DEPARTMENT OF CHILDREN AND FAMILIES
DIVISION OF FAMILY AND ECONOMIC SECURITY
ADMINISTRATOR'S MEMO SERIES

DFES 19-04 (Amended)
ISSUE DATE: 04-30-2019
DISPOSAL DATE: None

☒ ACTION
☐ NOTICE

PROGRAM CATEGORIES:

☒ W-2 - Wisconsin Works
☒ RA - Refugee Assistance
☒ CS - Child Support
☒ CF - Children First
☒ TJ - Transitional Jobs
☒ TMJ - Transform Milwaukee Jobs

TO: All Child Support Agencies
           All Tribes
           Children First Contractors and Subcontractors
           W-2 Agencies
           Training Staff
           TMJ Contractors and Subcontractors
           TJ Contractors and Subcontractors
           Refugee Program Providers

FROM: Connie M. Chesnik
           DFES Administrator

RE: Reporting: Suspected System Misuse—DCF Applications

PURPOSE:

The purpose of this Administrator's Memo is to outline the process for security delegates and supervisors to report incidents of suspected system misuse to the Department of Children and Families (DCF).

BACKGROUND:

A DCF workgroup was organized in early 2018 that included representation from each division within DCF. The workgroup created a policy and necessary tools for reporting incidents of misuse.

POLICY:

Misuse of a DCF system is accessing, reviewing, creating, altering, downloading, or deleting any data of record within a system that DCF provided access to without a valid work reason. The agency's security delegate or the individual's supervisor is responsible for notifying DCF of any suspected misuse of systems that DCF provides access to immediately upon discovery and

without waiting for an internal investigation. Although it is the responsibility of the security delegate or supervisor, anyone that suspects system misuse can report the suspected misuse.

Current list of the systems: (List is also located at https://dcf.wisconsin.gov/it/security)

Benefit Recovery Investigation System (BRITS)	Direct Certification Program (DCP)
Birth Query (Vital Records)	eWISACWIS
Business Objects (Webi)	KIDS
CARES / CARES Worker Web (CWW)	SPARC
Child Care Parent Portal	W-2 Plans
Child Care Provider Portal (CCPP)	WISCCRS (formerly CCPC)
Child Care Statewide Administration on the Web (CSAW)	Wisconsin Works Programs (WWP)
Child Support Partner Resource (CSPR)	Youngstar
Emergency Assistance Tracking System (EATS)	

Misuse should be reported using the following DCF link: https://dcf.wisconsin.gov/form/report-system-misuse.

The reporter should include as much information as known about the incident. Individuals filling out the form are required to select a checkbox indicating which system(s) are impacted by the potential misuse. The webpage routes the reporter to the correct area based on the checkboxes selected. All fields on the form are mandatory.

The agency will be notified of any misuse that is submitted. The agency is responsible for conducting the misuse investigation and taking appropriate action in accordance with its internal procedures, including terms of employment.

CONTACT:

For BCS Questions: KIDPOL Request Form, Other-System Issues.

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W- 2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For CARES or WWP Functionality Questions: W-2 Help Desk

For TMJ/TJ and CF Policy and CARES or WWP Functionality Questions: DCFDFESBWFContacts@wi.gov