

DEPARTMENT OF CHILDREN
AND FAMILIES
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov



State of Wisconsin
Governor Tony Evers

TO: **Child Care Eligibility and Authorization Workers
and Supervisors
Income Maintenance Supervisors
Income Maintenance Staff
Training Staff
Child Care Coordinators**

DECE/BELP OPERATIONS MEMO
No: 19-15
DATE: 03/25/2019
Wisconsin Shares Child Care

FROM: Kath McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families

SUBJECT: Confidentiality in Wisconsin Shares' CSAW System

CROSS REFERENCE: [CWW Process Help 8.1](#) Make Case Confidential; [CSAW Security Profiles Guide](#); [Wisconsin Shares Child Care Policy and Process Handbook](#), Section 1.1.4

EFFECTIVE DATE: March 29, 2019

PURPOSE: The purpose of this Operations Memo is to inform Wisconsin Shares Child Care Subsidy authorization workers about system enhancements in Child Care Statewide Administration on the Web (CSAW) and a new process to request access in CSAW to cases marked confidential in Cares Worker Web (CWW).

BACKGROUND: Currently, a worker with access to CSAW is able to view all cases in CSAW. This includes cases marked confidential in CWW and cases that have never applied for Wisconsin Shares. Workers are also able to view confidential cases by using the Parent Portal.

SYSTEM ENHANCEMENTS:

Following the system enhancements on March 29, 2019, CSAW will only display cases which:

- Have Child Care eligibility open in CWW for a past, present or future month; or
- Are currently Pending for Child Care eligibility.

Cases marked confidential in CWW will display in the CSAW search results with a lock icon.

Search for Case	
Test Case	
Search Results	
Case Number	Primary Person/Individual Name
9150941399 	Marilyn Hardesty
9150941399 	Bob Hardesty
9150941399 	Gordon Hardesty
9150941399 	John Hardesty

Cases marked confidential in CWW will be accessible in CSAW only to workers with the following CSAW Profiles*:

- Confidential (new)
- CC Coordinator

In order to access the case, the worker also must have update access to the administrative county for the confidential case*. If a worker has the Confidential or CC Coordinator profile, they will be able to access confidential cases for all CSAW counties listed on their Security Information page.

In Parent Portal, agency workers (including Coordinators and workers with the Confidential profile) will no longer be able access confidential cases.

When a worker accesses a confidential case in CSAW, a lock icon will display next to the case number in the case header at the top of the screen.

Case Summary			
Test Case			
Case Details			
Case Number	9150941399 	Admin Agency	Dane County (13)
Primary Person	Bob Hardesty	RFA Date	02/01/2019
Address	1819 Aberg Ave Madison, WI 53704 Dane County	Review Date	01/31/2020
		CC AG Status	Open

If the worker uses the *School Bank Hours* or *Education Tracking* pages to search for a case, CSAW will mask the SSNs in the search results for confidential cases.

Search for an Individual						
Test Case						
Search Results						
PIN	First Name	Last Name	Gender	SSN	Date of Birth	Case Number
9585327813	Marilyn	Hardesty	Female	XXX-XX-XXXX	01/01/1985	9150941399 
9585192471	Bob	Hardesty	Male	XXX-XX-XXXX	01/01/1985	9150941399 
9585192489	Gordon	Hardesty	Male	XXX-XX-XXXX	01/01/2014	9150941399 
9585192497	John	Hardesty	Male	XXX-XX-XXXX	01/01/2009	9150941399 

* Workers can check their CSAW Profiles and CSAW Counties by using the *User Security Information* page. This page can be found in CSAW by hovering over or clicking the "Administration" tab (screenshot on next page).



PROCESS: Authorization workers who do not have the CC Coordinator security profile and will need access to confidential cases in CSAW must request the new “Confidential” security profile.

Instructions were emailed to Wisconsin Shares Child Care Agency Coordinators on March 21, 2019, about how to request the “Confidential” security profile in preparation for the system enhancements on March 29, 2019.

After the system enhancements on March 29, 2019, workers must use the Child Care Online Systems (CCPP/CSAW) Access Request for Agency Staff Only (DCF-F-13358-E) to request the “Confidential” profile. For a link to the form, and instructions on how to use the form, visit the [Security Access Guide for Child Care Agency Workers](#) webpage and expand the section titled “Child Care Statewide Administration on the Web (CSAW) and Child Care Provider Portal (CCPP) Access.”

When completing form 13358, workers must check the box for “Other Organization – Specify” for question 4, and write in “Child Care Confidential Worker.”

4. Applicant Roles (Check all that apply)		
<input type="checkbox"/> Child Care Licensing	<input type="checkbox"/> Child Care Resource and Referral Agency	<input type="checkbox"/> Local Child Care Subsidy Agency
<input type="checkbox"/> Child Care Certification	<input type="checkbox"/> Child and Adult Care Food Program	<input type="checkbox"/> State Staff (not DECE)
<input type="checkbox"/> DCF Staff Bureau	<input type="checkbox"/> Child Care Coordinator / Supervisor	<input type="checkbox"/> MiLES
<input type="checkbox"/> Child Support Agency	<input type="checkbox"/> W-2 Agency	<input type="checkbox"/> FSET Agency
<input checked="" type="checkbox"/> Other Organization – Specify: Child Care Confidential Worker		

CONTACTS:

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at BROCCPolicyHelpDesk@wisconsin.gov.

For Child Care CARES/CWW and CSAW Processing Questions statewide, and policy questions in Milwaukee County, contact the Child Care Subsidy and Technical Assistance line at: childcare@wisconsin.gov or (608) 422-7200.

DCF/DECE/BELP/RMH