

Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Dually Regulated Providers

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WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

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Dually Regulated Providers – Family Providers

This user guide pertains to family providers only. If a school age program submits an application with the intention of offering two regulated programs (a certified program and a separately licensed program) at the same address, a separate provider location is necessary for each program to avoid problems in the YoungStar program.

Example:

Happy Kids program is already licensed at 101 Lincoln Avenue as location 001. Happy Kids submits an application for certification at 101 Lincoln Avenue. The certification agency enters the application for certification using the “new location” link, creating location 002. In this way both programs will be regulated at 101 Lincoln Avenue but will have two different location numbers.

An operator/licensee is considered ‘dually regulated’ when s/he is granted regulatory approval for both certification and licensing. The typical scenario is that the provider is licensed for 12 hours but needs regulatory approval for an additional four hours outside the licensing hours.

When a certified provider applies for a license or vice versa, the regulatory agency must use the same provider location in WISCCRS. The reason for this requirement is to avoid complications with subsidy and YoungStar systems. Having both regulatory approvals in the same location also makes it easier for both regulators to easily view records such as site visits, violations, complaints, etc.

Once the second regulatory approval has been granted in WISCCRS for a family provider, the system creates a banner that makes it easy for the agencies to recognize that the provider is both certified and licensed.

 Provider is both certified and licensed

The agency who grants the latest regulatory approval that creates dual regulation should notify the other agency about the fact that the provider is now dually regulated. It is especially important that the licensing agency notifies the certification agency so the certifying agency will stop conducting the DOJ/DHS checks on the certified operator and household members and can adjust the certification hours of operation. The background checks and hours of operation will be explained later in this guide.

This document provides important guidance for consideration when processing/updating information in WISCCRS pertaining to dually regulated providers.

Agency Contact Information

Licensing:

The contact information for licensing regional offices is found at:
<http://dcf.wisconsin.gov/childcare/licensed/contact.htm>

Certification:

List of certifying agencies is found at <http://dcf.wisconsin.gov/childcare/certification/pdf/certifiers.pdf>

The WISCCRS system also displays the licensing/certification specialist assigned to the facility that can be viewed in WISCCRS.

Provider/Loc Number 2800039412 / 001 Facility Number 1122341 Facility Address Ann St Annapolis, WI 45454	Name Abc Child Care Applicant/Loc Number 9800074192 / 001 Facility Name Annas Facility
Licensor Name Lena Licensor	Certifier Name Pirkko Zweifel

Name Changes (First/Last, Business Name)

If the operator/licensee reports a name change associated with the primary Tax ID, the agency receiving the information should also notify the other regulatory agency about the name change. This is important because once the name is changed in WISCCRS, the Certificate of Approval or the License is no longer valid because the old certificate was issued under the old name. The agency who received the name change must collect a new W9 form and upload it into WISCCRS so it will be available for both agencies to view.

NOTE: If the operator/licensee's first/last name changes, make sure that the record in the Individual module is also changed so the information submitted to DOJ/DHS will be accurate. The old name should be entered into the Alias screen in WISCCRS.

Address Change – Relocation

If a certified/licensed provider moves his/her operation to a new address, the operator/licensee is required by the rule to notify each agency about the change. However, before approving a relocation application and before changing the location address in WISCCRS, the agency who will be making the change should verify that there is also a relocation application for the other regulatory type. If not, the agency that reviewed the relocation application should notify the other regulatory agency.

Instructions on how to process a relocation application can be found at <http://dcf.wisconsin.gov/childcare/wisccrs/pdf/relocation.pdf>.

Facility/Location Name Change

Licensing issues the regulatory approval using the Facility Name. This name is printed onto the License. Certifying agency should not change the Facility/Location Name for dually regulated providers because the license is no longer accurate if the name is changed.

Individuals

If a licensed/certified provider reports a new household member (or other individual subject to the caregiver law) who moves in or out of the home, either agency can add/inactivate the record. In these cases, the agency who updates the record should notify the other regulatory agency.

NOTE: Certifying agencies enter employees/substitutes into WISCCRS. Licensing staff should not inactivate these individuals without first communicating with the certification agency. The DCF automated DOJ/DHS check does not include employees so there is no harm having them in the WISCCRS system and the employee/substitute will appear on the Background Checks Due report used by the certifying agencies.

Background Checks

The DCF automated DOJ/DHS check will automatically conduct background checks on approved licensed providers and household members subject to the Caregiver Law **even if the individual was added by the certifier.**

DOJ/DHS

If an operator is dually-regulated the DCF Caregiver Background Unit (CBU) conducts the DOJ/DHS on the operator and the household members. In these cases, the DOJ/DHS information/results are available in WISCCRS. There is no need for both licensing and certification agencies to conduct the DOJ/DHS on the operator/licensee and household members.

NOTE: The certification agency must not enter the DOJ/DHS dates into WISCCRS for the operator/licensee and household members because the dates will override the DCF automated DOJ/DHS check.

Employees

Licensing requires the operator/licensee to conduct DOJ/DHS CBCs on their employees. In these cases, the certifier must review the DOJ/DHS records at the certified site or ask the operator to submit copies of the DOJ/DHS results to the certifying agency. The certifier may also offer and arrange with the licensee/operator to conduct the CBC on the employees. The certifier should not charge the operator for duplicate DOJ/DHS checks. If the certifier has concerns about an employee, the certifier should contact the assigned licensor and vice versa.

SOR

If an operator is dually-regulated the licensing office conducts the national SOR check on the operator and the household members. The certifier must conduct a national SOR check on the employees/assistants/substitutes.

CPS

The certifier shall conduct the CPS check on dually regulated programs just as they would for any certified provider. The certifier shall document the CPS check in WISCCRS

Hours of Operation

Per 202.06 (5)(c) No individual provider may take care of children for more than 16 hours in any 24-hour period. The 16-hour period includes any combination of care by a provider who is both licensed as a family day care provider and certified as a family day care provider.

The hours of operation information is displayed on the Child Care Public Search website. It can be confusing to the public if the hours of operation overlap or which regulatory agency is responsible for monitoring the program. Overlapping hours of operation can also be problematic for the regulatory staff and the subsidy program integrity staff.

Due to these concerns, the hours of operation for a dually regulated provider should not overlap. If a provider who is licensed applies for certification, the certifying agency should enter no more than 4 hours outside licensing hours.

If a provider who is already certified applies for licensing, the licensing agency must contact the certifying agency to notify the agency of the licensed hours of operation. The certification must amend the certification hours so they fall outside the licensing hours. The screen print from the public search website below shows the correct way of listing the hours. The information on the left displays licensing hours and the right column displays the certified hours.

Hours of Operation

Monday 6:00AM - 6:00PM	4:30AM - 6:00AM
Tuesday 6:00AM - 6:00PM	4:30AM - 6:00AM
Wednesday 6:00AM - 6:00PM	4:30AM - 6:00AM
Thursday 6:00AM - 6:00PM	4:30AM - 6:00AM
Friday 6:00AM - 6:00PM	4:30AM - 6:00AM
Saturday Closed	Closed
Sunday Closed	Closed

Complaints

If the complaint allegation(s) are violations of certification and licensing rules, both agencies should be involved in investigating the complaint. Examples are, but not limited to: inaccurate attendance reporting, concerns with safety of the home, guidance concerns, etc. In these cases, both agencies should enter the complaint intake and investigation into WISCCRS.

If the complaint strictly alleges issues that happened during certification or licensing hours, the agency responsible for monitoring during those hours should investigate the complaint.

Transactions/Collections

When adding fees to the transaction module, the system keeps certification fees separate from the licensing fees. The same does not happen when collections are entered. The agencies must practice caution not to apply a collection to a fee entered by the other regulatory agency.

Closing a Dually Regulated Program

If a provider who has been dually regulated, requests certification/licensing withdrawn or if the provider is not renewing/continuing certification/licensing or if regulatory approval is revoked, the agency who closes the provider should inform the other agency about the fact that the provider is no longer dually regulated.