a.m. - 4:30 p.m. Mon.-Wed. and Fri.  
8 a.m. - 2 p.m. on Thurs.  
Phone: 1-888-947-6583 (voice)

### Online 24/7 – Child Care Provider Portal

Online system for child care providers to access information on authorizations and payments.

### In-Person

No in-person services are available for Wisconsin Shares child care authorization services.

## In-Person

Submit documents/verification for Wisconsin Shares **eligibility** at either of these two locations.

*\*Limited walk-in services are available for Wisconsin Shares eligibility services.*

## Locations

6055 N. 64th St., Milwaukee, WI 53218  
2701 S. Chase Ave., Milwaukee, WI 53207  
(United Migrant Opportunity Services UMOS)

## Hours

8 a.m. - 4 p.m. Monday, Tuesday, Wednesday, and Friday  
8 a.m. - 12 p.m. on Thursday

## Call Center

Phone: 1-888-947-6583 (voice)  
Press 1, 1, 2 to request a Child Care Authorization  
711 (TTY), 8 a.m. - 4:30 p.m.  
Fax: 1-414-615-6399 - **include case number on all pages**

## Hours

8 a.m. - 4:30 p.m. Monday, Tuesday, Wednesday, and Friday  
8 a.m. - 2 p.m. Thursday

## General Questions & Program Integrity - Client Services/Overpayment

Phone: 1-414-615-6318  
Calls will be returned within 48 business hours  
Contact the worker listed on your notice

## Online Services

You can schedule video or phone appointments or to change or request a child care authorization using the Child Care Parent Portal. The portal is open 24/7, and you can access it from any computer, tablet, or smartphone with an Internet connection.

[dcf.wisconsin.gov/childcare/parent-portal/info](https://dcf.wisconsin.gov/childcare/parent-portal/info)

