**WWP EA Post-Production Follow-Up**

**Last updated 2/15/21**

This document includes the following: policy, system functionality, and WebI report clarification, system enhancement requests, and identified issues.

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| **#** | **System Issue** | **Status** | **Last Updated** |
| 1 | Some notices aren’t displayed in CWW | BITS is researching the root cause. Until this is resolved, agencies will receive a daily list of PINS that need manual notices generated and scanned into ECF.  Update 1/11/21: BITS found the root cause, and **this will be fixed 1/13/21**. | 1/11/21 |
| 2 | Some applications entered into WWP aren’t displaying in WWP. If the agency creates a new application, then duplicate applications may display. | BITS will have this **fixed by 1/8/21**. Once the issue is fixed, we will address clean-up of any duplicate requests created. | 1/7/21 |

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| **#** | **System Change Request** | **Status** | **Last Updated** |
| 1 | Don’t make payment voucher number and date fields required | Approved. Until the change is made, agencies should enter any date and number, then update with correct information when it’s available in accordance with policy timeframe. **Changed: 1/13/21** | 1/11/21 |
| 2 | Allow unearned income to be assigned to children | Approved. Until the change is made, assign the income to an adult and comment why. **Changed: 1/13/21** | 1/11/21 |
| 3 | Allow start date of homelessness to be greater than 1 year in the past | Approved. Until the change is made, use any date and comment why. **Changed effective 2/17/21** | 2/15/21 |
| 4 | 1. Can “questionable and inconsistent” be added as a denial reason? 2. Can “crucial verification missing” be added as a denial reason? | 1. Approved: Change target date: **Changed effective 2/17/21** 2. No system change needed. Use “required verification was not received” | 2/15/21  1/11/21 |
| 5 | Allow comments to be edited beyond the day they’re entered. | Not approved for program integrity reasons. | 1/5/21 |
| 6 | Don’t make Financial Need Amount required until application is in Approved status. | Approved: Until the change is made, agencies should enter any amount until actual amount is known. **Changed effective 2/17/21** | 2/15/21 |
| 7 | Add a field for a second applicant phone number | Approved: **Changed effective 2/17/21** | 2/15/21 |
| 8 | Add CWW case number field to the EA Application History page | Approved: **Changed effective 2/17/21** | 2/15/21 |
| 9 | When the Application Date is updated, the Status deadline doesn’t update | Approved: Change target date: **Changed effective 2/17/21** | 2/15/21 |
| 10 | Can negative values be entered for assets? | No. See 7b in the Policy Question chart below. | 1/13/21 |
| 11 | Can the drop-down lists for income and asset verification be edited? | Yes. Policy reviewed and approved adding “Data Exchange (DX)” to the Income Verification dropdown and “Debit Card Receipt” to the Asset Verification dropdown **effective 2/17/21** | 2/15/21 |
| 12 | Allow agencies to view application details for prior EA application processed by a different agency. This will not apply to confidential applications. | Approved: **Changed effective 2/17/21** | 2/15/21 |

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| **#** | **WebI Report Question/Issue** | **Response/Status** | **Last Updated** |
| 1 | Can PINS be added to reports? | Approved and completed. | 1/5/21 |
| 2 | Is all history from EATS, including comments available in a report? | Yes. A report called **EA Report 15: Individual Application History Report** is located in the following WEBI folder path: *DCF / WISDOM / Employment Programs / Emergency Assistance / EA Report 15: Individual Application History Report* | 1/5/21 |
| 3 | Where can I find Payment Delay Exception (PDE) applications from 2020 that are still PDE in 2021? | To handle the cross-over between the two systems, a WEBI report entitled **EA Ad Hoc Report – Approved Applications with Payment Delay Exception From 2020 Continuing Into 2021** has been added to the following folder path: *DCF / WISDOM / Employment Programs / Emergency Assistance / New EA System (Beginning 1/1/2021)* | 1/5/21 |
| 4 | 1. Some applications are not displaying on report **EA Report 06 – Emergency Assistance Application Pending or In Progress Beyond 5 Days** | This will be fixed by COB 1/7/21. | 1/7/21 |
| 5 | Is it possible to add 2 WebI reports that were in the list of old EA WebI reports?  The report numbers were #9 and #12.  #9 is the Performance Outcome report which is a list of monthly earned apps, take backs, etc.  #12 is the Monthly Agency Detail report for applications that have been approved and paid.  We use it for check reconciliation and to make sure that we didn't miss entering check numbers and/or payments. | The report request to add the old EATS report #12 to WebI is in the queue tracked in our management system as SharePoint assignment ID# 202104. The report team is currently experiencing a backlog that is exceeding limited staff capacity, but in the meantime for agency operational need one potential workaround is that WebI reports **EA 03-Emergency Assistance Payments** and **EA 02-Emergency Assistance Monthly Timeliness Processing** may be exported out of WebI to .CSV format to gain access to all the data elements behind the reports to potentially cover what was previously contained in the old EA #9 and #12 (note that EA POP has been cancelled and replaced with cost reimbursement so the EA POP report #9 was declared out-of-scope, but for tracking timeliness the data from EA 02 may be utilized in .CSV to customize a table format). | 2/15/21 |
| 6 | Can Reports 6 and 6b be updated so that the “In Progress” and PDEs (Pending) applications are separated? | Yes. They are now shown in separate tabs of the report, one for the on-hold (tab called “In Progress”) and one for the PDE’s (tab called “Pending”). | 1/12/21 |

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| **#** | **Policy Question** | **Response/Status** | **Last Updated** |
| 1 | Should we use “other” or “agency form” as the verification of W-2 income? | Either, but a best practice is to document in comments that you entered what you viewed on the CARES Mainframe payment screen. | 1/5/21 |
| 2 | 1. How should agencies handle online EA Requests for Assistance where we’ve lost contact or have been unsuccessful at reaching the applicant within 5 days to complete the EA Application? 2. When is an ACCESS submission a completed application, and when is it a request? | 1. Requests for Assistance from ACCESS should not be entered into WWP unless the applicant submits a completed application. See EA Manual Section [1.2.2](https://dcf.wisconsin.gov/manuals/ea-manual/Production/01/1.2.2_Completing_the_Emergency_Assistance_Application.htm) for what makes a completed application.   Continue separate documentation of RFAs from ACCESS that do not result in a completed application due to inability to reach the applicant.   1. In your simplified inbox in CWW, when a request comes from ACCESS that is a simplified request for assistance only and not a full application, it will NOT have a case number. Those that are complete applications do have a case number. Requests for assistance don't have income information and other details, whereas a full application has essentially everything the paper EA application has.   Those that come over as a request for assistance require the complete application process to be conducted, i.e. the applicant needs to fill out the EA application. Since the request for assistance isn't an actual application, if you are unable to reach the applicant to complete the application, you would not enter any information into WWP. | 1/5/21  1/19/21 |
| 3 | Should Payment Delay Exception (PDE) due date be 30 days from the application date or 30 days from the date the Pending reason is entered? | Current policy is 30 days from the application date. This will be changed to 30 days from the date the application is determined eligible for a payment delay. An operations memo will be issued to document this change. Until then, it is ok to use the system-generated date which calculates 30 days from when the payment delay is entered. | 1/6/21 |
| 4 | When entering W-2 income in WWP, do we enter what was received in the last 30 days according to the W-2 payment screen or enter $608 or $653 according to W-2 placement screen? | W-2 placement income is disregarded and shouldn’t be entered into WWP. | 1/7/21 |
| 5 | Are agencies required to complete WWP EA fields for completed applications that blanked out during conversion such as dependent children? | No. If this information is ever needed, it can be found on the application in ECF. | 1/7/21 |
| 6 | Are agencies required to enter information into WWP not related to the denial reason but that the applicant provided on the application. For example, an applicant with no dependents lists landlord information. Are we required to enter the landlord information into WWP? | TBD. We will take this back for further discussion. As of now, we would expect all information provided by the applicant to be entered into WWP (either via paper application or through the interview process). | 1/7/21 |
| 7 | 1. Is it okay to enter a zero asset balance when a negative balance exists, for example on overdrawn accounts? 2. Follow-up question: Can a negative asset balance be used to offset an asset with a positive value? This was practice for some agencies prior to EA moving to WWP. | 1. Yes 2. No | 1/11/21  1/13/21 |

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| **#** | **System Question** | **Response/Status** | **Last Updated** |
| 1 | Can EA automated notices be viewed in ECF? | No. The automated notices can only be viewed in CWW Correspondence History using a PIN search. ECF doesn’t support PIN-based documents. The notice does not have to be separately scanned in ECF. See EA Policy Manual section [4.4.3](https://dcf.wisconsin.gov/manuals/ea-manual/Production/04/4.4.3_EA_Documentation_in_Electronic_Case_File_(ECF).htm). | 1/5/21 |
| 2 | Can agencies view details of applications processed by a different agency? | No. However, all EATS history including comments is available in A report called **EA Report 15: Individual Application History Report** is located in the following WEBI folder path: *DCF / WISDOM / Employment Programs / Emergency Assistance /* ***EA Report 15: Individual Application History Report*** | 1/6/21 |
| 3 | Who can update the application date? | Once an application is completed  (Application Status is Pending, Approved, Denied, or Withdrawn), someone with the EA supervisor role can edit all fields except the application date. The application date can only be edited when the application is in In-Progress status, and both the EA worker and supervisor roles can make this edit. | 1/11/21 |