

# I am a Parent. Who do I contact if...?

Division of Early Care and Education (DECE)



## I need help paying for child care

Wisconsin Shares child care subsidy helps families pay for child care. Learn more at: [wishares.wi.gov](https://wishares.wi.gov).

## I need help applying for Wisconsin Shares

Contact your local agency to learn more or apply at: [dcf.wisconsin.gov/wishares/where-to-apply](https://dcf.wisconsin.gov/wishares/where-to-apply).

## I need help with MyWICChildCare EBT Card

Contact Fidelity National Information Services (FIS) at 877-201-7601 or visit the ebtEdge website: [www.ebtedge.com/gov/portal/PortalHome.do](https://www.ebtedge.com/gov/portal/PortalHome.do).

## I need help with MyWICChildCare Parent Portal

The MyWICChildCare Parent Portal is an online system available to parents receiving Wisconsin Shares to help them manage their child care subsidy needs. Learn more at: [dcf.wisconsin.gov/childcare/parent-portal/info](https://dcf.wisconsin.gov/childcare/parent-portal/info).

## Other Wisconsin Shares Questions:

- If you live in Milwaukee County, contact the Milwaukee Early Care Administration (MECA): [dcf.wisconsin.gov/meca](https://dcf.wisconsin.gov/meca)
- For all other areas of the state, contact your local agency. You can find their contact information at: [dcf.wisconsin.gov/wishares/where-to-apply](https://dcf.wisconsin.gov/wishares/where-to-apply)

Learn more on the DCF website:

[dcf.wisconsin.gov/wishares/parents](https://dcf.wisconsin.gov/wishares/parents).

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 call the Division of Early Care and Education at 608-422-6002. 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.

## I need help finding child care

Search using the Child Care Finder ([childcarefinder.wisconsin.gov](https://childcarefinder.wisconsin.gov)) or contact your Child Care Resource and Referral Agency (CCR&R) ([supportingfamilies.together.org/find-my-local-ccrr-and-frc](https://supportingfamilies.together.org/find-my-local-ccrr-and-frc)) for more assistance.

## I need to talk to someone about a child care program violating licensing or certification standards

Contact the Bureau of Early Care Regulation Central Office at 608-421-7550 or your Regional Office. [dcf.wisconsin.gov/cclicensing/central-office](https://dcf.wisconsin.gov/cclicensing/central-office)

You can also visit our website for additional information about reporting a complaint: [dcf.wisconsin.gov/ccregulation/complaint](https://dcf.wisconsin.gov/ccregulation/complaint).

## I have a question about quality child care

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

## I need additional child care services

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

Scan to  
access this  
resource  
on the web!

