

Using the eWiSACWIS WiSP Review Page and Supporting Young Adults' Use of the WiSP Application: FAQs and Best Practices for Child Welfare Professionals

This guidance document is intended for child welfare professionals who are setting young adults up to use the WiSP application and collaborating with them using the tool. This document should be reviewed in combination with others provided on the [DCF WiSP webpage](#). In addition to the WiSP resources targeted to child welfare professionals, please also familiarize yourself with the resources targeted to young adult WiSP users, also included on that webpage.

What does WiSP stand for?

The Wisconsin Information and Support Portal.

What is the point of WiSP?

It's an information portal that provides young adults access to information stored within the state's eWiSACWIS database and enables child welfare professionals (CWPs) to use eWiSACWIS features to share information to portal users and review information the youth provides back. It's an information portal that provides young adults with child welfare experience access to information stored within the state's eWiSACWIS database and enables child welfare professionals (CWPs) to use eWiSACWIS features to share information to portal users and review information the youth provides back. The WiSP tool is broadly meant to be one option to support engagement of, work with, and case management for eligible young adults ages 14-23.

WiSP users are able to keep their information current; more actively engage in their own case management, including discharge planning when applicable; view and access resources relevant to their time in or after being in foster care; and directly correspond with their child welfare professional and larger support team – all from the convenience of the application. This enables WiSP users to view and act on information in the portal on their own terms and at their preferred time and pace.

Who can use WiSP?

Young adults who have child welfare experience and are between the ages of 14 and 23. While it may be useful for any youth within that age range who is involved with Wisconsin child welfare, its features are likely most useful for youth placed out of home (whether independent living-eligible or not) and older young adults discharged from care and working with a regional Transition Resource Agency (TRA) independent living (IL) program.

DCF encourages professionals to consider the things that may appear as barriers to using WiSP with a young person as opportunities instead. For example, youth placed out of county/state, youth who have limited access to electronic devices, youth who are difficult to engage in case management and services/supports, may be the youth who benefit most from WiSP – including, but not limited to, its messaging features, which has the potential to improve and increase communication and collaboration with the young person and their child welfare professional.

Can youth who are served by a tribal child welfare agency (CWA) use WiSP?

It depends. Because WiSP requires that the professional communicating and collaborating with the young person work in eWiSACWIS. WiSP users cannot connect with tribal child welfare

professionals using the application. Therefore, if the youth is only served by the tribal CWA, the youth cannot use WiSP. However, it is possible that if the youth is also being served by another professional who uses eWiSACWIS and would be an appropriate WiSP support team member – for example, a county child welfare professional or public adoptions agency professional – then that professional can set up the youth’s eWiSACWIS WiSP Review Page, invite the youth to sign up for WiSP, and engage with the young person via the application.

Can youth who are or were adopted use WiSP?

Yes, but when their adoption occurs and/or if it was interrupted may impact their WiSP access and require them to re-establish their account.

Adoption precedes WiSP set up:

- If a young person was adopted prior to first using WiSP and that adoption remains uninterrupted, the youth uses the same WiSP account up to age 23.
- If a young person was adopted prior to first using WiSP and that adoption was interrupted during the timeframe they are using WiSP, resulting in re-entry to care, the youth uses the same WiSP account up to age 23.
 - This only changes if they are once again adopted – see guidance below.

Adoption occurs after WiSP set up:

- If a young person is adopted for the first time during the timeframe they are using WiSP, the professional must close the youth’s original WiSP account and help the youth create a new one if they want to continue to use WiSP.
- If a young person was adopted prior to first using WiSP and that adoption was interrupted during the timeframe they are using WiSP, resulting in re-entry to care *and another adoption*, the professional must close the youth’s original WiSP account and help the youth create a new one if they want to continue to use WiSP.

In these situations, a new account is required because Wisconsin is a closed adoption state, requiring that information related to or from before the adoption occurred remain confidential. This includes any prior communications the young person had with their support team via WiSP; those communications are no longer visible or accessible. The youth can use the same email address and MyWisconsin ID setup as their original account; there is no danger of duplication since the original WiSP account is closed prior to the new one being set up.

If young adults use WiSP, what do I as a child welfare professional use?

The eWiSACWIS WiSP Review Page, which receives information from and sends information to the WiSP application.

How do I get to the eWiSACWIS WiSP Review Page?

Professionals can access the eWiSACWIS WiSP Review Page in different ways, depending on if the youth is active on a case or not.

- For youth no longer on a case, the professional may access the Page via
 - Actions dropdown>WiSP Review (*recommended*); or
 - Hyperlink on the IL page

- For youth on a case, the professional may access the Page via
 - WiSP Review tile on their cases dashboard (*recommended*); or
 - Actions dropdown>WiSP Review; or
 - Hyperlink on the IL page; or
 - Person and case search>Expand the WiSP Review icon

Note: professionals who access the WiSP Review Page via the hyperlink on the IL page are required to save the IL page before proceeding. DCF strongly recommends that the professional not have both the IL page and the WiSP Review Page open at the same time. Closing and saving the IL page prior to accessing the WiSP Review Page ensures that the updates made via the WiSP Review Page properly transfer to eWiSACWIS and WiSP. It is likely that information will be lost if the IL page and WiSP Review Page are open at the same time. If the data are lost, only the latest data that existed in eWiSACWIS will appear in WiSP rather than the information newly submitted via WiSP.

I see a young adult must have an email address to use WiSP. What if they do not have one?

DCF recommends that the professional work with the young adult to develop an appropriate email address if the youth does not already have one. This is a requirement for WiSP use, a good learning opportunity for the young person, and a concrete task the professional and young adult client can work on together.

At minimum, the email should:

- be one that the youth is comfortable having for the long-term (e.g. not derogatory, offensive, hard to remember); and
- not be connected to the youth’s school or another agency since their involvement with that entity may end before their access to the portal would end (age 23).

Specific to WiSP, the young adult needs their email address to link to their MyWisconsin ID for multi-factor authentication (MFA). MFA allows for a secure connection to the WiSP application.

Who is responsible for adding people to the youth’s support team, which will be visible to the youth in WiSP?

The professional is! eWiSACWIS does not automatically build or create a default for this team list. The child welfare agency can determine how it wants to approach this requirement, but best practice may be for the primary CWP assigned to the case to add themselves and any other professionals who should be included on the youth’s support team. It is easy to search out professionals directly on the eWiSACWIS WiSP Review Page.

Who is responsible for removing people from the youth’s support team?

It depends. If the professional who should no longer be on the youth’s team no longer uses eWiSACWIS, they will be automatically removed from the list. However, if the person on the support team continues to use eWiSACWIS but is no longer appropriate to include on the youth’s team visible in WiSP (for example, they got a new job with the same agency), either the primary CWP or other professional shall remove that person from the youth’s support team. In either scenario, the removed person’s information will be automatically moved to the “inactive” part of the support team list in WiSP.

Both scenarios introduce the risk that the youth will learn about a change to their support team via WiSP before or instead of hearing it directly from their child welfare professional or another trusted adult. Keeping this in mind, whenever possible, the primary CWP or other professional should directly notify the young person of the change to their team before the change is updated in WiSP. It is neither fair nor appropriate for a young person to learn about changes to their support team via automatic update to their WiSP profile.

Note: unless or until a professional is removed from the support team list, they will receive email notifications about WiSP activity, which are sent out twice a day, and also continue to be included on WiSP messages on which they are listed, also resulting email notifications. These are other examples of why it is important that the support team list is kept current and accurate.

How do I update the professional phone and/or email that's listed on the eWiSACWIS WiSP Review Page to share with a young person via WiSP?

This is done via the Maintain Worker Information page in eWiSACWIS. The professional's supervisor or agency security delegate can access this via the Worker tab or security menu in eWiSACWIS. Professionals shall work with their Supervisor or security delegate to review, confirm, and, if applicable, update the contact information listed for the professional in eWiSACWIS. Changes made will automatically update to the WiSP Review Page.

Is there a required or recommended way to first introduce the young person to the WiSP application?

Since every young person and their circumstances are different, DCF does not mandate how CWPs first introduce youth to WiSP or how they work with the young person using the tool. Some important things to keep in mind are:

- WiSP shall only be used by young adults who are involved with the child welfare system and between the ages of 14 and 23.
- CWP should abide by any of their agency's policies and procedures regarding case management, client interactions, database use, etc.
- WiSP interacts with eWiSACWIS and includes real information about the young person; information should only be accessed, viewed, and shared on a need-to-know basis.
- Some current WiSP users share that it can be helpful for the CWP and the young person to walk through the WiSP application and the eWiSACWIS WiSP Review Page together, either via virtual platform like Zoom screenshare or sitting together in person at a single computer. This allows both CWP and young person to maneuver the systems together and, particularly for the youth, allows valuable insight on what the CWP sees related to WiSP on the eWiSACWIS side of things.

What is the intent of the "celebrations" message topic?

Professionals can and ideally will use the portal to celebrate youth. Though initial portal features may limit the ways in which you can do so, using the message center to send congratulations, birthday wishes, and other celebratory notes can help foster connection to the youth. The hope is that this builds trust and collaboration and eases other forms of communication beyond WiSP – including in-person celebrations, too!

Can/Should I adjust youth submissions that include something like a slight inaccuracy or misspelling, or should I send their submission back to WiSP so they can correct it?

Professionals have a crucial role in first reviewing youth's WiSP submissions and then approving, denying, or requesting more information about each submission. These decisions are driven by professional judgment.

In some instances, it may be appropriate for the professional to adjust a youth's submission and then accept it, thus populating that information directly to the relevant field in eWiSACWIS; for example, if there is an error or misspelling or the professional has since received different or additional information from the young person that provides important context about the submission and makes the professional confident about making a slight tweak and approving it.

Other times, however, the professional may want or need to ask the youth to review and correct their submission and re-submit, or the professional may want or need to communicate directly with the young person to get more information to better understand the submission. When this is necessary, the professional can select "Info Needed" on the WiSP Review Page>Review tab to send the inaccurate or unclear submission back to WiSP. Doing so means the youth's original submission is not populated into eWiSACWIS but is retained in WiSP. By selecting "Info Needed," the professional sends a message to the WiSP user alerting them that their professional needs more, different, or clearer information from the youth before approving the submission. This message does not include any specifics about what the young person needs to do (e.g. clean up misspellings, provide more detail), so as needed the professional should also follow up directly with the young person – via WiSP messaging or another method – to specify what their follow-up ask is for the youth regarding the inaccurate or unclear submission.

After clarifying with the youth what they meant in the inaccurate submission, the youth either has to resubmit the existing submission (if professional no longer has questions about it), submit a new submission, or choose not to submit anything more related to this specific item. If the young person newly submits or resubmits information in response to the professional's request for more information, the professional shall review and decide whether to approve the re-submitted or newly submitted information. If they do so, the approved information will populate into the relevant field(s) in eWiSACWIS. Alternately, if the youth clears things up about the original submission by directly communicating with the professional (e.g. via phone, message, or face-to-face), the professional can opt to directly enter the information into the relevant eWiSACWIS field without requiring the youth to re-submit.

What happens when I decline a youth's submission or request more information?

Professionals have a crucial role in first reviewing youth's WiSP submissions and then approving, denying, or requesting more information about each submission. These decisions are driven by professional judgment.

When the professional decides to decline a youth's WiSP submission, they should select "Decline" on the WiSP Review Page>Review tab and select a reason for the decline from the available dropdown. Selecting "Decline" means the youth's submission is not populated into eWiSACWIS and thus also not into WiSP. Instead, the professional choosing "Decline" sends a message to the WiSP user alerting them that their submission was declined and the reason why. In addition to the message sent directly to WiSP, the professional may want to follow up

directly with the young person to explain the decision to decline, answer the youth's questions, determine next steps, etc. If the youth chooses to submit new information, the professional shall review it via the eWiSACWIS WiSP Review Page and decide whether to accept, decline, or request more information.

Can I or the WiSP user recommend additional resources for the Resources tab in WiSP?

Yes! If you or your client would like to suggest a resource for the Resources inventory, please send that suggestion to the DCF Help Desk at DCFSserviceDesk@wisconsin.gov. Include the resource name, how you think it will benefit the WiSP users, and the resource hyperlink. Be sure to include the word WiSP in the subject line (e.g. "WiSP: resource suggestion").