TO: Income Maintenance Supervisors  
   Income Maintenance Lead Workers  
   Income Maintenance Staff  
   W-2 Agencies  
   Workforce Development Boards  
   Job Center Leads and Managers  
   Training Staff  
   Child Care Coordinators/Certifiers

FROM: Jill D. Chase, Director  
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       Division of Early Childhood Education

SUBJECT: Wisconsin Child Care Regulatory System (WISCCRS)  
         and Regulated Child Care and YoungStar Public Search


EFFECTIVE DATE: JUNE 6TH, 2011

PURPOSE: This memo introduces the Wisconsin Child Care Regulatory System (WISCCRS) that will be rolled-out on June 6th. WISCCRS will replace the current Child Care Provider Certification (CCPC) database.

This memo also includes information on the Regulated Child Care and YoungStar Public Search. This website will include regulatory compliance (licensing and certification) information as well as YoungStar rating details and participation status of all regulated programs in the State of Wisconsin.

BACKGROUND: Child care certification and licensed provider information will be combined in a new system called WISCCRS. This system will replace the current CCPC and CLIC (licensed provider database). The new system will also interact with the Child Care Statewide Administration on the
Web (CSAW) in real time. This means that if a provider is issued a license today, the provider details will be immediately available in CSAW.

Also, WISCCRS will send provider compliance information (administrative rule violations and enforcement actions) to the Regulated Child Care and YoungStar Public Search. The violation details will be available to the public the following day after they are entered into the WISCCRS system.

**POLICY/PROCESS CHANGES**

**Collecting W9 form:**
Many certifying agencies have been collecting the W9 form in the past. However, the department is now requiring all certifying agencies to collect the form for new applicants. The form is found at [http://www.doa.state.wi.us/docs_view2.asp?docid=704](http://www.doa.state.wi.us/docs_view2.asp?docid=704). The form must be scanned into the WISCCRS system so it will be available if B-notices are received from the IRS (The IRS issues B-notices when the Tax ID and the Name do not match the IRS or SSA records). The following lists the events that necessitate updating the form:

- First time applicant for licensing/certification
- Provider’s name changes: 1. Provider using an SSN has a change in first and/or last name. 2. Provider using a FEIN changes the name associated with the FEIN (business name).
- Tax ID type change: Provider who has been using an SSN is requesting to use a FEIN.
- Tax ID number change: A center that has been using a FEIN has applied for a new FEIN.

There is no need to collect the W9 form at renewal/continuation.

In the past, subsidy agencies have been collecting these forms and have been updating the provider information using CSAW. After June 6th, the CSAW Provider Details/W9 screen will be locked. The changes in the provider Name and Tax ID must come from the regulating agency.

**Scanning/Uploading Documents into WISCCRS**
The new system has functionality that enables the certifying agencies to scan and upload various documents into the new system. Examples of documents are: Tax ID related documents, various documents pertaining to the home/site (landlord form, regulatory approval, correspondence, etc), DOJ/IBIS results, etc. When scanning and uploading documents, the agencies must practice caution and not upload confidential information such as Child Protective Services files, AODA, mental health, and juvenile delinquency related documents. Also, if law enforcement documents are marked confidential, those should not be uploaded into the WISCCRS.

Starting June 6th, 2011, certifying agencies shall scan and upload the following documents into the WISCCRS system:

- W9 forms
- Revocation and denial letters (Use the Correspondence document type under Location Document link)
- Correction Plans returned by the provider (these will be available for public to view using the new Regulated Child Care and YoungStar Public Search site)
- Compliance Statements (these will be available for public to view using the new Regulated Child Care and YoungStar Public Search site), See Operations Memo 11-26 for further details
AUTOMATION CHANGES

Below is a list of new functionality in WISCCRS that did not exist in CCPC as well as functionality that has changed from CCPC:

NEW FUNCTIONALITY:
1. **Case Assignment:**
   In the new system, the providers/centers can be assigned to a licensor/certifier. Reports will be available listing providers/centers assigned to a worker.
2. **Uploading Documents:**
   The regulating agencies are able to upload certain key documents pertaining to certification into WISCCRS which makes document sharing very easy between licensors/certifiers.
3. **Vehicle Information Screen:**
   This screen allows the regulating agency to track vehicles used for child care such as the date the vehicle alarm was checked.
4. **Hours of Operation and Capacity:**
   This screen is mandatory for all providers prior to granting certification, except the capacity is not needed for in-home providers who care for children in the child’s home.

CHANGED FUNCTIONALITY
Below is a list of functionality that has existed in CCPC but the functionality has been modified.

1. **Transactions:**
   The CCPC Fee screen has been changed and is now called, “Transactions”.
2. **Individuals:**
   Provider/household member information has been combined into a new Individual module. Individuals are shared among locations (if more than one exists), such that one individual may be found in multiple locations. Information such as the background checks, training, alias information, etc. is now found in this module.
3. **Complaints:**
   Certification and licensing complaint intake and investigation report forms have been combined into one document. A step-by-step user guide will be available explaining the data entry process for complaints.
   - **Requires Immediate Action:** The complaint intake screen now has an indicator if the complaint requires immediate attention and should be investigated immediately. A complaint that requires immediate attention exists when the allegation(s) in the complaint suggests imminent danger to the health, safety and welfare of the children in care. These complaints require immediate response. This field is currently used by licensing and more information regarding this field will come at a later date.
   - **Attaching Violations to a Complaint:** The regulating agencies have the option to attach alleged violations to a complaint.
4. **Violations:**
   All violations must now be attached to a site visit. If violations are documented by another source (such as the Child Care Food Program, CPS, Fraud Unit, etc), the agency has to enter a site visit with a “no visit” status. Also, the agencies now can indicate if the violation is alleged (reported during a complaint intake) or substantiated. Please see User Guide for more details.
5. **Site visits:**
   The site visit screen has been enhanced. The regulating agencies can now record the name of the certifier who conducted the visit (a mandatory field). **NOTE:** The certifier must have update access to the system for the certifier’s name to be displayed on the pull-down menu. If any counties/tribes have certifiers who conduct site visits but
currently do not have update access to CCPC, the certifier must apply for update access prior to June 6th.

6. **Age Restrictions - Ages Served:**
The current CCPC system creates an age restriction if SIDS/SBS training has not been documented. In WISCCRS, the Age Restriction functionality has been changed—to an Ages Served functionality. If the provider has not completed SIDS/SBS training, the agency may not approve the provider to care for children 12 months of age or less (if no SIDS training) or 5 years of age or less (if no SBS training). Providers who had an age restriction in the old CCPC will be automatically converted to reflect the restriction that was there prior to WISCCRS roll-out.

7. **Alerts –Tasks:**
Tasks will replace the current Alert functionality. At the roll-out, the only tasks generated by the system will be complaint-related. When a worker is assigned a complaint, the system will immediately create a Task. Old CCPC alerts will be available in report format. Example: CCPC sent an alert when a pet needed vaccination. Now there will be a report that the certifiers can use to pull this information.

8. **Conditions:**
Restriction was removed because now the system uses Ages Served instead of Age Restrictions. Old information will display in the new system but the Restriction can no longer be used after June 6th.

9. **Certificate of Approval** has been re-designed.

**SCREENS USED ONLY FOR LICENSED CHILD CARE**
To accommodate licensed provider information in the new system, several new screens have been designed. The certifiers will be able to view any information entered by licensing but cannot update the screens. Below is the list of new screens that will be used by licensing only.

1. Other Licenses
2. Insurance
3. Monitoring Plans
4. Enforcements
5. CBC Fee Deduction
6. BID forms - for use by the DCF CBC Unit
7. Checklist

**ADDRESS CHANGES:**

Attention! When a provider/program moves to a new address, please do not create a new location because it causes additional work for many agencies and the provider. Example: If a new location is started, the provider must re-apply for CCPI security access for the new location. There will also be complications with the YoungStar system.

Below are situations when creation of a new location is necessary:
1. A provider opens a second location.
2. Provider moves to another county.

A User Guide has been created to include step-by-step instructions on how to process relocations in WISCCRS.
**DUALLY REGULATED PROVIDERS**
If a family provider is both licensed and certified, the new system will include regulatory information from both agencies. This means that the certifier will be able to view details about licensing violations, site visits, complaints, enforcement actions, etc.

**Caregiver Background Checks (CBC):**
Licensing will be automatically conducting Caregiver Background Checks (CBC) on these providers. The certifying agency no longer needs to copy the background check information from the CBC module into CCPC since we now share the same screens for Individuals.

NOTE: If the dually regulated provider has employees, such as substitutes, the licensing automated CBC system WILL NOT run the checks on the employee because licensing requires the licensee to conduct checks on his/her employees. If a dually-regulated provider has employees, the CBC check can be conducted either by the provider or the certification agency. In either case, the two parties must share the results.

**Relocations:**
When a provider who is both certified and licensed moves to a new location it is important that the agencies inform each other about the address change.

**Name change**
If a provider changes his/her first/last names or the business name, the agency who receives the change should inform the other regulatory agency about the change. The agency that collects the W9 form must upload the document so it can be viewed by the other agency if there are questions. A new certificate that includes the name change must be printed and sent to the provider.

**Certification Contacts** are found at:

**Licensing Contact** information is listed at:
http://dcf.wisconsin.gov/childcare/licensed/contact.htm

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**REGULATED CHILD CARE AND YOUNGSTAR PUBLIC SEARCH**

In June 2008 the state’s Licensed Child Care Search website was launched. This website currently includes regulatory compliance history on licensed providers. On June 6th, certified provider regulatory compliance history will be added to the website. This means that when a certifying agency enters a violation into the WISCCRS system, the violation is displayed on the new Child Care Public Website the following day. For licensed providers, the system displays compliance history for the previous two year period. For certified providers, the system will not show past history but will show violations starting from June 6th and forward.

The same website will also display if the provider is participating in the YoungStar program and the provider’s YoungStar rating details.

- **Correction Plans**
  As mentioned under the Policy Changes section above, the certifying agencies must scan and upload the Correction Plans returned by the certified providers into WISCCRS. Before uploading the document, the agency must carefully review the plan. If the plan is approved, the form should be scanned and uploaded. The document will be posted on the day after it was uploaded into the system.
Compliance Statements:
A new form has been developed for certifying agencies to use when a certified provider meets the standards that were monitored during a site visit. The regulating agencies shall scan and upload these documents into WISCCRS and they will be posted on the day after they are uploaded. See Operations Memo 11-26 for further details.

Notice to Certified Providers:
The Department will be sending a memo to all certified providers explaining the process of displaying certification violations on the Web site. The memo will be forwarded to the certifying agencies once available.

CERTIFICATION DENIAL DATABASE
The certification agencies have been reporting denials and revocations due to barred offenses to DCF using DHS 12 Negative Action Notice form. This requirement is no longer needed because the IBIS system will be checking WISCCRS for licensing and certification denials/revocations. When certification agency denies/revokes a provider due to one of the reasons on the Serious Offenses List http://dcf.wisconsin.gov/childcare/licensed/pdf/2010_02_crimes_list.pdf, the worker must choose one of the values below when entering the denial/revocation information into WISCCRS:

Denial: On the Decision page in WISCCRS, choose one of the following:
- Denial – 5-year bar
- Denial – Bar with Rehabilitation
- Denial – Permanent Bar
- Denial – Permanent Bar Provider

Revocations: On the Modify Category page in WISCCRS, choose one of the following:
- Revocation – 5-year bar
- Revocation – Bar – Rehabilitation Review
- Revocation – Permanent Bar Provider-Licensee
- Revocation – Permanent Bar

As soon as the application/category status has been changed to one of the values listed above, the record will be reported to anyone conducting a Caregiver Background Check on the applicant/provider who was denied or revoked.

WISCCRS SECURITY
The users who currently have access to the CCPC system will automatically have the same access to the WISCCRS system. The security access request process has not changed. The WISCCRS – Basics User Guide explains the process in detail.

New users:
A new security request form has been created for the WISCCRS system. The form number is DCF-F-2666-E and can be found at http://dcf.wisconsin.gov/forms/doc/2666.doc

The Child Care Web Applications Access Request (DCF F 13358) no longer has CCPC listed. This form will only be used to request access to CSAW and CCPI.

CSAW CHANGES
After June 6th, subsidy agencies can no longer change the provider’s Name, Tax ID and the Corporation Status in CSAW. This pertains to all certified and licensed providers. The subsidy
agency continues to be able to change all provider information for out-of-state providers. These changes must be done by the regulatory agency. Also, the subsidy agencies can no longer change the location contact details using CSAW.

Ages Served and Hours of Operation links have been added to the Category Summary page in CSAW. The Hours of Operation displays the Months, Days and Times the provider is approved. When the authorization worker enters an authorization, the system checks the Ages Served to make sure that the provider is approved to serve a child of the age that is being authorized. Example: If a certified/licensed provider is approved to care for children between 5 and 13 years of age, an authorization cannot be created for a child under age 5.

NOTE: The subsidy agencies will continue to enter provider private-price information for licensed providers.

REPORTS:
All CCPC reports have been moved to Web Intelligence (WebI). Having the reports available in WebI will give the agencies more flexibility when creating the reports.

ATTENTION: Anybody with access to WISCCRS WebI will be able to run reports on both licensed and certified provider information.

Example 1:
If County A receives a request from the public to release information about certified providers in County B, please refer the person to County B who is responsible for certifying the providers.

Example 2:
Dane County receives a request from a newspaper asking to release violation and enforcement information on all licensed and certified providers in Dane County. Dane County will release the information on the certified providers but the requestor must be referred to the Southern Regional office for the licensing violation information.

WebI Security – Current CCPC Users – Update Access
The WISCCRS login IDs cannot be used with WebI. DCF will send a listing of current users with update access to the County/Tribal Child Care Coordinators listed on http://dcf.wisconsin.gov/childcare/wishares/pdf/coordinators.pdf. The coordinators must authorize the WebI access for the staff in their county/tribe prior to May 27th to assure WebI access by June 6th.

Current Users – Inquiry Access
Users who currently have inquiry access will need to do the following:

County/tribal staff:
Access the WISDOM Applications Access Request found at http://dcf.wisconsin.gov/forms/doc/13916.doc. Give the form to the County/Tribal Security Officer for processing.

Other staff (SFTA, CACFP, etc):
Complete the WISDOM Applications Access Request found at http://dcf.wisconsin.gov/forms/doc/13916.doc and fax to Pirko Moilanen at 608-267-7252.

WebI Access – New Users
The users who currently don’t have access to CCPC or have inquiry access must submit a new WISDOM Applications Access Request found at http://dcf.wisconsin.gov/forms/doc/13916.doc
Under Step #4 of the form, choose Editor or View Access (Child Care – WISCCRS).

**USER GUIDE/TRAINING**
The department will post a webinar on the WISCCRS training for current CCPC users on [http://dcf.wisconsin.gov/childcare/wisccrs/default.htm](http://dcf.wisconsin.gov/childcare/wisccrs/default.htm). This training highlights the changes to the CCPC system. An email will be sent to the certifying agencies once the video has been posted. Note: This link will be activated on June 3rd.

Due to the size of the new system, the WISCCRS User Guide has multiple modules. The guide is posted at [http://dcf.wisconsin.gov/childcare/wisccrs/userguide.htm](http://dcf.wisconsin.gov/childcare/wisccrs/userguide.htm). Note: This link will be activated on June 3rd.

**CONTACTS:**
Please contact Pirkko Moilanen at 608-261-4595 or Pirkko.Moilanen@wisconsin.gov.