

eWiSACWIS WiSP Review Page User Guide

The Wisconsin Department of Children and Families (DCF) created the Wisconsin Information and Support Portal (WiSP) to help individuals involved in the child welfare system stay connected to their support team, participate in planning (if applicable), and find supports. WiSP interacts directly with the eWiSACWIS database via the WiSP Review Page. To learn more about the WiSP Review Page, see also [WiSP Review Page Desk Guide](#).

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Background

The WiSP Review Page in eWiSACWIS supports meaningful engagement with WiSP users transitioning from or previously in out-of-home care (OHC) by allowing the child welfare professionals working with the individuals to review, document, and respond to information shared by the WiSP user via the WiSP application. The new page aligns with practice guidance that promotes a youth-centered approach to case management including, but not limited to, independent living (IL) transition requirements such as the Independent Living Transition to Discharge (ILTD) plan. The portal is designed to ensure youth can consistently and authentically collaborate with their child welfare professionals (CWPs)¹ at times and in the manner that suits them, view and keep current their own information, and participate in IL planning and other planning, as applicable. To learn more about WiSP, including its look, features, and functionality, please see [WiSP Desk Guide](#) or [WiSP User Guide](#).

Also consult the [WiSP Setup and Login Instructions for Professionals](#) and [WiSP Setup and Login Instructions for Participants](#) documents for more specific information related to completing and supporting youth's WiSP set up and login.

The eWiSACWIS WiSP Review Page introduces new online pages, alerts, and messaging features that streamline communication between WiSP users and CWPs. These tools

¹ For the purposes of this WiSP Review Page user guide, the term child welfare professional refers to both child welfare professionals employed by a child welfare agency and staff employed as Independent Living Coordinators with a contracted Transition Resource Agency.

allow Transition Resource Agency (TRA) Independent Living (IL) Coordinators, child welfare agency IL Coordinators, and other professionals to receive and review information directly from WiSP users. By providing up-to-date, consistent, and user-authored input, the portal supports more collaborative and coordinated planning, providing the WiSP user greater opportunities to be an active participant in their own case management and current and future planning.

eWiSACWIS WiSP eligibility task reminders are sent to the primary worker or any professional with an assignment type of “independent living” who is working with a qualifying young person.

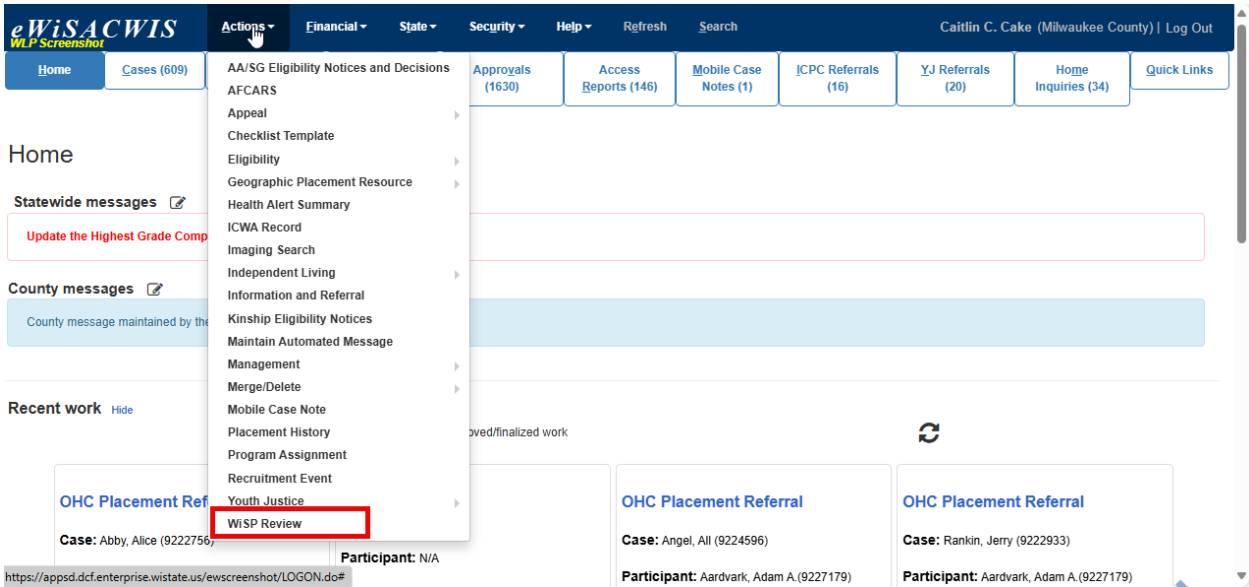
Note: If you receive a WiSP eligibility task reminder about a youth who may benefit from using WiSP, you discuss the option with the youth declines, you should create a WiSP Review page for the youth and select “yes” where it asks if the youth opts out. You can always change this later if the youth changes their mind. See page 5.

Accessing the eWiSACWIS WiSP Review Page

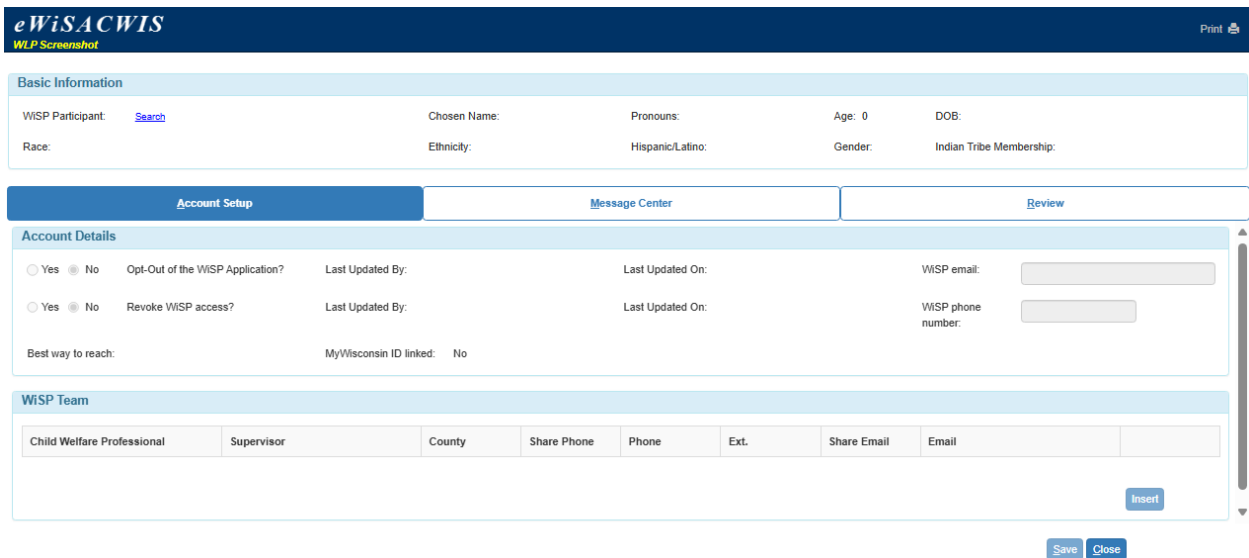
The CWP can access the WiSP Review Page from multiple places in eWiSACWIS. Which pathway(s) a CWP can use will vary depending on their security access and work responsibilities in the database.

- Desktop Menu → Actions → WiSP Review.
 - *Note: currently, accessing the WiSP Review Page via Actions will avoid any data transfer concerns related to saving processes (see bolded warning below)*
- Cases tab of the Desktop → WiSP Review tile.
 - *Note: This access option is available only after the WiSP Review Page is created for the user.*
 - *Note: a user’s WiSP tile will display on all cases on which the WiSP user is a participant.*
- Independent Living (IL) page → WiSP Review hyperlink in the Basic Information section of the page.
- Search → Person and Case search → Expand the WiSP Review icon → WiSP Review hyperlink.
 - *Note: this method only allows users to view the Review Page.*

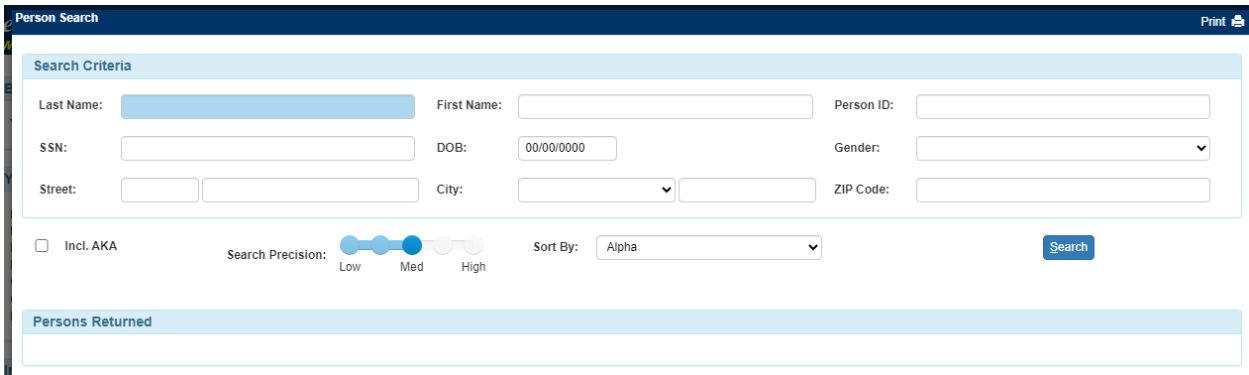
****important**** If the CWP accesses the WiSP Review Page using the hyperlink on the IL page, they will receive a prompt advising them to save and exit the young adult’s IL page prior to accessing the WiSP Review Page. Doing so ensures that the updates made via the WiSP Review Page properly transfer to the IL page as well as WiSP. If the CWP does not save and exit the IL page as directed, information will be lost. If the data are lost, only the latest data that already existed in eWiSACWIS will appear in WiSP rather than the information newly submitted via WiSP.



1. View of the WiSP Review Page at initial launch.



2. Clicking on the WiSP Participant Search hyperlink will open the eWiSACWIS Person Search.



Working in the WiSP Review Page

Account Setup tab

1. Once you complete the person search, the WiSP user's information will prefill on the WiSP Review Page.

The screenshot shows the 'Account Setup' tab in the eWiSACWIS system. The page is titled 'Basic Information' and displays the following details:

WiSP Participant: Aocle_Alle (5227922) Search	Chosen Name:	Pronouns:	Age: 22	DOB: 04/12/2003
Race: American Indian/Alaska Native	Ethnicity: Native American	Hispanic/Latino: No	Gender: Female	Indian Tribe Membership: Yes

Below the basic information, there are three tabs: 'Account Setup' (selected), 'Message Center', and 'Review'. The 'Account Setup' tab contains the following fields:

<input type="radio"/> Yes <input checked="" type="radio"/> No Opt-Out of the WiSP Application?	Last Updated By:	Last Updated On:	WiSP email:	<input type="text"/>
<input type="radio"/> Yes <input checked="" type="radio"/> No Revoke WiSP access?	Last Updated By:	Last Updated On:	WiSP phone number:	<input type="text"/>
Best way to reach:	MyWisconsin ID linked: No			

At the bottom, there is a 'WiSP Team' section with a table of roles and actions:

Child Welfare Professional	Supervisor	County	Share Phone	Phone	Ext.	Share Email	Email

Buttons for 'Save' and 'Close' are located at the bottom right of the form.

2. Confirm that the Basic Information listed on the Page (e.g., WiSP user's Name, Age, Date of Birth, Pronouns, and Race/Ethnicity) matches information for the individual you intend to grant WiSP access to.
3. To establish an Account on the Account Setup tab
 - Confirm user's email address to ensure it is accurate, as this directly affects the initial linking of WiSP. The email address must match the email the user enters to set up their MyWisconsin ID credentials. If the user's account is successfully linked, "Yes" will display in the MyWisconsin ID linked field.
 - After confirming the user's email address and linking their account, the CWP should complete any remaining account setup steps. Once all other account setup information updates are complete, click Save to retain the changes.
 - **Notes:**
 1. **Neither the email address nor the phone number fields on the WiSP Review Page are connected to the Person Management page since the WiSP user may choose to use a different phone or email in WiSP to set up WiSP and receive WiSP notifications.** The CWP should consult with the WiSP user to determine if they should log the phone number and/or email logged for WiSP on the Person Management page or a different one.

2. *At least one support team member must be entered to set up a user's WiSP account.*
- The Opt-Out of the WiSP Application and Revoke WiSP access fields always default to "No" for the first time but are enabled to allow for a different selection; the CWP can select "Yes" for either of these as applicable. You can always change this back again if the youth changes their mind.
 - The corresponding Last Updated By and Last Updated On fields are system-derived fields that display the name of the user who last updated the opt-out/revoked information and the date on which they did so.
 - **Note:** *You have to add at least one CWP to the support team in order to save your "opt out" or "revoked" answer.*
- The Best way to reach [user] field is a system-derived text field. It is conditionally displayed only when the WiSP user updates the corresponding field in the WiSP application.
4. To add support team members on the Account Setup tab:
 - You can add CWPs to the WiSP Team section of this tab. These are the professionals who provide case management, independent living supports and services, and otherwise work with the WiSP user to support their needs and goals. To add a CWP, click the Insert button.
 - You can choose to share the CWP's phone number and/or email address with the WiSP user. To share contact information, select the checkbox under Share Phone and/or Share Email. If the box to share contact information is not checked, then that contact information will not appear in WiSP.
 - Once all team updates are complete, click Save to retain the changes.

Note: *all support team members will receive notifications when there is activity on a youth's WiSP Review Page that requires attention. Activity includes input the youth provided via WiSP; it may be a new message, updated contact information, additions to their ILTD plan, or something else. This is sent within 24 hours of the youth submitting something via WiSP and only if the professional has not yet been on the WiSP Review Page since the youth's submission came through. See the following sections of this guide for more information on the different ways you view and review youth input sent via WiSP.*

eWiSACWIS
WLP Screenshot

Print

Basic Information

WISP Participant: [Aardvark_AbigailTest_A_\(9226560\)](#) Search Chosen Name: Pronouns: zirzie Age: 15 DOB: 12/04/2009
 Race: Black/African American, Asian, and American Indian/Alaska Native Ethnicity: Hispanic/Latino: No Gender: Female Indian Tribe Membership: Yes

Account Setup **Message Center** Review

Yes No Revoke WISP access? Last Updated By: Last Updated On: WISP phone number: (608) 555-1212
 Best way to reach: MyWisconsin ID linked: No

WISP Team

Child Welfare Professional	Supervisor	County	Share Phone	Phone	Ext.	Share Email	Email	
Worker Kewaunee (Active)	Supervisor Kewaunee	Kewaunee	<input type="checkbox"/>			<input type="checkbox"/>		Delete
Caitlin C. Cake (Active)	Caitlin C. Cake	Milwaukee	<input checked="" type="checkbox"/>	(123) 456-7890		<input checked="" type="checkbox"/>	ccake@wisconsin.gov	Delete

Insert

Save Close

Message Center tab

1. The Message Center tab allows the CWP to directly communicate with the WiSP user by exchanging messages between the WiSP Review Page and the WiSP application.

eWiSACWIS
WLP Screenshot

Print

Basic Information

WISP Participant: [Aardvark_AbigailTest_A_\(9226560\)](#) Search Chosen Name: Pronouns: zirzie Age: 15 DOB: 12/04/2009
 Race: Black/African American, Asian, and American Indian/Alaska Native Ethnicity: Hispanic/Latino: No Gender: Female Indian Tribe Membership: Yes

Account Setup **Message Center** Review

Message Center

New Message

Conversation Started	Child Welfare Professional(s)	Message Topic(s)	Last Message Sent		
11/11/2025 11:17 AM	Caitlin C. Cake	Employment, Care	11/11/2025 11:19 AM	Details	Reply to Conversation

Notifications Sent to Participant

Notification Sent On	Notification Sent By	Notification Type	WISP Section
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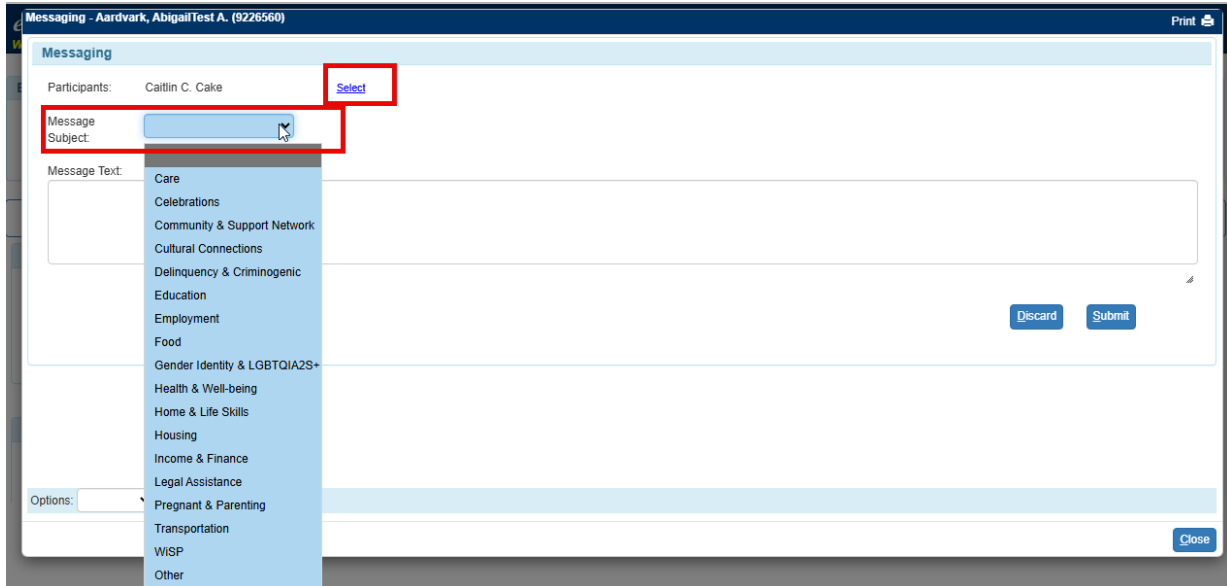
Save Close

2. Click the new message button in the top right corner of the Message Center tab to start a new conversation thread with the WiSP user. You can click the Select hyperlink next to the message participants list to add additional CWPs to the conversation thread.

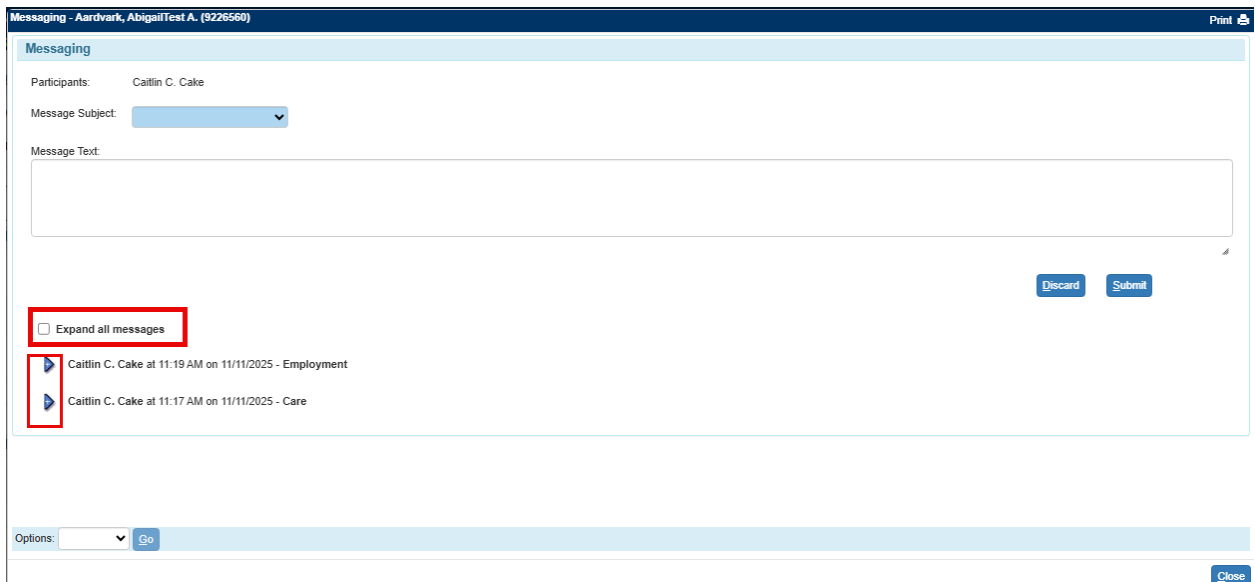
Messaging

Participants: Caitlin C. Cake [Select](#)
 Worker Kewaunee

3. Select the Message Subject from the drop-down list, enter the message text in the message text box provided, and click on submit.
 - **Note:** You must select a message subject and add message content before sending.



4. When the message is sent, the user will receive a notification (via WiSP, as well as via email and/or text) and the thread appears in both the CWP's and WiSP user's message center. You can expand all the messages in the same conversation thread by selecting the Expand all messages checkbox or by clicking the "+" icon next to the message.



- By clicking on the reply to conversation hyperlink you may send a new message on the existing thread.
 - Note:** You can reply to a conversation only if you are part of the conversation thread.

Account Setup		Message Center		Review	
Conversation Started	Child Welfare Professional(s)	Message Topic(s)	Last Message Sent	Details	Reply to Conversation
11/11/2025 11:17 AM	Caitlin C. Cake	Employment, Care	11/11/2025 11:19 AM	Details	Reply to Conversation

- If you are not part of a conversation thread, you will instead see the option to “View Conversation.” This allows you to see messages, topics, and timestamps but not to send replies.

Account Setup		Message Center		Review	
Message Center					
Conversation Started	Child Welfare Professional(s)	Message Topic(s)	Last Message Sent	Details	Reply to Conversation
02/12/2025 4:30 PM	Adam Appleton, Daryl Hall, John Oats	Housing, Income & Finance, Employment...	02/12/2025 4:30 PM	Details	Reply to Conversation
02/10/2025 1:30 PM	Wendy Wausau	Care, Celebrations, Education...	02/10/2025 1:30 PM	Details	View Conversation
02/08/2025 12:56 AM	Adam Appleton	Housing	02/08/2025 4:30 PM	Details	Reply to Conversation
02/04/2025 11:15 PM	Albert Smith, Wendy Wausau	Health & Wellbeing, Home & Life Skills	02/05/2025 1:30 PM	Details	View Conversation

- The Notifications Sent to Participant group box displays all notifications sent to a user through the message center in the WiSP application.

Notification Sent On	Notification Sent By	Notification Type	WiSP Section	View
02/12/2025 4:30 PM	Adam Appleton	Update	Planning	View
02/10/2025 1:30 PM	Wendy Wausau	Decline	Planning	View
02/08/2025 12:56 AM	Adam Appleton	Info Needed	General Information	View
02/04/2025 11:15 PM	Albert Smith	Decline	General Information	View

Review tab

The Review tab provides the CWPs with a central place to review and act on ILTD updates submitted by the WiSP user via the application (if relevant; the ILTD is not applicable for all WiSP users).

- Note:** The Review tab table remains empty until a user submits updates through the WiSP application. Once submitted, CWPs can review and act on the submissions.

Basic Information					
WiSP Participant: Aardvark_AbigailTest_A_(9226560) Search	Chosen Name:	Pronouns: zirzie	Age: 15	DOB: 12/04/2009	
Race: Black/African American, Asian, and American Indian/Alaska Native	Ethnicity:	Hispanic/Latino: No	Gender: Female	Indian Tribe Membership: Yes	
Account Setup		Message Center		Review	
Area	Topic	Item	Original	Update	

eWiSACWIS				
Basic Information				
WISP Participant: Ardyan_AbosiText_A_9226595 Search	Chosen Name:	Pronouns: He/him	Age: 15	DOB: 10/01/2009
Race:	Ethnicity:	Hispanic / Latino:	Gender:	Indian Tribe Membership:
Account Setup	Message Center	Review		
Area	Topic	Item	Original	Update
Independent Living Planning	Housing	Housing Assistance in the area in which I want to live.	Wants to live in Green Bay	Wants to live in Algoma - family Update Decline Info Needed
Person Management	Demographics	Chosen Name	Mathew	Matilda Update Decline Info Needed
Independent Living Notes	IL Notes	General Comments		This text is what was provided by the youth on the WISP application. IL Note Read Reply
Person Management	Address	Address Change Date of Address Change Care of Street Number Street Name Address Line 2 Apartment, Suite, etc. County City State or Province Zip/Postal Code Address instructions to reach me	06/15/2025 C/O Sally Mae Bryan N4497 410th Street Menomonie, WI 54751-8877 Dunn Second trailer on property - green in color.	310 Lakeview Drive Algoma, WI 54201 Update Decline Info Needed
Independent Living Planning	Employment	Goal - Learn more about job/career opportunities. Steps to: Who will help: Role: Target Date of Completion Status	Steps to: Who will help: Role: Target Date of Completion Status	Steps to: Who will help: Role: Target Date of Completion Status Update Decline Info Needed
Independent Living Planning	Who I am	Looking towards my future, I am nervous about.	Text sample for display of the original text for the Who I am fields. Text sample for display of the original text for the Who I am fields Text sample for display of the original	Federal and State Update Decline Info Needed
Person Management	Demographics	Pronouns	He/Him/His	They/Them/Their Update
Independent Living Planning	Network	Full Name Relationship Phone Email	Jane Doe Supportive Adult 608-555-1212 jdoe@aol.com	Marcus Memleather Supportive Adult 888-787-6699 Trawets@gmail.com Update Decline Info Needed

The CWP can act on each update by clicking on Update, Decline, Info Needed, Read, or IL Note. The IL Note hyperlink is only applicable when a youth submits a comment via the My Plan part of the application; the CWP clicking this will create an Independent Living Note in the IL Notes tab of the IL page in eWiSACWIS. Please refer to the table below for detailed information on each available action.

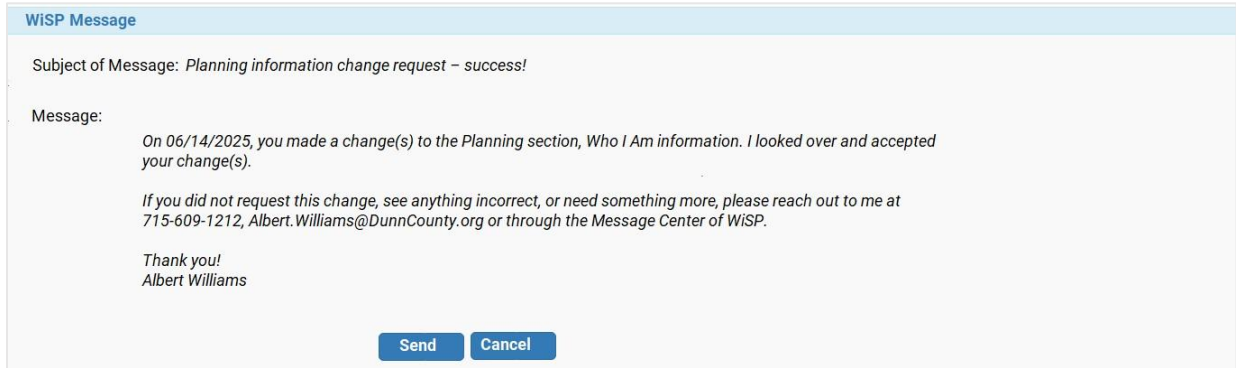
Available Actions:

For all actions, the eWiSACWIS system processes the action through batch processing, ensuring the user is promptly informed. The batch picks up the flagged messages twice a day, and external communication is sent to the user via email. In addition to external notification, the user receives notifications in the WiSP message center as well.

Action	Functionality
Update	Accepts the WiSP user's submitted information and updates the corresponding field in eWiSACWIS. Generates a notification in the user's WiSP message center.
Decline	Rejects the user's submitted update. The CWP must select a reason for the decline, which is shared with the user via the WiSP message center.
Info Needed	Requests clarification or additional details from the user. Generates a notification in the user's WiSP message center that prompts them to provide more information back to their CWP.
IL Note	Automatically creates an Independent Living Note on the IL page>IL Notes tab documenting the user's submission. This record includes: <ul style="list-style-type: none"> • Date of Contact: Date of user's submission • Contact Type: WiSP • Note Type: Other • Finalized checkbox: May be manually checked; if not, will be automatically finalized after 30 days

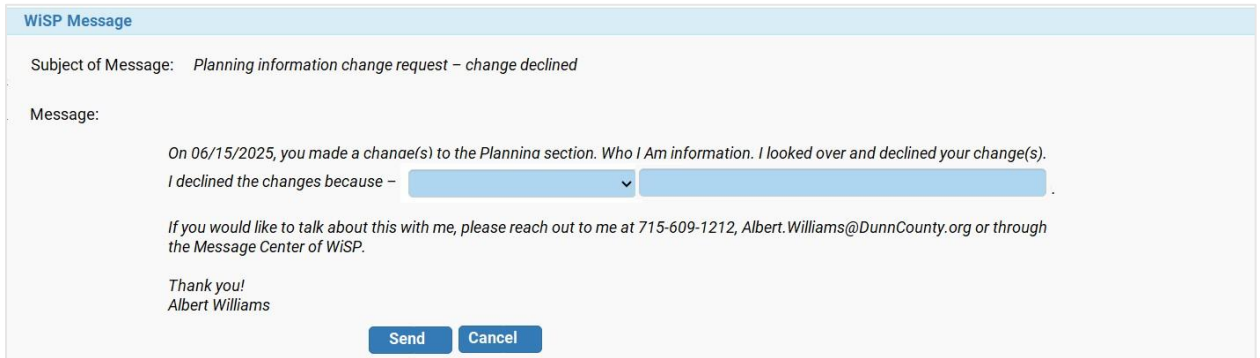
Read	Notifies the user that the CWP acknowledges the user's comments.
Reply	Opens the Message Center in create message mode, allowing for direct messaging with the user.

1. Clicking the Update hyperlink prompts an alert message. After reviewing, the CWP should click "send."



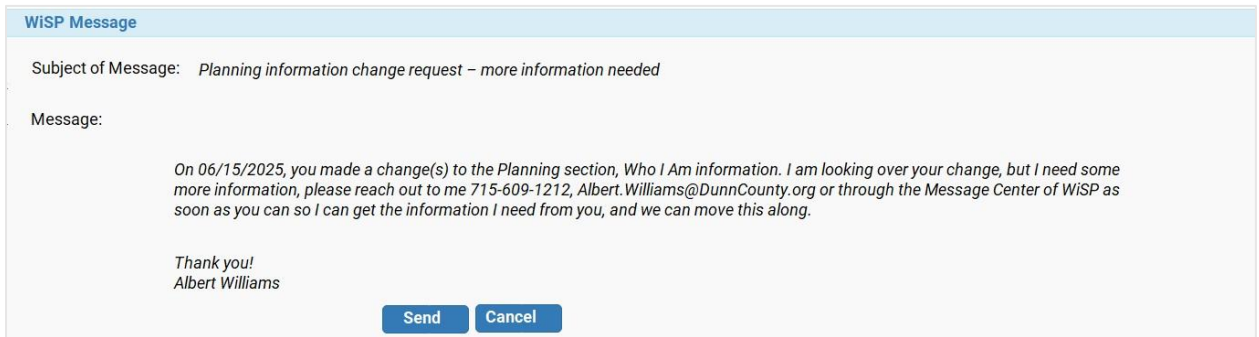
The WiSP user then receives this message in WiSP. They will also receive a notification external to the application – either via email, text, or both, depending on their preference – informing them they have a message to review in WiSP.

2. Clicking the Decline hyperlink prompts an alert message.
 - Using the available dropdown, choose the reason for declining the user's submission. If you have selected the 'other' value from the dropdown, you are asked to provide an explanation in a blank narrative field.
 - After completing the required fields, the CWP should click "send."



The WiSP user then receives this message in WiSP. They will also receive a notification external to the application – either via email, text, or both, depending on their preference – informing them they have a message to review in WiSP.

3. Clicking the Info needed hyperlink prompts an alert message. After reviewing, the CWP should click “send.”



The WiSP user then receives this message in WiSP. They will also receive a notification external to the application – either via email, text, or both, depending on their preference – informing them they have a message to review in WiSP.

Need Assistance?

If you have questions or need assistance, you can reach out to the following points of contact. These are the points of contact both for you and for young adult WiSP users for the reasons noted below.

- For system access, functionality, or technical issues (this includes things like the application isn't working correctly – pages aren't loading, fields don't work as intended, and more), contact the DCF eWiSACWIS Help Desk via dcfservicedesk@wisconsin.gov or 855-264-6323.
- For policy or program-related questions (this includes things like suggestions you have for application improvements), reach out to DCFILCoordinator@wisconsin.gov.
- For MyWisconsin ID access questions, please contact the **MyWisconsin ID Account Service Desk** for online self-service options and guidance, and you can call **608-471-6667 for 24/7/365 support**. DET's website provides more details: [DET MyWisconsin ID](#).