

I am a Child Care Provider. Who do I contact if...?

Division of Early Care and Education (DECE)



Child Care Regulation

I have questions about background check requirements

Check out our website: dcf.wisconsin.gov/ccbgcheck. You may also contact the Child Care Background Unit Call Center at 608-422-7400 or by emailing DCFlicBECRCBU@wisconsin.gov.

I have questions about child care complaints, child care licensing, or general questions

Contact the Bureau of Early Care Regulation Central Office at 608-421-7550 or your local Regional Office. Please visit our Licensing Contacts page for additional contact information for each office: dcf.wisconsin.gov/cclicensing/central-office.

I have questions about child care certification

If you wish to contact a child care certifier, please see the Child Care Certifier PDF: dcf.wisconsin.gov/files/ccregulation/cccertification/certifiers.pdf.

I want to start a child care program

If you are thinking about starting a child care business, you can go online to fill out our Expression of Interest form. This will connect you with a pre-licensing or certification agency.

- Find your pre-licensing agency: dcf.wisconsin.gov/cclicensing/startcc
- Find your local certification agency: dcf.wisconsin.gov/files/ccregulation/cccertification/certifiers.pdf

YoungStar

I have general YoungStar questions

Want to know how to apply to YoungStar? Do you have contract or quality adjustment questions?

- **Email:** youngstar@wisconsin.gov
- **Website:** dcf.wisconsin.gov/youngstar/providers

I have questions about YoungStar Connect

YoungStar Connect provides services, coaches, consultants, ratings, trainings, etc. for YoungStar providers.

- **Phone:** 1-833-YNG-STAR or 1-833-964-7827
- **Email:** info@youngstarconnect.com
- **Website:** YoungStarConnect.com



Child Care Subsidy - Wisconsin Shares for Providers

I need help with the Child Care Provider Portal

The Child Care Provider Portal is a secure website, available 24/7, where regulated Wisconsin child care providers can manage their child care business using any computer, tablet, or smartphone with an internet connection. If you have questions, contact the DCF Child Care Background Unit:

- **Phone:** 608-422-7400
- **Email:** DCFPLICBECRCBU@wisconsin.gov

I need help with MyWIChildCare for providers

Fidelity National Information Service (FIS) is Wisconsin's Electronic Benefit Transfer (EBT) card vendor. Visit the ebtEdge website for more information: www.ebtedge.com/gov/portal/PortalHome.do. If you have questions about your business, (i.e. how and when payments will appear or if you are changing contact information), you can contact FIS by calling their merchant services line at: 1-800-894-0050 for assistance Monday-Friday.

I have general Wisconsin Shares questions

- **Local Agency (all counties except for Milwaukee)**
 - Find your provider child care contact by county or tribe: dcf.wisconsin.gov/files/wishares/pdf/providercontacts.pdf
- **Milwaukee Early Care Administration (MECA)**
 - MECA supports child care needs for Milwaukee County: dcf.wisconsin.gov/meca

I need additional resources for child care providers

Visit: dcf.wisconsin.gov/childcare/providers

Child Care Counts

I have questions about Child Care Counts

Child Care Counts Support Center

(Hours: 8 a.m. - 4:30 p.m. M-F):

- **Email:** DCFDECECOVID19CCPayments@wisconsin.gov
- **Phone:** 608-535-3650
- **Website:** dcf.wisconsin.gov/childcare/payments

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.

Scan to access this resource on the web!

