

## **BADR Partner User System Access Request Form Instructions**

The following agencies and programs must use the [ADRC/Aging/Tribal User System Access Request form \(F-02000\)](#) to request access to systems managed by the Bureau of Aging and Disability Resources (BADR) in the Wisconsin Department of Health Services:

- Aging and disability resource centers (ADRC)
- Tribal aging and disability resource specialists (Tribal ADRS)
- Tribal disability benefit specialists (Tribal DBS)
- Tribal dementia care specialists (Tribal DCS)
- Tribal elder benefit specialists (Tribal EBS)
- Area agencies on aging (AAA)
- Adult protective services (APS) agencies
- Aging units
- Tribal aging units
- SHIP volunteers/counselors
- Independent living centers (ILCs)

The systems managed directly by BADR include:

- SharePoint sites
- PeerPlace
- Wisconsin Reporting for Adult Protective Services (WRAPS)
- SHIP Tracking and Reporting System (STARS)
- GovDelivery

Prior to completing this form, the user may need to register in the following systems:

- MyWisconsin ID (if requesting PeerPlace or WRAPS)

If PeerPlace or WRAPS are requested, the user will be sent a request to electronically sign a User Agreement for Systems Access following submission of this form.

All access requests are subject to BADR approval based on the user's program area, role, and business need.

This document provides instructions for completing and submitting the F-02000 and information about the systems referenced in each section. Reference materials are provided for accessing other state systems commonly used by staff in the above roles and programs.

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## Submission requirements

1. A MyWisconsin ID is required to complete the form. Instructions to create a MyWisconsin ID can be found in [Appendix A](#).
2. The supervisor of the new staff or an authorized person should complete the F-02000 on behalf of the new employee. In the case of an unauthorized submission, DHS may contact the agency to confirm the staff change.
3. If PeerPlace or WRAPS access is requested, the user will receive an email with the user agreement ready for signature. These systems will not be granted until the user agreement is signed.

## Purpose of request

Select one of the four options that best fit the purpose for filling out the form.

- **New user:** new to the agency and needs access to one or more of the systems above.
  - Enter user's date of hire.
  - Enter who held the role previously. If this is a new position, enter "new role."
- **Delete user access:** the user has left or will be leaving the agency.
  - Enter the last date that the user will need to use the system(s).
- **Additional access or change in role:** the user already has access to some systems but needs additional access to systems, or a role change within systems.
  - Please give a brief description of the change needed.
- **Change user information:** the user's personal information has changed, such as a name or email address.
  - Please give a brief description of the change needed.

## User information

Enter the user's information in all fields in this section.

- **County or Tribal Nation served:** the county or Tribal Nation(s) where the user will be primarily located. Select "Regional" if the staff will serve multiple counties or Tribal Nations. Select "Statewide" if the user is a DHS employee or your agency is statewide.
  - If regional, list all counties or Tribal Nations served by the user.
- **Work email:** user's work email address needs to match the email address used to create the MyWisconsin ID.

## User work role

Select all that apply to the user, regardless of the purpose of your request.

- If **ADRC specialist** or **Tribal ADRS** is selected, please indicate which activities are performed by the user.
  - Information and assistance (I&A)
  - Options counseling
  - Enrollment counseling
- **Benefit specialist program assistant:** the user is providing basic benefit counseling services as defined in the [operations manual](#).
- **SHIP counselor:** the user is a State Health Insurance Assistance Program (SHIP) team member.
- **Aging staff:** the user works with aging programs in an aging unit or integrated ADRC.
  - Select the aging program area(s) the staff works in.

- **ADRC/aging director/manager/supervisor:** the user oversees ADRC, aging, or Tribal staff within the agency.
  - Indicate which specific roles are performed by the user:
    - ADRC director
    - ADRC specialist supervisor or Tribal ADRS supervisor
    - Aging unit director
    - DBS supervisor
    - DCS supervisor
    - EBS supervisor
    - PeerPlace admin
- **Administrative/support staff:** the user supports staff in one of the other work roles.
  - Specify the role of the support staff.
  - Examples: receptionist for ADRC, support for aging programs, etc.
- **Fiscal staff:** the user has a role performing fiscal duties for the ADRC or Tribal partner.
- **Community health worker:** the user is a community health worker at an ADRC.
- **APS investigator:** Select if the user is an adult protective services investigator.
- **APS supervisor:** the user directly supervises APS investigators.
- **Independent living center director/supervisor:** Select if the user is an ILC director, manager, or supervisor
- **Other:** the user does not fall into one of the other categories.
  - Specify the role of the user.

### **BADR systems requiring F-02000 submission**

Select all options that apply. Staff should only request access to the systems that directly relate to the responsibilities of their work role(s). If you are unsure of which fields to select, please contact your [regional quality specialist or program manager](#) (dhs.wi.gov). See [Appendix B](#) for a quick cheat sheet on which roles need access to each of the systems listed in this section.

#### SharePoint

- MyWisconsin ID is required for SharePoint access. More information is in [Appendix A](#).
- **Sites:** select the websites the user needs to access.
  - **ADRC/Aging SharePoint** should be requested for all roles within ADRCs, aging units, Tribal partner agencies, and ILCs that need access to the training materials and technical assistance available on that page.
  - **APS SharePoint** should be requested for all APS staff and supervisors.
  - **DBS SharePoint** is limited to DBS, Tribal DBS, DBS program assistants, their supervisors, and DBS program attorneys. Users of the DBS SharePoint site will automatically be added to the ADRC/Aging SharePoint site.
  - **DCS SharePoint** is limited to DCS, Tribal DCS, and supervisors of DCS. Users of the DCS SharePoint site will automatically be added to the ADRC/Aging SharePoint site.
  - **EBS SharePoint** is limited to EBS, Tribal EBS, EBS program assistants, their supervisors, EBS program attorneys, and select state and regional SHIP representatives. Users of the EBS SharePoint site will automatically be added to the ADRC/Aging SharePoint site.
- The user will receive an email with a link to the SharePoint site(s) once access has been granted.
- To change user information in SharePoint (such as email address or last name), do not submit an F-02000. The user should update their [MyWisconsin ID](#).

## PeerPlace

- Select this option if the user needs to access Wisconsin's PeerPlace system.
- MyWisconsin ID is required for PeerPlace access. Additional information is found in [Appendix A](#).
- **Category:** Select the user category requested.
  - "Staff" for most agency staff who will enter information in PeerPlace.
  - "Resource editor" for agency staff who will enter information in PeerPlace and make updates to the agency's resource directory.
  - "Agency" for agency management who need capability to report across program areas. Agency users with ADR program access can also edit resources in the resource directory.
- **User role:** Select the user role requested.
  - "Program user" for most agency staff.
  - "Program admin" is a role that allows the user to merge clients and process delete requests. This role carries additional responsibility and is appropriate for a supervisor, reporting lead, or other designated person.
- The user will receive an email prompting them to complete the user agreement, after the supervisor submits this form. The PeerPlace access request is not complete until the user completes the user agreement.
- The user will receive an email with a link to PeerPlace and login instructions from DHS BADR Tech at [DHSBADRtech@dhs.wisconsin.gov](mailto:DHSBADRtech@dhs.wisconsin.gov). DHS will add the user to the MyWisconsin ID user group.

## Wisconsin reporting for Adult Protective Services (WRAPS)

- Select this option if the user needs to access information in WRAPS.
- MyWisconsin ID is required for WRAPS access. Additional information is found in [Appendix A](#).
- Select the user role requested.
  - **Intake role:** This user has limited access to WRAPS system. User role is restricted to entering data on referral information.
  - **Investigator role:** This user has access to enter data on referrals and investigations, to create a PDF report on an incident, and to view statistical summary reports of the information entered for the county to date.
  - **Supervisor role:** This user has all the access rights of an investigator and is also able to manage the access of agency staff reporting to them, including deactivating accounts.
- The user will receive an email prompting them to complete the user agreement upon the supervisor's submission of this form. The WRAPS access request is not complete until the user completes the user agreement.
- The user will receive an email from [DHSAPS@dhs.wisconsin.gov](mailto:DHSAPS@dhs.wisconsin.gov) notifying them that they have been added to the system.

## SHIP Reporting System

- STARS is used by DBS, Tribal DBS, EBS, Tribal EBS, SHIP volunteers/counselors, and program assistants. PeerPlace users will not enter data into the STARS but still need a STARS account created for them. Supervisors do not need access to STARS but may request access to view reports for their agency.

- Providing information in all fields is optional and improves the SHIP's ability to track how much of the community's needs can be met and informs volunteer recruitment.
  - **Race/ethnicity:** If multiracial, select all that apply.
  - **Secondary language:** If no secondary language is spoken, leave blank.

## GovDelivery

- Filling in this form for a new, update, or delete user access will prompt BADR to add or remove the user from appropriate mailing lists based on their role(s), as selected on the previous page.

## Supervisor contact

Fill out all fields in this section.

- **Supervisor phone:** Phone number to reach the supervisor if there are any questions.
- **Supervisor email:** Email address to reach the supervisor if there are any questions.
- **Notes:** Any additional notes or comments that might be helpful to grant or remove access from the user.

## User agreement for system access

A link to complete this form will be emailed to new or updated users selecting PeerPlace or WRAPS access. The user should read the agreement carefully and fill in a digital signature.

## Appendix A

Other DHS systems requiring additional form submission: requesting access, questions, and termination

### Online ADRC and Benefit Specialist Learning Management System (LMS)

- **Purpose:** LMS contains online training modules for roles listed.
- **Who should request access:** ADRC specialists, Tribal ADRS, DBS, Tribal DBS, DCS, Tribal DCS, EBS, Tribal EBS, and SHIP volunteers / counselors, and directors or supervisors who oversee any of these staff. ADRC governing board members may also request access.
- **Request access:** Self-register with the [ADRC training enrollment form](#) (eri-wi.org).
- **How access is granted:** Access is granted by the course administrator, ERI, within 72 business hours via an email with the subject "ADRC Training – Login Information".
- **Login after access is granted:** [Litmos](#) (eri.litmos.com)
- **Deactivate or remove access:** Submitting an F-02000 requesting user deactivation will remove access to the LMS.
- **Questions or help with access:** Email ERI help desk at [help@eri-wi.org](mailto:help@eri-wi.org)

### MyWisconsin ID

- **Purpose:** MyWisconsin ID is a state-managed single sign-on system that manages access to several state applications, including WRAPS and PeerPlace.
- **Who should request access:** Anyone who needs access to WRAPS or PeerPlace.
- **How to request and be granted access:** Self-register on [MyWisconsin ID](#) (apps.wisconsin.gov). Note that all steps below must be completed for registration to be complete.
  - Enter your first name, last name, and work email address
  - Select "Set up" in the Email section.
  - An email will be sent to this email address. Select "Verify Email Address".
  - Select "Set up" in the Password section to set up a password.
  - Enter a new password for your account.
  - After setting up a password for your account, you will be prompted to select a Multi-Factor Authentication (MFA) method to enroll. Select your preferred MFA method and select "Set up".
  - Select "Finish" to complete your registration.
- **Update account information:** [Login](#) (apps.wisconsin.gov) to your MyWisconsin ID dashboard, select your name in the upper right corner, and select "Settings." You can update your personal information, email address, reset your password, change your MFA method, and set your preferred language from the account settings page.
- **Deactivate or remove access:** MyWisconsin ID does not require deactivation.
- **Questions or help with access:** Check the [documentation online](#) (det.wi.gov) or contact the MyWisconsin ID Account Service Desk at 608-471-6667.

### Forward Health InterChange (FHiC)

- **Purpose:** FHiC is a portal where ADRCs and screen certified Tribal ADRS electronically submit and manage long-term care enrollment records for customers. FHiC also allows

users to view current health care enrollment information, such as certification dates, cost shares, etc.

- **Who should request access:** Only request access to the system if the ADRC staff, Tribal DBS, EBS, Tribal EBS, or screen certified Tribal ADRS needs to view health care enrollment information or to enter long-term care enrollment records. These staff may request one of the following roles:
  - **ADRC/Tribal ADRS/DBS/EBS – view only:** Allows users to run queries and view information. Register for this role if the user does not need to enter long-term care enrollment data but does need to view or look up health care enrollment information.
  - **ADRC/Tribal ADRS – full access:** Allows users to perform enrollment activities. Register for this role if the ADRC staff/screen certified Tribal ADRS does need to enter long-term care enrollment data.
  - **Note regarding APS or Elder Abuse (EA) staff:** APS and EA staff will not be granted access to the ADRC FHiC roles. They should use the role called "County Crisis or APS Staff".
- **How to request access:**
  - Self-Register on [ForwardHealth](http://forwardhealth.wi.gov) (forwardhealth.wi.gov)
  - Select "Partners."
  - Select "Partner Request Access" under the quick links on the right-hand side.
  - Select "New user requesting Partner Portal Access."
    - Do not select "New user requesting Partner Portal and Partner Portal Administrative Access" - that is for state staff only.
    - Select "Next."
  - Enter all required fields.
    - Select the appropriate role depending on the user needs:
      - Select "ADRC/Tribal ADRS/DBS/EBS – View Only" for query-only access.
      - Select "ADRC/Tribal ADRS – Full Access" for data-entry access.
    - Read the security agreement and check the security agreement checkbox.
    - Select "Next."
  - **Certifying agency / site code:** select the name of your ADRC, county, or Tribal Nation.
    - Select "Next"
  - Enter all required fields.
    - **Passwords:**
      - Must have eight characters.
      - Must contain one uppercase letter, one lowercase letter, and one number.
      - Should not contain real name or username.
  - Select "Submit."
    - The screen will state that the "Save was successful..."
- **How access is granted:** Once registration has been submitted, the request is sent to ORCD for approval. When the request is processed, a confirmation email will be sent.
- **Login after access is granted:** Go to [ForwardHealth](http://forwardhealth.wi.gov) (forwardhealth.wi.gov) and select "Partners" to reach the login screen.

- System needs to be accessed every 60 days or access to the Enrollment Wizard will be terminated by ForwardHealth. For assistance resetting the account, call the ForwardHealth help desk at 866-908-1363.
- The helpdesk will ask for an NPI ID. ADRC staff are a "Partner User".
- **Deactivate or remove access:** Submit an [F-02000](#) requesting user deactivation will remove access from FHiC.
- **Questions regarding access:** Email DHS BADR Tech at [DHSBADRTech@dhs.wisconsin.gov](mailto:DHSBADRTech@dhs.wisconsin.gov).

### Web Access Management System (WAMS)

- **Purpose:** WAMS is a state managed logon system that allows users to be granted access to [CARES](#), [ECF](#), or [FSIA](#). It is a different logon than WILMS, the two systems are not linked.
- **Who should request access:** If a user needs access to CARES, ECF, or FSIA systems, the user should first self-register for a WAMS username.
- **To request access:** Self-register by completing the [online form](#) (on.wisconsin.gov)
- **How access is granted:** Access to WAMS is completed through the registration site with no additional follow up needed.
- **Deactivate or remove access:** WAMS does not require deactivation. Removal from the systems requiring WAMS should happen based upon each system's requirement.
- **Questions or help with access:**
  - WAMS information can be managed at the [main page](#) (on.wisconsin.gov)
  - Request help with WAMS login information or password issues with the [online help form](#) (on.wisconsin.gov).

### Client Assistance Re-employment and Economic Support (CARES) Worker Web (CWW) and Electronic Case File (ECF)

- **Purpose:** CWW is a web-based, automated computer system that collects nonfinancial and financial information of applicants for certain public assistance programs, such as FoodShare, BadgerCare Plus, Medicaid, W-2, and Child Care. Electronic Case File (ECF) is a web-based depository used by Income Maintenance (IM) agencies to store customer applications, renewal documents, verification documents, and other correspondence.
- **Who should request access:** ADRC specialists, Tribal ADRS, DBS, EBS, and some supervisors might need access to view this information depending on the agency's IM consortium and requirements of their jobs. If the user does not need access, do not request it.
- **Request access:** A [WAMS](#) username is required for form completion. [CARES security officer](#) submits completed [CARES Automated Systems Access Request \(F-00476\)](#) to DHS CARES AIMS email [dhscaresaims@dhs.wisconsin.gov](mailto:dhscaresaims@dhs.wisconsin.gov).
  - **Important note:** Only the designated [CARES security officer](#) can submit the form. A form will be rejected if the CARES security officer was not the one who submitted it.
  - F-00476 provides general instructions for this form. For best results, ADRCs, Aging Units, and Tribal partners should follow the steps outlined here:
    - **Request type:** Select the best choice. Most of the time "Create New User" is important.
    - **Section 1:** User information
      - Fill out all fields.

- User self-chooses information to populate Item 4 (Four-Digit PIN) and Item 5 (Secret Word).
- **Section 2:** User's employment information
  - Fill out all fields.
  - **7. Agency type:** Select "ADRC"
- **Section 3:** Systems access
  - Choose all that are applicable. Most often for ADRCs, aging units, and Tribal partners, this only includes:
    - CWW
    - ECF
- **Section 4:** Reports access
  - Most often ADRCs, aging units, and Tribal partners do not need anything in this section.
- **Section 5:** Account information
  - Enter the following fields:
    - **16. CARES ID:** If user has a previous CARES ID, enter their ID.
    - **18. WAMS ID:** See [Appendix A: WAMS](#) for more details on how to have the user register for the WAMS ID.
    - **20. Security Level:** Select "25-Worker".
    - **21. Worker Type:** Enter "ES-Economic Support Worker".
    - **22. Job Function Code:** Leave blank.
    - **23. County/Tribal Nation Number:** Leave blank.
    - **25. Primary CARES Access:** Leave blank.
- **Section 6:** Consortium and regional office access
  - Leave this section blank.
- **Section 7:** User agreement
  - Have the user sign it, date it, print their name, and add their title.
  - Have the supervisor sign it and date it.
  - Have the CARES security officer sign it, date it, and add their phone and email.
- **How access is granted:** DHS CARES AIMS will process the form and send an email to the new user containing the user ID, attachments relating to DWD computer rules and confidentiality, and information about WAMS.
- **Login after access is granted:** Multiple links exist for CWW login. We recommend different links by role.
  - For ADRC specialists, Tribal ADRS, and their supervisors, go to [Human Service Gateway](#) (hss.gateway.dhs.wisconsin.gov) and login to CWW. This link also provides access to FSIA.
  - [For DBS, EBS, and their supervisors, go to https://prd.cares.wisconsin.gov/](https://prd.cares.wisconsin.gov/) and login to CWW. This link also provides access to IM systems, including ECF, FHiC, and ACCESS.
- **Deactivate or remove access:** CARES security officer submits completed [F-00476](#) to DHS CARES AIMS at [dhscaresAIMS@dhs.wisconsin.gov](mailto:dhscaresAIMS@dhs.wisconsin.gov).
- **Questions or help with access:** Email questions DHS CARES AIMS at [dhscaresaims@dhs.wisconsin.gov](mailto:dhscaresaims@dhs.wisconsin.gov).

## CARES security officer

- **Purpose:** Each agency has a CARES security officer who can request access to CARES, CWW, or the ECF.
  - Any requests for access to these systems will be denied if this step has not been completed.
  - The CARES security officer is not the same as the authorized signer security officer for the FSIA system.
- **Who is your CARES security officer?** The agency director may designate a staff member to act as the CARES security officer for the agency. Alternatively, the director may utilize the CARES security officer who is designated by the county human services system.
  - If you do not know who your CARES security officer is, please email DHS CARES AIMS at [dhscaresaims@dhs.wisconsin.gov](mailto:dhscaresaims@dhs.wisconsin.gov) for assistance.
- **Designate a new CARES security officer:** To designate a new CARES security officer, the agency director should complete the [Agency Data Security Staff User Agreement \(F-00639\)](#) and email the form to DHS CARES AIMS at [dhscaresaims@dhs.wisconsin.gov](mailto:dhscaresaims@dhs.wisconsin.gov)
- **Questions or help with access:** Email DHS CARES AIMS at [dhscaresaims@dhs.wisconsin.gov](mailto:dhscaresaims@dhs.wisconsin.gov)

## Functional Screen Information Access (FSIA)

- **Purpose:** Functional Screen Information Access (FSIA) is the web-based application used by ADRCs and screen certified Tribal ADRS to collect information about an individual's functional status, health, and need for assistance to determine functional eligibility for adult long-term care programs.
- **Who should request access:** Only ADRC specialists and screen certified Tribal ADRS who complete functional screens should request access to this system. These users will have a copy of the Adult Long Term Care Functional Screen Course Completion Certificate. See [Adding Long Term Care Functional Screeners to Functional Screen Information Access \(P-02783\)](#) for additional details.
- **Request access:** Go to [Human Service Gateway](#) ([hss.gateway.dhs.wisconsin.gov](http://hss.gateway.dhs.wisconsin.gov)) and select "FSIA - Request Access."
  - Follow the instructions in [P-02783](#).
- **How access is granted:** Access to FSIA is granted within 10 business days. The user will receive an email when access has been granted.
- **Login after access is granted:** Go to [Human Service Gateway](#) ([hss.gateway.dhs.wisconsin.gov](http://hss.gateway.dhs.wisconsin.gov)) and select "FSIA- Production."
- **Deactivate:** Following the steps listed in [Deleting Long Term Care Functional Screeners from Functional Screen Information Access \(P-02783b\)](#).
- **Questions or help with access:** Contact DHS LTC FS Team at [DHSLTCFSTeam@dhs.wisconsin.gov](mailto:DHSLTCFSTeam@dhs.wisconsin.gov).

## FSIA authorized signer

- **Purpose:** Each agency has a designated authorized signer to request access to FSIA.
  - If this step has not been completed, access requests will be denied.
  - The authorized signer security officer for the FSIA system is not the same as the CARES security officer

- **Who is your FSIA authorized signer:** The ADRC/Aging unit director may designate anyone in the agency as the security officer for the ADRC, county or Tribal nation.
  - If you do not know who your FSIA authorized signer is, email DHS SOS Help at [DHSOSHelp@dhs.wisconsin.gov](mailto:DHSOSHelp@dhs.wisconsin.gov).
- **Designate a new FSIA authorized signer:** To designate a new FSIA authorized signer, the ADRC/Aging Unit Director should complete the [Authorized Submitted Designation For Access to Program Participation Systems \(PPS\) and Functional Screen Information Access \(FSIA\) \(F-02118\)](#) and email the form to DHS SOS Help at [DHSOSHelp@dhs.wisconsin.gov](mailto:DHSOSHelp@dhs.wisconsin.gov).
- **Questions or help with access:** Email DHS SOS Help at [DHSOSHelp@dhs.wisconsin.gov](mailto:DHSOSHelp@dhs.wisconsin.gov).

## Appendix B: Staff roles associated with BADR-managed systems

Role	SharePoint Sites	PeerPlace	WRAPS	SHIP Reporting System
<b>ADRC specialist or Tribal ADRS</b>	Yes: ADRC/Aging	Yes	Sometimes: Intake role	No
<b>DCS or Tribal DCS</b>	Yes: ADRC/Aging and DCS	Yes	No	No
<b>DBS or Tribal DBS</b>	Yes: ADRC/Aging and DBS	Yes	No	Yes
<b>EBS or Tribal EBS</b>	Yes: ADRC/Aging and EBS	Yes. State will set up account.	No	Yes
<b>SHIP volunteer/ counselor</b>	No	Sometimes	No	Yes
<b>Benefit specialist program assistant</b>	Yes: ADRC/Aging, EBS and/or DBS	Sometimes	No	Sometimes
<b>Aging staff</b>	Yes: ADRC/Aging	Yes	No	No
<b>ADRC/Tribal director or supervisor</b>	Yes: All programs supervised	Yes	No*	No
<b>ADRC and Aging admin/support</b>	Sometimes: ADRC/Aging	Yes	No	No
<b>ADRC/Tribal fiscal staff</b>	Yes: ADRC/Aging	No	No	No
<b>Aging/Tribal aging director or supervisor</b>	Yes: ADRC/Aging	Sometimes	No*	No
<b>APS investigator</b>	Yes: APS	No	Yes: Investigator role	No
<b>APS supervisor</b>	Yes: APS Sometimes: ADRC/Aging	No	Yes: Supervisor role	No
<b>Community health worker</b>	Yes: ADRC/Aging	Yes, usually	No	No
<b>Independent living center director or supervisor</b>	Yes: ADRC/Aging	No	No	No

## Appendix C: Staff roles associated with other state systems

Role	LMS	FHiC	CARES/ECF	FSIA
<b>ADRC specialist or Tribal ADRS</b>	Yes	If needed, usually ADRC/Tribal ADRS – full access	If needed	Only LTC functional Screeners
<b>DCS or Tribal DCS</b>	Yes	No	No	No
<b>DBS or Tribal DBS</b>	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – View Only	If needed	No
<b>EBS or Tribal EBS</b>	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – view only	If needed	No
<b>SHIP volunteer/counselor</b>	Yes	No	No	No
<b>Benefit specialist program assistant</b>	Yes	If needed, ADRC/Tribal ADRS/DBS/EBS – view only	If needed	No
<b>Aging staff</b>	No	No	No	No
<b>ADRC/Tribal director or supervisor</b>	Yes	If needed, usually ADRC/Tribal ADRS/DBS/EBS – view only	If needed	Sometimes
<b>ADRC and Aging admin/support</b>	Sometimes	If needed, usually ADRC/Tribal ADRS/DBS/EBS – view only	If needed	No
<b>ADRC/Tribal fiscal staff</b>	Sometimes	No	No	No
<b>Aging/Tribal aging director or supervisor</b>	Yes	No	No	No
<b>APS investigator</b>	No	Sometimes – contact area administration	No	No
<b>APS supervisor</b>	No	Sometimes – contact area administration	No	No
<b>Community health worker</b>	Yes	If desired, ADRC/Tribal ADRS/DBS/EBS – view only	If needed	No
<b>Independent living center director or supervisor</b>	No	No	No	No

## Appendix D: Key contacts for help with systems issues

If you need help with any of the systems referenced in section 4:

- **SharePoint**
  - **ADRC:** Contact your [regional quality specialist](#) (dhs.wisconsin.gov)
  - **Aging:** Contact your AAA or Office of Aging program manager
  - **APS:** APS team at [dhsaps@dhs.wisconsin.gov](mailto:dhsaps@dhs.wisconsin.gov)
  - **DBS:** Contact [DBS program manager](#) (dhs.wisconsin.gov)
  - **DCS:** Contact [DCS program manager](#) (dhs.wisconsin.gov)
  - **EBS:** Contact [EBS program manager](#) (dhs.wisconsin.gov)
- **PeerPlace**
  - **All technical or login questions:** Email DHS BADR Tech at [DHSBADRTech@dhs.wisconsin.gov](mailto:DHSBADRTech@dhs.wisconsin.gov)
  - **Operational Questions**
    - **ADR program:** Contact your agency's client tracking lead or assigned [regional quality specialist](#) (dhs.wisconsin.gov)
    - **Aging Unit Services (AUS) programs:** Contact your AAA
    - **DBS program:** Contact the [DBS program manager or training specialist](#) (dhs.wisconsin.gov)
    - **EBS program:** Contact the [EBS program manager or training specialist](#) (dhs.wisconsin.gov)
- **WRAPS:** DHS APS at [DHSAPS@dhs.wisconsin.gov](mailto:DHSAPS@dhs.wisconsin.gov)
- **SHIP reporting system:** Contact the [SHIP director](#) (dhs.wisconsin.gov)
- **GovDelivery:** DHS BADR Tech at [DHSBADRTech@dhs.wisconsin.gov](mailto:DHSBADRTech@dhs.wisconsin.gov)

If you need help with any of the systems referenced in Section 6:

- **LMS:** Contact your [regional quality specialist, program manager](#) (dhs.wisconsin.gov) or email the ERI help desk at [help@eri-wi.org](mailto:help@eri-wi.org)
- **MyWisconsin ID:** Check the [documentation online](#) (det.wi.gov) or contact the MyWisconsin ID Account Service Desk at 608-471-6667.
  - BADR cannot assist with multifactor authentication issues such as a new phone number. For assistance, please contact the MyWisconsin ID Service Desk.
- **FHiC:** Contact your [regional quality specialist](#) (dhs.wisconsin.gov)
- **WAMS:** [Help Wisconsin Support](#) (on.wisconsin.gov)
- **CARES or ECF:** DHS CARES AIMS at [dhscaresaims@dhs.wisconsin.gov](mailto:dhscaresaims@dhs.wisconsin.gov)
- **FSIA:** DHS LTC FS Team at [DHSLTCFSTeam@dhs.wisconsin.gov](mailto:DHSLTCFSTeam@dhs.wisconsin.gov)