



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Division of Early Care and Education
ADMINISTRATOR'S MEMO

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ISSUE DATE: 02/01/2019

DISPOSAL DATE: None

To: All Child Care System Users

From: Jill Chase
Deputy Division Administrator

RE: SYSTEM MISUSE

PURPOSE

The purpose of this memo is to outline the process for security delegates and supervisors to report incidents of suspected system misuse to the Department of Children and Families (DCF).

BACKGROUND

A DCF workgroup was put together in early 2018 that included representatives from each division within DCF. The workgroup created the policy and tools for reporting incidents of misuse.

POLICY

Misuse of a DCF system is accessing, reviewing, creating, altering, sharing, or deleting any record or part of a record within a system that DCF provides access to without a valid work reason.

The agency's security delegate or the individual's supervisor is responsible for notifying DCF of any suspected misuse of systems that DCF provides access to immediately upon discovery and without waiting for an internal investigation. Although it is the responsibility of the security delegate or supervisor, anyone that suspects system misuse can report the suspected misuse. A list of the systems is located at <https://dcf.wisconsin.gov/it/security>. Misuse should be reported through the DCF Internet page <https://dcf.wisconsin.gov/form/report-system-misuse>.

The reporter should include as much information as known about the incident and indicate which DCF systems were involved in the incident. All fields on the form are mandatory. Individuals filling out the form are required to select a checkbox indicating which system(s) are impacted by the potential misuse. The web page routes the report to the correct area based on the checkbox(es) used.

The local agency will be notified of any misuse that is submitted. The agency will be responsible for conducting the investigation into the misuse and following their existing processes.

CONTACTS

Child Care

For Wisconsin Shares Child Care policy questions outside of Milwaukee County, contact your Bureau of Regional Operations (BRO), Child Care Coordinators at <https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.pdf>

For Child Care CARES/CWW, CSAW and CCPI 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.

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For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk