



Wisconsin's IT Vision for Child Care: Implementing Change



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Child Care Licensing – IT Systems

Wisconsin's Integration of Child Care Systems



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Child Care Systems in Wisconsin

ACCESS

- ACCESS is Wisconsin's online web portal where individuals apply for benefits, check/renew existing benefits, report changes & manage health care
- One point of entry for accessing multiple benefit programs administered by governmental agencies
- Applicant information saved in CARES system for eligibility determination

CARES/CWW

- Client Assistance for Re-employment and Economic Support System (CARES): Integrated eligibility and work program system that shares data across numerous programs, including child care, first implemented in 1993
- CARES interacts with numerous state and federal systems
- CARES Worker Web (CWW): Web application used to access legacy CARES system

CSAW

- Child Care Statewide Administration (CSAW): Child care subsidy authorization and payment system
- Combines data from CARES and multiple child care data systems
- Generates 1099's for providers, reports provider income to the IRS and is the entry point for child care rate survey data
- Developed in 2004 – tiered reimbursement based on YoungStar rating added in 2012

Child Care Systems in Wisconsin

CCPI

- Child Care Provider Information (CCPI): Web application used by providers to enter subsidy attendance used by CSAW to issue payments
- Developed in 2001, re-written in 2008 using updated web application standards

WISCCRS

- Wisconsin Child Care Regulatory System (WISCCRS): Licensed and certified child care case management web application, implemented in 2011
- Integrated with YoungStar case management, CSAW and CCPI
- Interfaces with WI Department of Justice, Department of Revenue, Fieldprint and R&R's for NACCRRRA updates
- Nightly batch updates public child care search website with WISCCRS regulatory history

YoungStar

- YoungStar is Wisconsin's Quality Rating and Improvement System (QRIS)
- Case management web application is integrated with the other child care systems, implemented 2011
- Public child care search website updated nightly with YoungStar rating information
- Interface with The Registry, Wisconsin's Professional Development Approval System (PDAS)

Child Care Systems in Wisconsin

Child Care Search

- Wisconsin's public child care search website is updated nightly with WISCCRS and YoungStar information
- First implemented in 2008, with provider correction plans and YoungStar information added in 2011

Child Care Data Marts

- Comprehensive data marts for each child care program area
- Integrated systems allows flexibility to have key data elements cross multiple programs
- Supports data-driven decision making

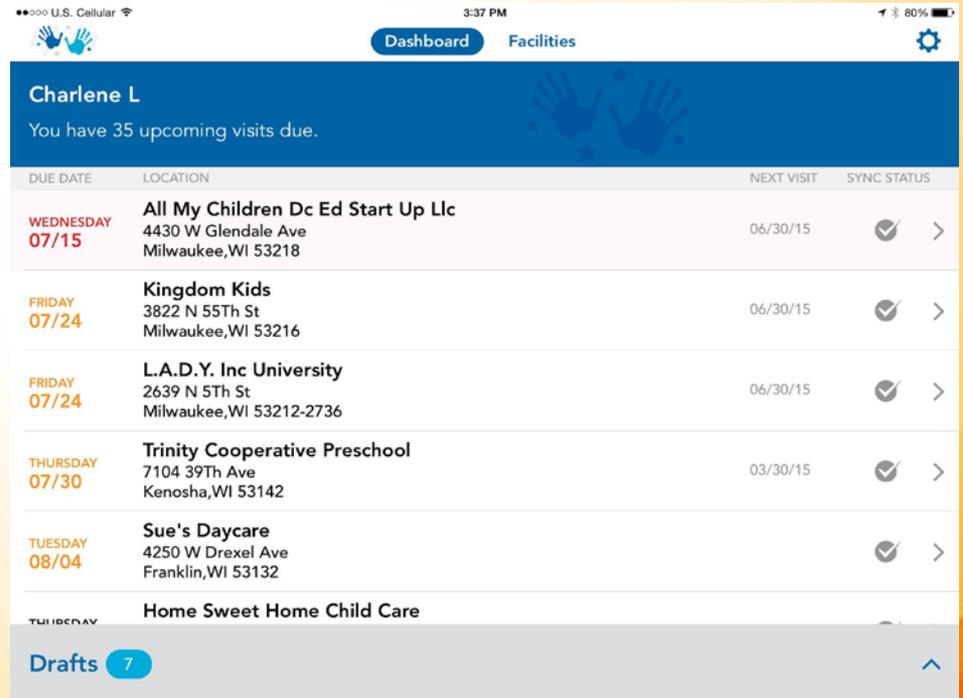
iPad Checklist App

- Transformed paper checklist used to document compliance during licensing visits into an iPad application that syncs with WISCCRS
- Implemented February 2015

Implementing Change

Child Care Checklist Mobile App

- Issued unique (to Wisconsin) RFP
 - Vendor co-developed department mobile strategy
 - Vendor co-developed pilot mobile application
 - State IT staff fully support and maintain mobile application post implementation – vendor rolled off



The screenshot shows the mobile app interface for Charlene L. The top status bar displays "U.S. Cellular", "3:37 PM", and "80%" battery. The app header includes "Dashboard" and "Facilities" tabs, and a settings gear icon. Below the header, a blue banner identifies the user as "Charlene L" and states "You have 35 upcoming visits due." The main content is a table of visits with columns for "DUE DATE", "LOCATION", "NEXT VISIT", and "SYNC STATUS".

DUE DATE	LOCATION	NEXT VISIT	SYNC STATUS
WEDNESDAY 07/15	All My Children Dc Ed Start Up Llc 4430 W Glendale Ave Milwaukee,WI 53218	06/30/15	✓ >
FRIDAY 07/24	Kingdom Kids 3822 N 55Th St Milwaukee,WI 53216	06/30/15	✓ >
FRIDAY 07/24	L.A.D.Y. Inc University 2639 N 5Th St Milwaukee,WI 53212-2736	06/30/15	✓ >
THURSDAY 07/30	Trinity Cooperative Preschool 7104 39Th Ave Kenosha,WI 53142	03/30/15	✓ >
TUESDAY 08/04	Sue's Daycare 4250 W Drexel Ave Franklin,WI 53132		✓ >
THURSDAY	Home Sweet Home Child Care		✓ >

At the bottom of the screen, there is a "Drafts" section with a blue circle containing the number "7" and an upward-pointing arrow.

Implementing Change: Mobile App

Keys to Success

- Full support from Executive Leadership
- Strong project management from business and IT areas
 - Establish realistic goals and deadlines
 - Ensure contract requirements are being met
- Stakeholder buy-in and involvement throughout
- Comprehensive and high quality training
- Ongoing User Support



Implementing Change: Mobile App

Additional Keys to Success



- **Built-in analytics tool**
 - Real time analysis of utilization
 - Identifies crashes or errors
- **Refresher and new worker training for end users**
- **Statewide user group established to review and prioritize enhancements**

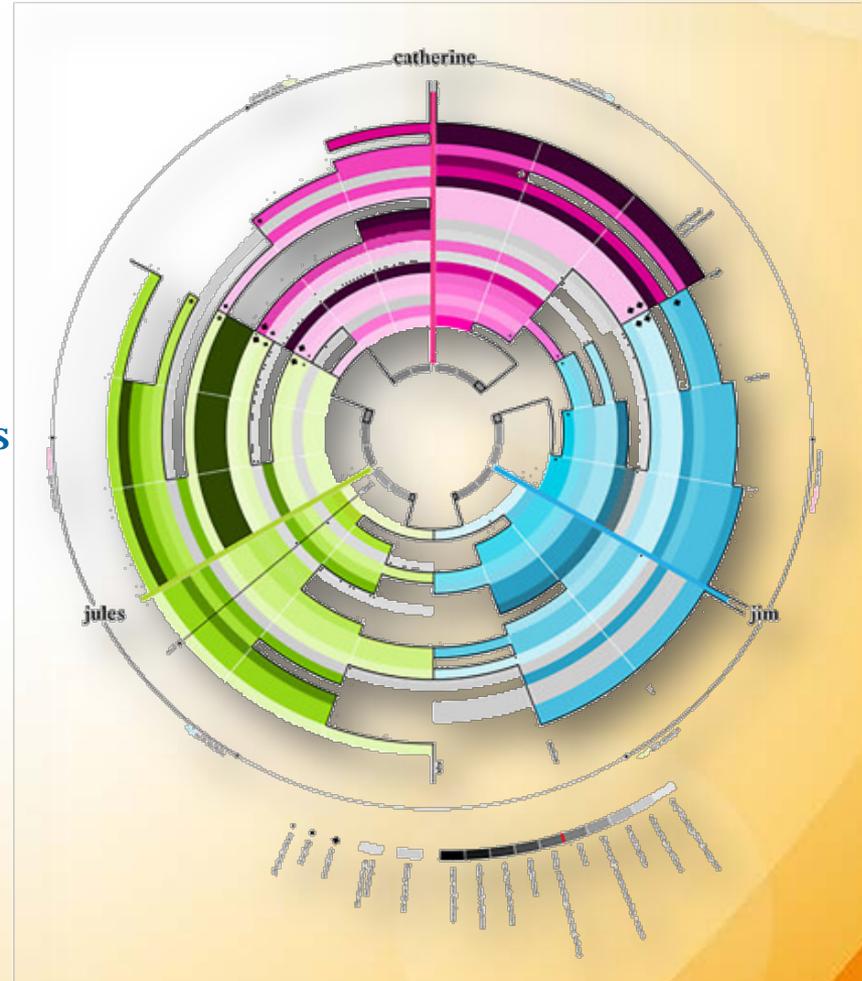


Implementing Change: Mobile App

End Result



- App was delivered on time and on budget
 - Able to justify increased budget to develop full-featured app
 - Expected completion date allowed time for unanticipated delays/changes
- Extremely high acceptance rate
 - March 2015 – June 2015: 82% of site visits submitted from the mobile app
 - Increase in # of site visits per staff
 - More time spent providing technical assistance





What's Next?

CCDBG Reauthorization Act

- Background Checks (WISCCRS)
- Eligibility & Payments (CARES/CWW, CSAW)
- Data Reporting (WISCCRS and Data Marts)
- Child Care Public Search Website (WISCCRS)

Parent Pay Initiative

- Child care benefits moving to parent swipe card
- Substantial impact to payment system and attendance reporting system

Data Warehouse Redesign

- Replace current child care regulation data mart with robust data marts
- Create data dashboards

Resources

ACCESS – Online application for benefits

<https://access.wisconsin.gov/> (Production)

<https://trn.access.wisconsin.gov/> (Public training environment – Try it out!)

Child Care Subsidy EBT Card Initiative (aka “Parent Pay”)

http://dcf.wisconsin.gov/childcare/subsidy_ebt_card/default.htm

Regulated Child Care Search Website

<http://childcarefinder.wisconsin.gov/>

YoungStar Information Website

<http://dcf.wisconsin.gov/youngstar/default.htm>



Questions?

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