



SYNC (Supporting Youth and Children)

A Guide for Group Care Facilities

SYNC is a website that securely and efficiently allows for the referral of youth in the child welfare and youth justice systems for placement in group care facilities, and ongoing communication between the placement provider and county agencies.



Secure & Efficient Transfer of Information:

Automates the referral process and documentation between county placing agencies and group care facilities by keeping pertinent information together in one place.



Requesting SYNC Credentials:

Facilities should designate a SYNC Administrator and determine which staff should have digital access to SYNC. The SYNC Administrator should contact the DCF Licensing Section to arrange security, training on use, and further delegate responsibilities within the system.



Using SYNC for Sending/Receiving Referrals:

Staff designated by facility's SYNC Administrator will complete a SYNC User Agreement. Identified staff will have access to review and respond to placement referrals of youth referred to receive treatment services by the facility. Pertinent supplemental information may be uploaded to SYNC to accompany referrals, to further assist in determining the facility's ability to provide the level of care and treatment services requested.

SYNC Functions To:

- Allows uniform referral information to reach multiple providers at the same time.
- Automates documentation of referrals sent and providers' decisions.
- Provides a repository of referral records for providers to aid in tracking information about the number of referrals received, and occurrence of multiple referrals on the same child.
- Eliminate duplication of data entry for placing agencies by automating communication into the eWiSACWIS case management database upon receipt.



Technical Assistance Information:

If an error or issue arises while accessing or using SYNC, please contact the **DCF Service Desk** at: DCFSERVICEDESK@WISCONSIN.GOV or by calling 855-264-6323 (toll free).

Employees with SYNC access who no longer are employed by a group care facility, must be removed from accessing SYNC by their SYNC Administrator as soon as possible.

If a breach of security or information sharing occurs, the SYNC Administrator should immediately suspend or remove access from the SYNC user and report the breach to the Department of Children and Families Child Welfare Licensing Section, who will connect with the DCF Service Desk to secure information and resolve the issue.

Additional Resources:

SYNC Information Website: <https://dcf.wisconsin.gov/sync>

Provider Information Exchange (PIE): <https://dcf.wisconsin.gov/pie>

Child Welfare Facility Licensing Information: <https://dcf.wisconsin.gov/cwlicensing>

Child Welfare Licensed Facility Forms and Publications: <https://dcf.wisconsin.gov/cwlicensing/forms>