


Portals in Child Welfare




Wisconsin Department of Children and Families

1

Introductions


- Rachel Steuer – *Business Analyst*
- Jamie Gennrich - *Deputy Director, Bureau of Permanence and OHC*
- Mitchell George – *Child Welfare Application Product Manager*



2

Agenda



- SYNC Overview
 - Current and Future State
- Lessons Learned and Next Steps
- Future Portal Possibilities



3

Overview

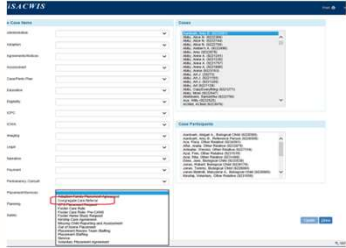

- [eWiSACWIS Referral Demo](#)
- [Alternative Demo](#)
- [SYNC Provider Portal Demo](#)

4

Congregate Care Referral

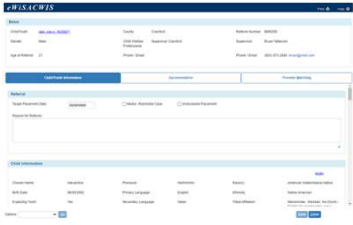

- Create case work
- Created for one child, ability to send to multiple providers

5

Congregate Care Referral-Child/Youth tab

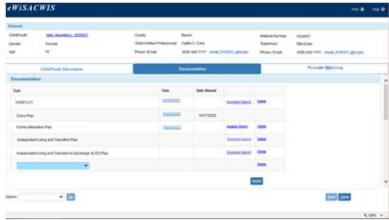
- Majority of information prefills from Person Management
- Referral Information
- Child/Youth Information
- Placement History (can display full placement history)
- Medical/Mental Health Information
- Parent/Caregiver Information
- Sibling Information
- Education Information

6

Congregate Care Referral-Documentation tab

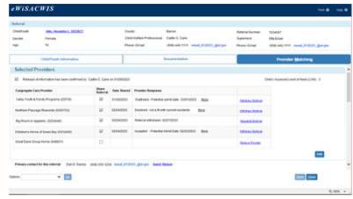
- Five prefilled documents within the last 180 days
- Ability to insert additional documents
- Shares with all providers the exact same information
- Coming October 2024:
 - Child Recruitment Forms
 - Prefilled Information for OHC Parts A and B



7

Congregate Care Referral-Provider Matching

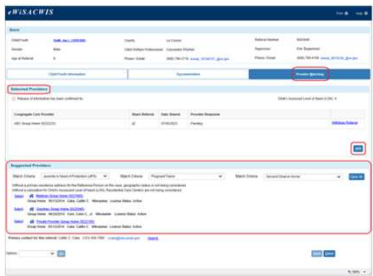
- One referral, multiple providers
- Easy access for Provider Responses
- Withdraw button to revoke provider access at any time
- Primary contact for referral
- Finalize/withdraw options



8

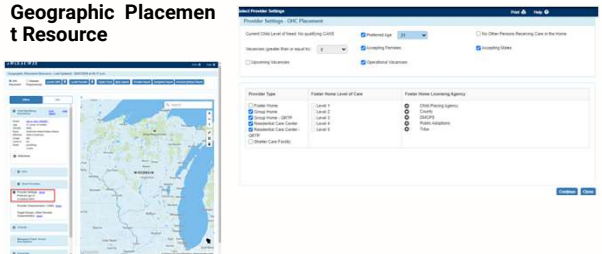
Congregate Care Referral-Suggested Providers

- Algorithm based on information from providers including:
 - Location relative to primary residence of the Reference Person for the case
 - Level of need
 - Operational Vacancies
 - Gender
 - 3 Match Criteria to narrow down matching based on Provider Characteristics



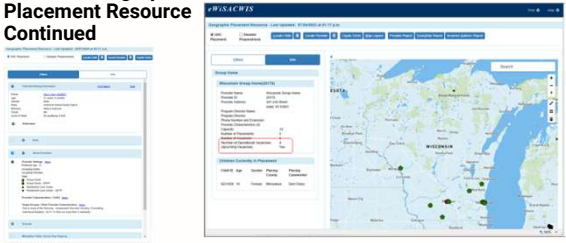
9

Congregate Care Referral-Geographic Placement Resource



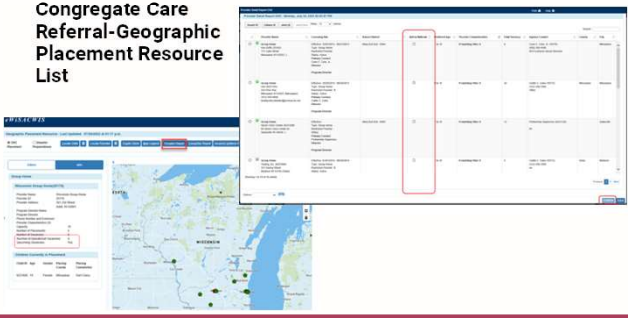
10

Congregate Care Referral-Geographic Placement Resource Continued



11

Congregate Care Referral-Geographic Placement Resource List



12

SYNC (Supporting Youth and Children) Portal

- Home page
- Tabs displayed varies by security levels designated by a SYNC Administrator

Courage House
 1544 S 6th Street
 Milwaukee, WI - 53204

Help desk contact information
 Local fax/bro number: (202)204-4323
 Long Distance: (800)944-6323 (Toll Free)
 IT@sync.wa.gov

The information and documents contained in SYNC are confidential and shall only be accessed by individuals who have a legal basis under state and/or federal confidentiality laws to access them. Information included in the relevant state and/or federal other than for the purposes of providing care for the child/youth participating in a permanency plan review concerning the child/youth, or as otherwise permitted by law. State and federal confidentiality laws that may apply in the context of this information shall be enforced in Wisconsin. Statutes Chapter 19, including §§ 48.20, 49.78 and 49.801, §§ 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

13

Active Referrals

- List of pending referrals with one provider location
- Gender, DOB, Age, Date of Referral, status, and Referring County
- Select Child/Youth Name for detailed referral information

Name	DOB	Age	Referral	Status	Referring County
Andrew, Prisc (1113384)	DOB: 08/02/2013	Age: 10	Referral: 09/12/2023	Status: Pending	Referring County: Chippewa County
Morgan, Mickey (2223344)	DOB: 01/19/2013	Age: 11	Referral: 09/12/2023	Status: Pending	Referring County: Chippewa County
Johnson, John (1113384)	DOB: 04/03/2008	Age: 15	Referral: 09/12/2023	Status: Pending	Referring County: Chippewa County
Smith, Shelia (1113384)	DOB: 05/01/2007	Age: 16	Referral: 09/12/2023	Status: Pending	Referring County: La Crosse County

14

Active Referrals- Detailed Referral

- Mirrors the information that displays in the Congregate Care Referral in eWISACWIS
- Documentation tab mirrors documents uploaded
- Information updated in eWISACWIS is updated in real time in SYNC

Information as of 09/20/2023

Child's Information

Child's Name: Andrew, Prisc (1113384)

DOB: 08/02/2013

Age: 10

Gender: Male

Referral Date: 09/12/2023

Status: Pending

Referring County: Chippewa County

Referral Information

Referral Type: Residential Care Center

Referral Status: Pending

Referral Date: 09/12/2023

Referral Location: Chippewa County

Referral Provider: [Name]

Referral Contact: [Name]

Referral Phone: [Number]

Referral Email: [Email]

Referral Address: [Address]

Referral City: [City]

Referral State: [State]

Referral Zip: [Zip]

Referral Notes: [Notes]

Referral Attachments: [Attachments]

15

Current Placements

- Summary view of children/youth in care
- Comes from approved Out-of-Home Care placements with a type of Group Home, Residential Care Center in eWISACWIS
- Selecting child/youth name allows provider to see detailed record

Name	DOB	Age	Placement	Placement County
Andrew, Prisc (1113384)	DOB: 08/02/2013	Age: 10	Placement: 04/20/2023 - Present	Placement County: Chippewa County
Morgan, Mickey (2223344)	DOB: 01/19/2013	Age: 11	Placement: 05/07/2023 - Present	Placement County: Chippewa County
Johnson, John (1113384)	DOB: 04/03/2008	Age: 15	Placement: 04/19/2023 - Present	Placement County: Chippewa County
Smith, Shelia (1113384)	DOB: 05/01/2007	Age: 16	Placement: 01/01/2023 - Present	Placement County: La Crosse County

16

Provider Updates

- Allows providers to update their own information to assist in informing Child Welfare Professionals of availability and capacity
- Assists in finding matches
- Providers are expected to update this information at minimum monthly
- This information gets used directly in the Geographic Placement Resource tool for searching for potential provider matches

Provider Information

Provider Name: [Name]

DOB: [DOB]

Age: [Age]

Gender: [Gender]

Referral Date: [Referral Date]

Status: [Status]

Referring County: [Referring County]

Referral Information

Referral Type: [Referral Type]

Referral Status: [Referral Status]

Referral Date: [Referral Date]

Referral Location: [Referral Location]

Referral Provider: [Referral Provider]

Referral Contact: [Referral Contact]

Referral Phone: [Referral Phone]

Referral Email: [Referral Email]

Referral Address: [Referral Address]

Referral City: [Referral City]

Referral State: [Referral State]

Referral Zip: [Referral Zip]

Referral Notes: [Referral Notes]

Referral Attachments: [Referral Attachments]

17

Current Placements- Detailed Placement

- Child/Youth Info
- Can update several fields, including physical description, Chosen Name, changes in height or weight
- Can upload documentation types
- Case Notes
- Document Appointments
- Information gets updated directly in eWISACWIS with a SYNC indicator
- Primary assigned Child Welfare Professional receives an email daily if any changes occur

Placement Information

Placement Name: [Placement Name]

DOB: [DOB]

Age: [Age]

Gender: [Gender]

Placement Date: [Placement Date]

Status: [Status]

Placement County: [Placement County]

Placement Provider: [Placement Provider]

Placement Contact: [Placement Contact]

Placement Phone: [Placement Phone]

Placement Email: [Placement Email]

Placement Address: [Placement Address]

Placement City: [Placement City]

Placement State: [Placement State]

Placement Zip: [Placement Zip]

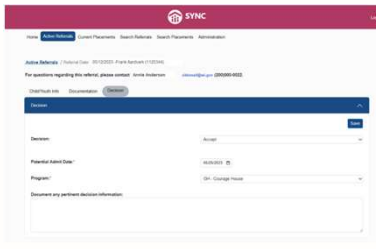
Placement Notes: [Placement Notes]

Placement Attachments: [Placement Attachments]

18

Active Referrals- Decision

- Ability to provide decision and any pertinent information, including potential admit date
- Multiple Decline statuses for data tracking purposes



19

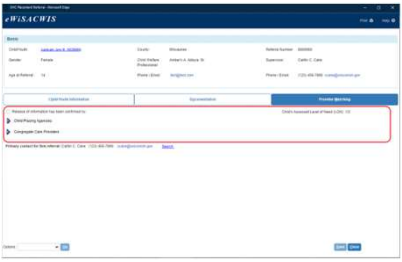
Technical Improvements

- SYNC Providers onboarded
- Transition from paper files to digital
- Electronic User Agreement
- Data – Reports
- Eliminates email congestion and protects Personally Identifiable Information (PII)
- Providers all receive the same information, eliminates duplicate information being compiled by Child Welfare Professional



20

Child Placing Agencies coming October 2024

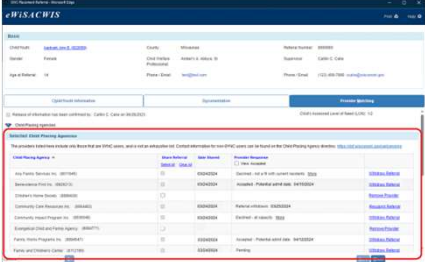


21

Child Placing Agencies (cont)

Coming October 2024: Adding ability to share to Child Placing Agencies (CPAs)

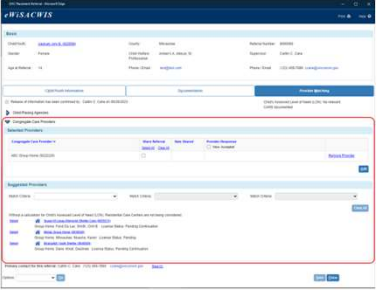
- Expanding to a new group of providers
- Utilizes current referral process
- Can share to all or select agencies



22

Child Placing Agencies (cont)

- Ability to share to Congregate Care will remain within same piece of work
- Can refer to both types of providers within one referral
- Avoids duplicate entry and allows Child Welfare Professionals to use one piece of work
- Updates to sort providers and view accepted responses only



23



What We've Celebrated

- Increased efficiency
- Provider excitement
- Achieving what we set out to accomplish

24

Lessons Learned

- Engage early and often
- Assume positive intention
- Branding matters in communication
- Change is slow – be patient!

25

Where we still have a ways to go...



Provider response time



Increased functionality



Utility across all placement settings



26

Leveraging Data

- What care setting when – what can we learn from that?
- Placement matching
- Identifying system gaps





27

Dashboard Demo

Referrals by Provider | Referrals by County | Average Response | Referral Timeline | Withdrawn | Denied by Provider | Status by Provider

Referrals Sent to Provider

Provider Name	Provider ID	Provider Type	Referral Count
[Redacted]	[Redacted]	Group Home	1
[Redacted]	[Redacted]	Group Home	1
[Redacted]	[Redacted]	Group Home	5
[Redacted]	[Redacted]	Group Home	1
[Redacted]	[Redacted]	Residential Care Center	1
[Redacted]	[Redacted]	Residential Care Center	1
[Redacted]	[Redacted]	Residential Care Center	8
[Redacted]	[Redacted]	Group Home	6
[Redacted]	[Redacted]	Group Home	1
[Redacted]	[Redacted]	Group Home	2
[Redacted]	[Redacted]	Residential Care Center	12
[Redacted]	[Redacted]	Group Home	3
[Redacted]	[Redacted]	Residential Care Center	8
[Redacted]	[Redacted]	Group Home	4
[Redacted]	[Redacted]	Group Home	3




28

Dashboard Demo continued

Referrals Sent by County

Timeline of Referrals

Referral ID	Finalized Status	Provider Name	Provider Type	Date of Referral	Decision	Days Between Referral Received and Decision
[Redacted]	In Progress	Residential Care	Residential Care	11/29/2023	Declined	24
[Redacted]	In Progress	Residential Care	Residential Care	11/29/2023	Declined	2
[Redacted]	In Progress	Residential Care	Residential Care	11/29/2023	Declined	19
[Redacted]	In Progress	Residential Care	Residential Care	11/29/2023	Declined	19
[Redacted]	In Progress	Group Home	Group Home	11/11/2023	Declined	1
[Redacted]	In Progress	Group Home	Group Home	11/11/2023	Declined	8
[Redacted]	In Progress	Group Home	Group Home	11/11/2023	Declined	1
[Redacted]	In Progress	Group Home	Group Home	11/11/2023	Declined	1
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Declined	80
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Withdrawn	1
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Declined	2
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Declined	1
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Declined	1
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Declined	1
[Redacted]	In Progress	Group Home	Group Home	11/29/2023	Withdrawn	1




29

Dashboard Demo continued

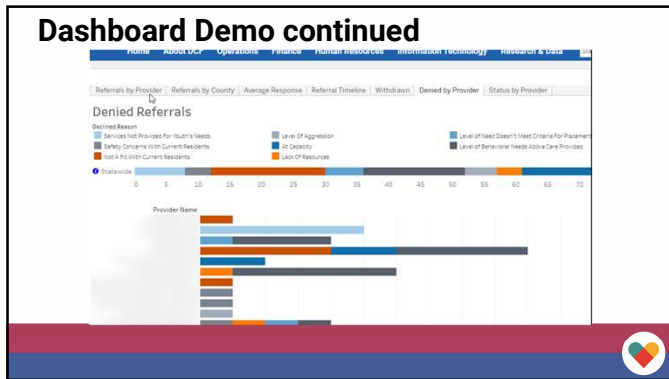
Withdrawn Referrals

Line graph showing withdrawn referrals from July 2023 to January 2024. A pie chart shows reasons for withdrawal: Referral not accepted by any providers, Placement no longer needed, Child/Youth returning home, Missing from Out of Home Care, and Other (please select).

Referral ID	Referral County	Withdrawal Reason	Other - Details	Month of Referral Shared Date	Count of Providers
[Redacted]	[Redacted]	Referral not accepted by any providers	N/A	August 2023	18
[Redacted]	[Redacted]	Referral not accepted by any providers	N/A	July 2023	3
[Redacted]	[Redacted]	Placement no longer needed	N/A	August 2023	23
[Redacted]	[Redacted]	Placement no longer needed	N/A	September 2023	22
[Redacted]	[Redacted]	Referral not accepted by any providers	N/A	August 2023	14
[Redacted]	[Redacted]	Child/Youth remaining in current placement	N/A	August 2023	14
[Redacted]	[Redacted]	Placement no longer needed	N/A	September 2023	14



30



31

Future Considerations

Wisconsin Department of Children and Families

32

Potential Audiences

- Youth
- Parents
- Foster Parents

33

Opportunities

- Information accessibility for youth and families
- Increasing engagement and voice of families
- Asynchronous progress and automation
- Online scheduling and communication

34

Opportunities

- Improve data quality for clients
 - ie. Most recent contact information
- Insights from new data
- Secure transmission of information and documents

35

Challenges

- Navigating new expectations
- Practice differences

36

Challenges

- Training, Provisioning of accounts
- Digital access and literacy
- Data security, Technical Support



37

Questions?



Wisconsin Department of Children and Families

38

Contact Information

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- Jamie <Jamie.Gennrich@wisconsin.gov>
- Mitchell <Mitchell.George@wisconsin.gov>



39